

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER AGREEMENT

|                          |  |                          |                                    |
|--------------------------|--|--------------------------|------------------------------------|
| <b>Company Name:</b>     | <u>TOWN GARAGE GEORGIA</u>                       | <b>Order #</b>           | <u>36810017</u>                    |
| <b>Service Location:</b> |  | <b>Billing Location:</b> |                                    |
| Address 1                | <u>83 PLAINS RD</u>                              | Address 1                | <u>47 TOWN COMMON RD N</u>         |
| Address 2                | <u>UNIT BUSINESS2</u>                            | Address 2                |                                    |
| City                     | <u>SAINT ALBANS</u>                              | City                     | <u>SAINT ALBANS</u>                |
| State                    | <u>VT</u>  | State                    | <u>VT</u>                          |
| Zip                      | <u>05478</u>                                     | Zip                      | <u>05478-6089</u>                  |
| Primary Contact Name     | <u>Amber Baker</u>                               | Billing Contact Name     | <u>Amber Baker</u>                 |
| Primary Contact Phone    | <u>(802) 524-3524</u>                            | Billing Contact Phone    | <u>(802) 524-3524</u>              |
| Primary Contact Email    | <u>treasurer@townofgeorgia.com</u>               | Billing Contact Email    | <u>treasurer@townofgeorgia.com</u> |
| <b>Service Term</b>      | <u>36 Months</u>                                 | <b>Tax Exempt</b>        | <u>Yes</u>                         |
| <b>Package Code:</b>     | <u>EC-DataSEVoice\$134BIPerfMOB<br/>SEPkg3yr</u> | <b>Promo Code:</b>       |                                    |

| Package & Promotion Details   |  |
|---|--|
| <p>Data, SecurityEdge, Voice Package for discounted rate of \$134.99 for months 1-24, increasing to \$169.99 for months 25-36, increasing to then regular rate in month 37. Package includes Business Internet Performance (download speed up to 250 Mbps), 1 Mobility Line, and SecurityEdge. 3 year term agreement required. Additional services may be added to qualifying bundles: Connection Pro at \$20/mo., Basic Voice Lines \$15 each/mo., Two or more Mobility Lines \$20 each/mo. After 36 months, monthly service charge increases to regular rate for each additional service. Additional \$10 MRC discount with enrollment in EcoBill paperless billing and automatic payments through Comcast's self-service online tool via <a href="https://business.comcast.com/myaccount">https://business.comcast.com/myaccount</a> within 30 days of serv. install. If either EcoBill paperless billing or automatic payment service is cancelled during the promo, the monthly service charge automatically increases by \$10. Mobile discount for existing Comcast Business Internet Standard service or higher customers who activate new Comcast Business Mobile service with minimum 2 Mobile Unlimited lines: \$30 discount with 2 to 4 Mobile Unlimited lines, \$20 discount with 5 or more Mobile Unlimited lines. Mobile discount applied to Comcast Business Internet bill for 12 months. Limit one discount per account. After 12 months, or if any of the required services are cancelled or downgraded, or if Unlimited service is switched to By the Gig, the mobile discount will be removed. Comcast Business Internet must be installed by 12/12/2023 to qualify for the mobile discount. Comcast Business Mobile Unlimited lines must be activated within 90 days of Comcast Business Mobile Unlimited order date. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other applicable charges extra and subject to change.</p> |  |
| Customer Initials _____   |  |

| Package                           | Services Included  | Qty | Package Monthly Service Charge <sup>1</sup> | Package Non-Recurring Charge <sup>2</sup> |
|-----------------------------------|--|-----|---|---|
| Data, SecurityEdge, Voice Package | Business Internet Performance (download speeds up to 250 Mbps) | 1   |   |   |
|                                   | SecurityEdge   | 1   | \$ 134.99                                   | \$ 0.00                                   |
|                                   | Mobility Lines   | 1   |   |   |

| Equipment and Additional Service(s) | Qty | Additional Monthly Service Charge <sup>1</sup> | Additional Non-Recurring Charge <sup>2</sup> |
|-------------------------------------|-----|--|--|
| <b>Connection Pro</b>               |     |  |  |
| Connection Pro Service              | 1   | \$ 20.00                                       |  |
| Equipment - Connection Pro          | 1   | \$ 10.00                                       |  |
| <b>Equipment Fee</b>                |     |  |  |
| Package Equipment Fee               | 1   | \$ 19.95                                       |  |
| <b>Business Voice</b>               |     |  |  |
| Mobility Lines                      | 1   | \$ 20.00                                       |  |
| Directory Listing Suppression Fee   | 1   |  |  |

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: TOWN GARAGE GEORGIA Order # 36810017

| Additional Fees                                   |   |                 |                 |
|---|---|-----------------|-----------------|
| Standard Installation Fee / Change of Service Fee | 1 | \$              | 29.95           |
| <b>Total Additional Charge</b>                    |   | <b>\$ 69.95</b> | <b>\$ 29.95</b> |

|                                       | Monthly Service Charge <sup>1</sup> | Non-Recurring Charge <sup>2</sup> |
|---------------------------------------|-------------------------------------|-----------------------------------|
| <b>Total Charge for Service Order</b> | <b>\$ 204.94</b>                    | <b>\$ 29.95</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.

| General Special Instructions |
|------------------------------|
|                              |

### AGREEMENT

1. This Comcast Business Service Order Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to the above-named customer ("Customer"). This Agreement consists of this document (this "SOA"), the Business Services Customer Terms and Conditions (the "Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, the order of 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. The Terms and Conditions are located at <https://business.comcast.com/terms-conditions-smb>. Capitalized terms not otherwise defined in this SOA shall have the meaning ascribed to them in the Terms and Conditions. Use of the Services is also subject to the then-current Acceptable Use Policy for High-Speed Internet Services (the "AUP") located at <https://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the then-current Privacy Statement (the "Privacy Policy") located at <https://business.comcast.com/privacy-statement> (or any successor URL), both of which Comcast may update from time to time.

2. Each Comcast Business Service ("Service") carries a thirty (30) day money back guarantee. If within the first thirty (30) days following installation of a new Service, Customer is not completely satisfied, Customer may cancel the Service and Comcast will issue a refund for the monthly recurring charge paid for the first thirty (30) days of Service, excluding any custom installation fees, voice usage charges, fees, taxes, surcharges and optional service fees. Customer will be charged for any non-refundable fees and other charges. In order to be eligible for the refund, Customer must cancel the new Service within thirty (30) days of installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00. If Customer uses the Service in the first thirty (30) days, Customer will be refunded its subscription fees, but charged the applicable one-time fee. For the avoidance of doubt, this money back guarantee does not apply to renewals of an existing Service.

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 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

**911 Email Notification-** If 911 is dialed using the Voice Service, Comcast will send a notification to the Customer designated email address, unless the Customer has opted out of receiving such notifications. Each notification will include the telephone number from which 911 was dialed, location information, and the time the call was placed. After installation of the Voice Service, Customer may change the designated email address and/or decision to receive notifications by calling Comcast at 1-888-824-8104.

**Your Comcast voice service ("Voice Service") may have the following 911 limitations:**

**COMCAST  
BUSINESS****COMCAST BUSINESS SERVICE ORDER AGREEMENT****Company Name:** TOWN GARAGE GEORGIA **Order #** 36810017

• For 911 calls to be properly directed to emergency services using the Voice Service, Customer must provide the correct address information ("Registered Service Location") for each telephone number used by Customer. The Registered Service Location may also include information such as floor and office number.

• If the Voice Service or any Voice Service device is moved to a different location without Customer providing an updated Registered Service Location, 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, or a failure to allot sufficient time for a Registered Service Location change to be processed, may increase these risks.

• If a Registered Service Location is deemed to be in an area that is not supported for 911 calls, Customer 911 calls will be sent to an emergency call center where a trained agent will ask for the caller's name, telephone number, and location, and then will contact the local emergency authority.

• The Voice Service uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if back-up power is not installed, fails, or is exhausted. Voice Services that rely on a broadband connection may also be interrupted if the broadband service fails.

• 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.

**Registered Service Location Updates-** The Registered Service Location will be provided to Public Safety Answering Points to assist in responding to a 911 call. Customer may update or otherwise customize the Registered Service Location by:

- Calling Comcast at 1-888-824-8104

**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   | Cheryl Letourneau |
| Title  |                   |
| Date   |                   |

| FOR COMCAST USE ONLY      |                    |
|---------------------------|--------------------|
| Sales Representative      | Sarah Fairfield    |
| Sales Representative Code |                    |
| Sales Manager Name        | Courtney Carpenter |
| Sales Manager Approval    |                    |
| Division                  | NorthEast          |



## COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: TOWN GARAGE GEORGIA Order # 36810017

## BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email  Equipment Selection   
 Number of Static Ips  Business Web Hosting

## BUSINESS VOICE CONFIGURATION DETAILS

| Directory Listing Details                              |                      |
|--|----------------------|
| Directory Listing (Published, Non-Published, Unlisted) | Non-Published        |
| Directory Listing Phone Number                         | 8025285269           |
| Directory Listing Display Name                         | TOWN GARAGE GEORGIA  |
| DA/DL Header Text Information                          | City & Town Planners |
| DA/DL Header Code Information                          | 02008157             |
| Standard Industry Code                                 | 8748                 |

| Additional Voice Details             |                 |
|--------------------------------------|-----------------|
| Caller ID (Yes/No)                   | Yes             |
| Caller ID Display Name(max 15 char.) | TOWN OF GEORGIA |
| International Dialing (Yes/No)       | No              |
| Call Blocking (Yes/No)               | No              |
| Auto Attendant (Yes/No)              | No              |

| 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              |    |

**Company Name:** TOWN GARAGE GEORGIA **Order #** 36810017

| Toll Free Phone # | Calling Origination Area | Associated TN |
|-------------------|--------------------------|---------------|
|                   |                          |               |
|                   |                          |               |
|                   |                          |               |
|                   |                          |               |

**COMCAST  
BUSINESS**

To: Comcast Business Services  
676 Island Pond Rd  
Manchester NH 03109

**Disconnect Request Form**

Attention: Disconnect Processing  
Direct Dial: 1-800-391-3000 Fax: 1-800-283-8873  
E-Mail: NED\_SMBDisconnectRequest@cable.comcast.com

**A. Please accept this letter as an authorized written request to disconnect Business Class Services for:**

TOWN OF GEORGIA - ADMIN BUILDING\_

Company Name

47 TOWN COMMON RD N

Address

SAINT ALBANS

VT

05478

City

State

Zip

8773500010023288

CR114249457

Account #

MACD#

Ticket #

**B. Select one:**

|   |  |
|---|--|
| <input type="checkbox"/> <b>Transfer Existing Service</b>       | Stop Service Date: _____ Start Service Date: _____<br>New Address: _____<br>City: _____ State: _____ Zip: _____  |
| <input checked="" type="checkbox"/> <b>Permanent Disconnect</b> | Disconnect Reason _____<br>Please select new provider:<br>Other Provider: _____<br><b>Check all that apply:</b><br><input type="checkbox"/> Voice Disconnect <input type="checkbox"/> Internet Disconnect <input checked="" type="checkbox"/> Video Disconnect<br><input type="checkbox"/> Smart Office Disconnect <input type="checkbox"/> Cloud Solutions Disconnect |
| <input type="checkbox"/> <b>Voice Port Out</b>                  | I will be porting my number(s) to: _____   |

**C. Approval**

Authorized Signature  
Cheryl Letourneau

Date Signed

Print Name

Contact Telephone Number

Final 'Bill To' Address

**D. Important Information regarding your company's Business Class Account****EARLY TERMINATION FEE AND NOTICE OF TERMINATION**

Pursuant to Comcast's records, Early Termination Fee liability:

**\$0.00**

Pursuant to the General Terms and Conditions (GTC) of my company's Comcast Business Class Service Order Agreement. My company may be liable for 100% of the balance remaining if services are disconnected or terminated during the initial term (Early Termination Fee). My company will also be billed for any Comcast Equipment that is not returned to a Comcast Service Center (like cable modem and television set-top boxes). If my company is terminating Services as indicated above, **this document will serve as my company's 30 day notice of termination (as required by the GTC)**. My company will be responsible for outstanding amounts due for the Services through the actual date of termination.

If my company decides to reconnect its Business Class account, it will be assigned a new email address and Static IP (if applicable) and/or telephone number(s), as applicable.

If my company is taking (porting) its telephone number(s) to another provider, it must contact the new provider to set up service. The new provider will contact Comcast to terminate the company's Business Class Voice Service (to ensure there will be no loss of service during the transfer).

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# Next steps for disconnecting service

## 1 | Within the next 30 days, complete the disconnect form emailed via DocuSign.

- For support on how to submit an e-signature, please reference DocuSign support.
- If the reason for disconnection is not listed within the form, choose the most relevant option.
- The disconnect notification period will begin on the date the form is signed via e-signature. Until then, the account will remain active and continue to be billed. For details on the service termination policy and disconnect period, reference the Comcast Business Terms & Conditions.

## 2 | Return your device(s) associated with your service, including modem, phone or cable box.

The UPS Store® will pack and ship it for you. Just bring your equipment to The UPS Store and they'll take care of the rest - at no cost to you. A store associate will scan the equipment serial number so your account is properly updated.

Find a UPS Store location near you.

If you have Connection Pro, SmartOffice, Hospitality, or Advanced Voice products, a technician will need to pick up the equipment. A member of the Comcast Business team will be reaching out to schedule a time that is convenient for you.

## 3 | Sign in to My Account to check final billing details.

As you prepare to disconnect your services, remember to sign in to My Account to review your existing balance and check when your billing cycle ends as it relates to your final bill.

If your balance appears higher, it may be due to an expiration of a promotional package or proration. If your balance is at zero and you are enrolled in Auto Pay, please turn off Auto Pay.

**COMCAST  
BUSINESS****SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES****CUSTOMER INFORMATION**

Account Name: Town of Georgia  
 Primary Contact: Cheryl Letourneau  
 Title: Primary  
 Phone: 8025243524  
 Cell: 8025243524  
 Fax: \_\_\_\_\_

Email: administrator@townofgeorgia.com  
 Address1: 47 Town Common Rd N  
 Address2: \_\_\_\_\_  
 City: Georgia  
 State: VT  
 Zip Code: 05478

**SUMMARY OF CHARGES**

Service Term( Months): 36

| Site Name                        | Monthly Recurring Charges | Standard Installation Charges | One-time Charges |
|----------------------------------|---------------------------|-------------------------------|------------------|
| Georgia Admin Bldg               | \$277.30                  | \$0.00                        | \$0.00           |
| <b>SUMMARY OF TOTAL CHARGES*</b> | <b>\$277.30</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 privacy-statement (or any successor URL), both of which Comcast may update from time to time**

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 Business VoiceEdge™ Services ("Services") to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Customer Terms and Conditions ("Terms and Conditions") located at <http://business.comcast.com/terms-conditions-smb> (or any successor URL), and any other Service Order entered under this SOA, collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Terms and Conditions, (2) this SOA, and (3) any other Service Orders entered under this SOA. The Agreement shall terminate as set forth in the Terms and Conditions. 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 Business Acceptable Use Policy located at <http://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the Business Privacy Policy located at <http://business.comcast.com/customer-notifications/customer-privacy-statement> (or any successor URL), both of which Comcast may update from time to time and become effective upon posting.

2. The Service carries a 60 day money back guarantee. If within the first (60) sixty days following Business VoiceEdge Service activation Customer is not completely satisfied, Customer may cancel such service and Comcast will issue a refund for service charges actually paid by Customer, custom installation, usage charges, and optional service fees and taxes excluded. In order to be eligible for the refund, Customer must cancel Business VoiceEdge Service within sixty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

3. By purchasing Comcast voice services, you are giving Comcast Business permission to request a copy of the Customer Service Record(s) from your existing carrier(s). Customer Service Records include the telephone numbers listed on the account(s) and may also include information related to services provided by such carrier(s).

4. 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 installation is complete.

6. 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.

7. 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.

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

**E911 ACKNOWLEDGEMENT**

Your Comcast Business Voice Services set forth in this Service Order (the "Voice Services") have the following 911 limitations:

- In order for 911 calls to be properly directed to emergency services using the Voice Services, Customer must provide and maintain the correct service address information ("Registered Service Location") for each telephone number and extension used by Customer. The Registered Service Location should also include information such as floor and office number as appropriate.



**SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES**

- If the Voice Services are moved to, or used in, a different location without Customer providing an updated Registered Service Location, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, 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 increase these risks.
- Customer is solely responsible for programming its telephone system to map each telephone number and extension to the correct location, and for updating the telephone system as necessary to reflect moves or additions of stations.
- Customer 911 calls may be sent to an emergency call center where an agent will ask for the caller's name, telephone number, and location, and then will contact the local emergency authority.
- The Voice Services use electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if back-up power is not installed, fails, or is exhausted. Voice Services that rely on a broadband connection may also be interrupted if the broadband service fails.
- 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 and/or power failure, a broadband connection failure, or another technical problem.
- Failure by Customer to make updates to the Registered Service Location, including updates to restore service address to the original Registered Service Location, or failure to allot sufficient time for the Service Location update provisioning to complete may result in emergency services being dispatched to the incorrect Service Location.
- Customers should call Comcast at 1-800-391-3000 if they have any questions or need to update the Registered Service Location in the E911 system.

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICES.

| CUSTOMER USE ONLY       |  | COMCAST USE ONLY (by Authorized representative) |   |
|-------------------------|--|---|---|
| Signature:              |  | Signature:                                      | Sales Rep: Sarah Fairfield  |
| Name: Cheryl Letourneau |  | Name:   | Sales Rep: <a href="mailto:sarah_fairfield@cable.comcast.com">sarah_fairfield@cable.comcast.com</a> |
| Title:                  |  | Title:  | Email: <a href="mailto:mcast.com">mcast.com</a>   |
| Date:                   |  | Title:  | Region: WNE Region  |
|                         |  | Date:   | Division: NorthEast Division  |

COMCAST  
BUSINESS

## SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES

| SERVICE LOCATION DETAIL   |          |                 |  |                                   |           |
|---|----------|-----------------|--|-----------------------------------|-----------|
| <b>Customer Information</b>   |          |                 |  |                                   |           |
| Location Name: Georgia Admin Bldg   |          |                 | Business Phone: 8025243524             |                                   |           |
| Company Name: Georgia Admin Bldg  |          |                 | Cell Phone: 8025243524                 |                                   |           |
| Contact Name: Cheryl Letourneau   |          |                 | Fax Number:                            |                                   |           |
| Address1: 47 Town Common Rd N   |          |                 | Email: administrator@townofgeorgia.com |                                   |           |
| Address2:   |          |                 | Site Type: Dedicated                   |                                   |           |
| City: Georgia   |          |                 | Emergency 911: 47 Town Common RD N     |                                   |           |
| State: VT   |          |                 | Information:                           |                                   |           |
| Zip: 05478  |          |                 | Georgia, VT 05478                      |                                   |           |
| <b>Billing Information</b>  |          |                 |  |                                   |           |
| Date Of Quote: 10/24/2023   |          |                 | Service Term: 36                       |                                   |           |
| The terms set forth in this agreement are valid for 30 days from Date of Quote  |          |                 |  |                                   |           |
| Billing Contact: Amber Baker  |          |                 | Zip: 05478                             |                                   |           |
| Address1: 47 Town Common Rd N   |          |                 | Phone: 8025243524                      |                                   |           |
| Address2:   |          |                 | Fax:                                   |                                   |           |
| City: Saint Albans  |          |                 | Email: treasurer@townofgeorgia.com     |                                   |           |
| State: VT   |          |                 |  |                                   |           |
| <b>Voice Selection</b>  |          |                 |  |                                   |           |
| Voice Selections  | Quantity | Unit Price(MRC) | Unit Price(NRC)                        | Total MRC                         | Total NRC |
| Unified Communication Seats   | 10       | \$19.95         | \$0.00                                 | \$199.50                          | \$0.00    |
| Additional Hunt Group   | 5        | \$0.00          | \$0.00                                 | \$0.00                            | \$0.00    |
| Additional or Alternate TNs   | 2        | \$0.20          | \$0.00                                 | \$0.40                            | \$0.00    |
| <b>Equipment Selection</b>  |          |                 |  |                                   |           |
| Equipment Selections  | Quantity | Unit Price(MRC) | Unit Price(NRC)                        | Total MRC                         | Total NRC |
| Voice Gateway   | 1        | \$9.95          | \$0.00                                 | \$9.95                            | \$0.00    |
| Polycom VVX 411 HD  | 9        | \$5.95          | \$0.00                                 | \$53.55                           | \$0.00    |
| Poly Rove B2 Base Station   | 1        | \$6.95          | \$0.00                                 | \$6.95                            | \$0.00    |
| Poly Rove 30 Cordless Handset   | 1        | \$6.95          | \$0.00                                 | \$6.95                            | \$0.00    |
| <b>Summary Of Charges</b>   |          |                 |  |                                   |           |
| <b>Aggregate Monthly Recurring Charges</b>  |          |                 |  |                                   |           |
| Monthly Recurring Charges:  |          |                 |  | \$277.30                          |           |
| Promotional Discount:   |          |                 |  |                                   |           |
| Promotion Option:   |          |                 |  | NED_BVE_20+Seats_\$19.95_\$0Phone |           |
| Promotion Description:  |          |                 |  |                                   |           |
| Unified Communication Seats for discounted rate of \$19.95 each, increasing to then regular rate at end of original term (month 37 if 3 year term, or month 61 if 5 year term). Entry Level Polycom Phone MRC waived for length of original contract term, increasing to then regular rate at end of term (month 37 if 3 year term, or month 61 if 5 year term). Minimum Business Internet Standard (100/25) or Ethernet required. Minimum 3 Year Term required. OTT sites are eligible if main site meets minimum Business Internet Standard (100/25)/Ethernet requirement. Minimum 20 total seats required. Minimum average of 2 Seats per site required. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, |          |                 |  |                                   |           |
| Total Business VoiceEdge Monthly Recurring Charge*:   |          |                 |  | \$277.30                          |           |
| *Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing   |          |                 |  |                                   |           |
| <b>Business VoiceEdge Standard Installation Charges</b>   |          |                 |  |                                   |           |
| Customer Training:  | Online   |                 |  | No Charge                         |           |
| Total One-time Charges:   |          |                 |  | \$0.00                            |           |
| Site Installation Charges:  |          |                 |  | \$0.00                            |           |



**SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES**

|  |               |
|--|---------------|
| <b>Total Business VoiceEdge Standard Installation Charges:</b> | <b>\$0.00</b> |
|--|---------------|

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## SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES

| Customer Information  |                      |                            |                                 |                                   |           |
|---|----------------------|----------------------------|---------------------------------|-----------------------------------|-----------|
| Location Name:  | Georgia Fire Station | Business Phone:            | 8025243524                      |                                   |           |
| Company Name:   | Georgia Fire Station | Cell Phone:                | 8025243524                      |                                   |           |
| Contact Name:   | Cheryl Letourneau    | Fax Number:                |                                 |                                   |           |
| Address1:   | 4134 Ethan Allen Hwy | Email:                     | administrator@townofgeorgia.com |                                   |           |
| Address2:   |                      | Site Type:                 | Dedicated                       |                                   |           |
| City:   | Georgia              | Emergency 911 Information: | 4134 Ethan Allen HWY            |                                   |           |
| State:  | VT                   |                            | Georgia, VT 05478               |                                   |           |
| Zip:  | 05478                |                            |                                 |                                   |           |
| Billing Information   |                      |                            |                                 |                                   |           |
| Date Of Quote:  | 10/24/2023           | Service Term:              | 36                              |                                   |           |
| The terms set forth in this agreement are valid for 30 days from Date of Quote  |                      |                            |                                 |                                   |           |
| Billing Contact:  | Amber Baker          | Zip:                       | 05478                           |                                   |           |
| Address1:   | 47 Town Common Rd N  | Phone:                     | 8025243524                      |                                   |           |
| Address2:   |                      | Fax:                       |                                 |                                   |           |
| City:   | Saint Albans         | Email:                     | treasurer@townofgeorgia.com     |                                   |           |
| State:  | VT                   |                            |                                 |                                   |           |
| Voice Selection   |                      |                            |                                 |                                   |           |
| Voice Selections  | Quantity             | Unit Price(MRC)            | Unit Price(NRC)                 | Total MRC                         | Total NRC |
| Unified Communication Seats   | 6                    | \$19.95                    | \$0.00                          | \$119.70                          | \$0.00    |
| Additional Hunt Group   | 3                    | \$0.00                     | \$0.00                          | \$0.00                            | \$0.00    |
| Inventoried TNs   | 1                    | \$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   | 1                    | \$9.95                     | \$0.00                          | \$9.95                            | \$0.00    |
| Polycom VVX 411 HD  | 5                    | \$5.95                     | \$0.00                          | \$29.75                           | \$0.00    |
| Panasonic TGP600 Smart IP Cordless Phone Base Station   | 1                    | \$3.95                     | \$0.00                          | #REF!                             | #REF!     |
| Panasonic TPA60 Smart IP Cordless Handset   | 1                    | \$4.95                     | \$0.00                          | \$4.95                            | \$0.00    |
| Summary Of Charges  |                      |                            |                                 |                                   |           |
| Aggregate Monthly Recurring Charges   |                      |                            |                                 |                                   |           |
| Monthly Recurring Charges:  |                      |                            |                                 | #REF!                             |           |
| Promotional Discount:   |                      |                            |                                 |                                   |           |
| Promotion Option:   |                      |                            |                                 | NED_BVE_20+Seats_\$19.95_\$0Phone |           |
| Promotion Description:  |                      |                            |                                 |                                   |           |
| Unified Communication Seats for discounted rate of \$19.95 each, increasing to then regular rate at end of original term (month 37 if 3 year term, or month 61 if 5 year term). Entry Level Polycom Phone MRC waived for length of original contract term, increasing to then regular rate at end of term (month 37 if 3 year term, or month 61 if 5 year term). Minimum Business Internet Standard (100/25) or Ethernet required. Minimum 3 Year Term required. OTT sites are eligible if main site meets minimum Business Internet Standard (100/25)/Ethernet requirement. Minimum 20 total seats required. Minimum average of 2 Seats per site required. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, |                      |                            |                                 |                                   |           |
| Total Business VoiceEdge Monthly Recurring Charge*:   |                      |                            |                                 | #REF!                             |           |
| *Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing   |                      |                            |                                 |                                   |           |
| Business VoiceEdge Standard Installation Charges  |                      |                            |                                 |                                   |           |
| Customer Training:  | Online               | No Charge                  |                                 |                                   |           |
| Total One-time Charges:   |                      |                            |                                 | \$0.00                            |           |



**SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES**

|   |        |
|---|--------|
| Site Installation Charges:                              | \$0.00 |
| Total Business VoiceEdge Standard Installation Charges: | \$0.00 |

COMCAST  
BUSINESS

## SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES

| Customer Information  |                        |                            |                                 |                                   |           |
|---|------------------------|----------------------------|---------------------------------|-----------------------------------|-----------|
| Location Name:  | Georgia Public Library | Business Phone:            | 8025243524                      |                                   |           |
| Company Name:   | Georgia Public Library | Cell Phone:                | 8025243524                      |                                   |           |
| Contact Name:   | Amber Baker            | Fax Number:                |                                 |                                   |           |
| Address1:   | 1697 ETHAN ALLEN HWY   | Email:                     | administrator@townofgeorgia.com |                                   |           |
| Address2:   |                        | Site Type:                 | Dedicated                       |                                   |           |
| City:   | Georgia                | Emergency 911 Information: | 1697 Ethan Allen HWY            |                                   |           |
| State:  | VT                     |                            | Georgia, VT 05478               |                                   |           |
| Zip:  | 05454                  |                            |                                 |                                   |           |
| Billing Information   |                        |                            |                                 |                                   |           |
| Date Of Quote:  | 10/24/2023             | Service Term:              | 36                              |                                   |           |
| The terms set forth in this agreement are valid for 30 days from Date of Quote  |                        |                            |                                 |                                   |           |
| Billing Contact:  | Amber Baker            | Zip:                       | 05478                           |                                   |           |
| Address1:   | 47 Town Common Rd N    | Phone:                     | 8025243524                      |                                   |           |
| Address2:   |                        | Fax:                       |                                 |                                   |           |
| City:   | Saint Albans           | Email:                     | treasurer@townofgeorgia.com     |                                   |           |
| State:  | VT                     |                            |                                 |                                   |           |
| Voice Selection   |                        |                            |                                 |                                   |           |
| Voice Selections  | Quantity               | Unit Price(MRC)            | Unit Price(NRC)                 | Total MRC                         | Total NRC |
| Unified Communication Seats   | 2                      | \$19.95                    | \$0.00                          | \$39.90                           | \$0.00    |
| Additional Hunt Group   | 3                      | \$0.00                     | \$0.00                          | \$0.00                            | \$0.00    |
| Inventoried TNs   | 1                      | \$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   | 1                      | \$9.95                     | \$0.00                          | \$9.95                            | \$0.00    |
| Polycom VVX 411 HD  | 2                      | \$5.95                     | \$0.00                          | \$11.90                           | \$0.00    |
| Summary Of Charges  |                        |                            |                                 |                                   |           |
| Aggregate Monthly Recurring Charges   |                        |                            |                                 |                                   |           |
| Monthly Recurring Charges:  |                        |                            |                                 | \$61.75                           |           |
| Promotional Discount:   |                        |                            |                                 |                                   |           |
| Promotion Option:   |                        |                            |                                 | NED_BVE_20+Seats_\$19.95_\$0Phone |           |
| Promotion Description:  |                        |                            |                                 |                                   |           |
| Unified Communication Seats for discounted rate of \$19.95 each, increasing to then regular rate at end of original term (month 37 if 3 year term, or month 61 if 5 year term). Entry Level Polycom Phone MRC waived for length of original contract term, increasing to then regular rate at end of term (month 37 if 3 year term, or month 61 if 5 year term). Minimum Business Internet Standard (100/25) or Ethernet required. Minimum 3 Year Term required. OTT sites are eligible if main site meets minimum Business Internet Standard (100/25)/Ethernet requirement. Minimum 20 total seats required. Minimum average of 2 Seats per site required. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, |                        |                            |                                 |                                   |           |
| Total Business VoiceEdge Monthly Recurring Charge*:   |                        |                            |                                 | \$61.75                           |           |
| *Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing   |                        |                            |                                 |                                   |           |
| Business VoiceEdge Standard Installation Charges  |                        |                            |                                 |                                   |           |
| Customer Training:  | Online                 | No Charge                  |                                 |                                   |           |
| Total One-time Charges:   |                        |                            |                                 | \$0.00                            |           |
| Site Installation Charges:  |                        |                            |                                 | \$0.00                            |           |
| Total Business VoiceEdge Standard Installation Charges:   |                        |                            |                                 | \$0.00                            |           |

COMCAST  
BUSINESS

## SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES

| Customer Information  |                     |                            |                                 |                                   |           |
|---|---------------------|----------------------------|---------------------------------|-----------------------------------|-----------|
| Location Name:  | Georgia Admin Bldg  | Business Phone:            | 8025243524                      |                                   |           |
| Company Name:   | Georgia Admin Bldg  | Cell Phone:                | 8025243524                      |                                   |           |
| Contact Name:   | Cheryl Letourneau   | Fax Number:                |                                 |                                   |           |
| Address1:   | 83 PLAINS RD        | Email:                     | administrator@townofgeorgia.com |                                   |           |
| Address2:   | BUS2                | Site Type:                 | Dedicated                       |                                   |           |
| City:   | Saint Albans        | Emergency 911 Information: | 83 Plains RD                    |                                   |           |
| State:  | VT                  |                            | Saint Albans, VT 05478          |                                   |           |
| Zip:  | 05478               |                            |                                 |                                   |           |
| Billing Information   |                     |                            |                                 |                                   |           |
| Date Of Quote:  | 10/24/2023          | Service Term:              | 36                              |                                   |           |
| The terms set forth in this agreement are valid for 30 days from Date of Quote  |                     |                            |                                 |                                   |           |
| Billing Contact:  | Amber Baker         | Zip:                       | 05478                           |                                   |           |
| Address1:   | 47 Town Common Rd N | Phone:                     | 8025243524                      |                                   |           |
| Address2:   |                     | Fax:                       |                                 |                                   |           |
| City:   | Saint Albans        | Email:                     | treasurer@townofgeorgia.com     |                                   |           |
| State:  | VT                  |                            |                                 |                                   |           |
| Voice Selection   |                     |                            |                                 |                                   |           |
| Voice Selections  | Quantity            | Unit Price(MRC)            | Unit Price(NRC)                 | Total MRC                         | Total NRC |
| Unified Communication Seats   | 2                   | \$19.95                    | \$0.00                          | \$39.90                           | \$0.00    |
| Additional Hunt Group   | 3                   | \$0.00                     | \$0.00                          | \$0.00                            | \$0.00    |
| Inventoried TNs   | 2                   | \$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   | 1                   | \$9.95                     | \$0.00                          | \$9.95                            | \$0.00    |
| Poly VVX 450  | 1                   | \$5.95                     | \$0.00                          | \$5.95                            | \$0.00    |
| AudioCodes MP-114 ATA   | 1                   | \$4.95                     | \$0.00                          | \$4.95                            | \$0.00    |
| Summary Of Charges  |                     |                            |                                 |                                   |           |
| Aggregate Monthly Recurring Charges   |                     |                            |                                 |                                   |           |
| Monthly Recurring Charges:  |                     |                            |                                 | \$60.75                           |           |
| Promotional Discount:   |                     |                            |                                 |                                   |           |
| Promotion Option:   |                     |                            |                                 | NED_BVE_20+Seats_\$19.95_\$0Phone |           |
| Promotion Description:  |                     |                            |                                 |                                   |           |
| Unified Communication Seats for discounted rate of \$19.95 each, increasing to then regular rate at end of original term (month 37 if 3 year term, or month 61 if 5 year term). Entry Level Polycom Phone MRC waived for length of original contract term, increasing to then regular rate at end of term (month 37 if 3 year term, or month 61 if 5 year term). Minimum Business Internet Standard (100/25) or Ethernet required. Minimum 3 Year Term required. OTT sites are eligible if main site meets minimum Business Internet Standard (100/25)/Ethernet requirement. Minimum 20 total seats required. Minimum average of 2 Seats per site required. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, |                     |                            |                                 |                                   |           |
| Total Business VoiceEdge Monthly Recurring Charge*:   |                     |                            |                                 | \$60.75                           |           |
| *Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing   |                     |                            |                                 |                                   |           |
| Business VoiceEdge Standard Installation Charges  |                     |                            |                                 |                                   |           |
| Customer Training:  | Online              | No Charge                  |                                 |                                   |           |
| Total One-time Charges:   |                     |                            |                                 | \$0.00                            |           |
| Site Installation Charges:  |                     |                            |                                 | \$0.00                            |           |



**SERVICE ORDER AGREEMENT – BUSINESS VOICEEDGE SERVICES**

|   |        |
|---|--------|
| Total Business VoiceEdge Standard Installation Charges: | \$0.00 |
|---|--------|



**Company Name:** Georgia Fire Station **Order #** 36805347

| Toll Free Phone # | Calling Origination Area | Associated TN |
|-------------------|--------------------------|---------------|
|                   |                          |               |
|                   |                          |               |
|                   |                          |               |
|                   |                          |               |
|                   |                          |               |

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER AGREEMENT

**Company Name:** Georgia Fire Station **Order #** 36805347

**Service Location:** **Billing Location:**

Address 1 4134 Ethan Allen Hwy Address 1 47 TOWN COMMON RD N

Address 2 Address 2

City Georgia City Saint Albans

State VT State VT

Zip 05478 Zip 05478

Primary Contact Name Cheryl Letourneau Billing Contact Name Amber Baker April Edwards

Primary Contact Phone (802) 524-3524 Billing Contact Phone (802) 524-3524

Primary Contact Email Administrator treasurer@townofgeorgia.com Billing Contact Email treasurer@townofgeorgia.com

**Service Term** 36 Months **Tax Exempt** No

**Package Code:** EC-DataSEVoice\$134BIPerfMOB SEPkg3yr **Promo Code:**

### Package & Promotion Details

Data, SecurityEdge, Voice Package for discounted rate of \$134.99 for months 1-24, increasing to \$169.99 for months 25-36, increasing to then regular rate in month 37. Package includes Business Internet Performance (download speed up to 250 Mbps), 1 Mobility Line, and SecurityEdge. 3 year term agreement required. Additional services may be added to qualifying bundles: Connection Pro at \$20/mo., Basic Voice Lines \$15 each/mo., Two or more Mobility Lines \$20 each/mo. After 36 months, monthly service charge increases to regular rate for each additional service. Additional \$10 MRC discount with enrollment in EcoBill paperless billing and automatic payments through Comcast's self-service online tool via <https://business.comcast.com/myaccount> within 30 days of serv. install. If either EcoBill paperless billing or automatic payment service is cancelled during the promo, the monthly service charge automatically increases by \$10. Mobile discount for existing Comcast Business Internet Standard service or higher customers who activate new Comcast Business Mobile service with minimum 2 Mobile Unlimited lines: \$30 discount with 2 to 4 Mobile Unlimited lines, \$20 discount with 5 or more Mobile Unlimited lines. Mobile discount applied to Comcast Business Internet bill for 12 months. Limit one discount per account. After 12 months, or if any of the required services are cancelled or downgraded, or if Unlimited service is switched to By the Gig, the mobile discount will be removed. Comcast Business Internet must be installed by 12/12/2023 to qualify for the mobile discount. Comcast Business Mobile Unlimited lines must be activated within 90 days of Comcast Business Mobile Unlimited order date. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other applicable charges extra and subject to change.

Customer Initials

| Package                           | Services Included  | Qty | Package Monthly Service Charge <sup>1</sup> | Package Non-Recurring Charge <sup>2</sup> |
|-----------------------------------|--|-----|---|---|
| Data, SecurityEdge, Voice Package | Business Internet Performance (download speeds up to 250 Mbps) | 1   |   |   |
|                                   | SecurityEdge   | 1   | \$ 134.99                                   | \$ 0.00                                   |
|                                   | Mobility Lines   | 1   |   |   |

| Equipment and Additional Service(s) | Qty | Additional Monthly Service Charge <sup>1</sup> | Additional Non-Recurring Charge <sup>2</sup> |
|-------------------------------------|-----|--|--|
| <b>Equipment Fee</b>                |     |  |  |
| Package Equipment Fee               | 1   | \$ 19.95                                       |  |
| <b>Business Voice</b>               |     |  |  |
| Basic Lines                         | 1   | \$ 15.00                                       |  |
| <b>Business Video</b>               |     |  |  |
| TV Basic                            | 1   | \$ 42.95                                       |  |
| Equipment - TV Box + Remote (STB)   | 3   | \$ 29.85                                       |  |



## COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: Georgia Fire Station Order # 36805347

| Additional Fees                                   |   |                  |                |
|---|---|------------------|----------------|
| Standard Installation Fee / Change of Service Fee | 1 | \$               | 0.00           |
| <b>Total Additional Charge</b>                    |   | <b>\$ 107.75</b> | <b>\$ 0.00</b> |

|                                       | Monthly Service Charge <sup>1</sup> | Non-Recurring Charge <sup>2</sup> |
|---------------------------------------|-------------------------------------|-----------------------------------|
| <b>Total Charge for Service Order</b> | <b>\$ 242.74</b>                    | <b>\$ 0.00</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.

| General Special Instructions |
|------------------------------|
|                              |

## AGREEMENT

1. This Comcast Business Service Order Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to the above-named customer ("Customer"). This Agreement consists of this document (this "SOA"), the Business Services Customer Terms and Conditions (the "Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, the order of 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. The Terms and Conditions are located at <https://business.comcast.com/terms-conditions-smb>. Capitalized terms not otherwise defined in this SOA shall have the meaning ascribed to them in the Terms and Conditions. Use of the Services is also subject to the then-current Acceptable Use Policy for High-Speed Internet Services (the "AUP") located at <https://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the then-current Privacy Statement (the "Privacy Policy") located at <https://business.comcast.com/privacy-statement> (or any successor URL), both of which Comcast may update from time to time.

2. Each Comcast Business Service ("Service") carries a thirty (30) day money back guarantee. If within the first thirty (30) days following installation of a new Service, Customer is not completely satisfied, Customer may cancel the Service and Comcast will issue a refund for the monthly recurring charge paid for the first thirty (30) days of Service, excluding any custom installation fees, voice usage charges, fees, taxes, surcharges and optional service fees. Customer will be charged for any non-refundable fees and other charges. In order to be eligible for the refund, Customer must cancel the new Service within thirty (30) days of installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00. If Customer uses the Service in the first thirty (30) days, Customer will be refunded its subscription fees, but charged the applicable one-time fee. For the avoidance of doubt, this money back guarantee does not apply to renewals of an existing Service.

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 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

**911 Email Notification-** If 911 is dialed using the Voice Service, Comcast will send a notification to the Customer designated email address, unless the Customer has opted out of receiving such notifications. Each notification will include the telephone number from which 911 was dialed, location information, and the time the call was placed. After installation of the Voice Service, Customer may change the designated email address and/or decision to receive notifications by calling Comcast at 1-888-824-8104.

**Your Comcast voice service ("Voice Service") may have the following 911 limitations:**



## COMCAST BUSINESS SERVICE ORDER AGREEMENT

**Company Name:** Georgia Fire Station **Order #** 36805347

- For 911 calls to be properly directed to emergency services using the Voice Service, Customer must provide the correct address information ("Registered Service Location") for each telephone number used by Customer. The Registered Service Location may also include information such as floor and office number.
- If the Voice Service or any Voice Service device is moved to a different location without Customer providing an updated Registered Service Location, 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, or a failure to allot sufficient time for a Registered Service Location change to be processed, may increase these risks.
- If a Registered Service Location is deemed to be in an area that is not supported for 911 calls, Customer 911 calls will be sent to an emergency call center where a trained agent will ask for the caller's name, telephone number, and location, and then will contact the local emergency authority.
- The Voice Service uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if back-up power is not installed, fails, or is exhausted. Voice Services that rely on a broadband connection may also be interrupted if the broadband service fails.
- 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.

**Registered Service Location Updates-** The Registered Service Location will be provided to Public Safety Answering Points to assist in responding to a 911 call. Customer may update or otherwise customize the Registered Service Location by:

- Calling Comcast at 1-888-824-8104

**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   | Cheryl Letourneau |
| Title  |                   |
| Date   |                   |

| FOR COMCAST USE ONLY      |                    |
|---------------------------|--------------------|
| Sales Representative      | Sarah Fairfield    |
| Sales Representative Code |                    |
| Sales Manager Name        | Courtney Carpenter |
| Sales Manager Approval    |                    |
| Division                  | NorthEast          |



## COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: Georgia Fire Station Order # 36805347

## BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email  Equipment Selection   
 Number of Static Ips  Business Web Hosting

## BUSINESS VIDEO CONFIGURATION DETAILS

| Outlet Details        | Location   | Outlet Type           |
|-----------------------|------------|-----------------------|
| Outlet 1 - Primary    | Outlet - 1 | TV Box + Remote (STB) |
| Outlet 2 - Additional | Outlet - 2 | TV Box + Remote (STB) |
| Outlet 3 - Additional | Outlet - 3 | TV Box + Remote (STB) |
|                       |            |                       |
|                       |            |                       |
|                       |            |                       |
|                       |            |                       |
|                       |            |                       |

## Service Location Occupancy\*

\* Occupancy required for public view

## Additional Comments

| OUTLETS 9 & UP  | QUANTITY |
|-----------------|----------|
| TV Box + Remote | 0        |

## BUSINESS VOICE CONFIGURATION DETAILS

| Directory Listing Details                              |                      |
|--|----------------------|
| Directory Listing (Published, Non-Published, Unlisted) | Published            |
| Directory Listing Phone Number                         | 8027828336           |
| Directory Listing Display Name                         | Georgia Fire Station |
| DA/DL Header Text Information                          | Fire Departments     |
| DA/DL Header Code Information                          | 00252700             |
| Standard Industry Code                                 | 9224                 |

| Additional Voice Details             |              |
|--------------------------------------|--------------|
| Caller ID (Yes/No)                   | Yes          |
| Caller ID Display Name(max 15 char.) | Fire Station |
| International Dialing (Yes/No)       | No           |
| Call Blocking (Yes/No)               | No           |
| Auto Attendant (Yes/No)              | No           |

| 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              |    |

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER AGREEMENT

|                          |  |                          |                                    |
|--------------------------|--|--------------------------|------------------------------------|
| <b>Company Name:</b>     | <u>Georgia Public Library</u>              | <b>Order #</b>           | <u>36807718</u>                    |
| <b>Service Location:</b> |  | <b>Billing Location:</b> |                                    |
| Address 1                | <u>1697 ETHAN ALLEN HWY</u>                | Address 1                | <u>47 TOWN COMMON RD N</u>         |
| Address 2                | <u>BCDV</u>                                | Address 2                |                                    |
| City                     | <u>Georgia</u>                             | City                     | <u>Saint Albans</u>                |
| State                    | <u>VT</u>                                  | State                    | <u>VT</u>                          |
| Zip                      | <u>05454</u>                               | Zip                      | <u>05478</u>                       |
| Primary Contact Name     | <u>Amber Baker</u>                         | Billing Contact Name     | <u>Amber Baker</u>                 |
| Primary Contact Phone    | <u>(802) 524-3524</u>                      | Billing Contact Phone    | <u>(802) 524-3524</u>              |
| Primary Contact Email    | <u>treasurer@townofgeorgia.com</u>         | Billing Contact Email    | <u>treasurer@townofgeorgia.com</u> |
| <b>Service Term</b>      | <u>24 Months</u>                           | <b>Tax Exempt</b>        | <u>No</u>                          |
| <b>Package Code:</b>     | <u>EC-SecSol\$104BIStandard_SE_Pkg_2yr</u> | <b>Promo Code:</b>       |                                    |

| Package & Promotion Details   |
|---|
| <p>Data, SecurityEdge Package for discounted rate of \$104.99 for months 1-24, increasing to then regular rate in month 25. Package includes Business Internet Standard (download speed up to 100 Mbps) and SecurityEdge. 2 year term agreement required. Additional \$10 MRC discount with enrollment in EcoBill paperless billing and automatic payments through Comcast's self-service online tool via <a href="https://business.comcast.com/myaccount">https://business.comcast.com/myaccount</a> within 30 days of service installation. If either EcoBill paperless billing or automatic payment service is cancelled during the promo, the monthly service charge automatically increases by \$10.00. Mobile discount for existing Comcast Business Internet Standard service or higher customers who activate new Comcast Business Mobile service with minimum 2 Mobile Unlimited lines: \$30 discount with 2 to 4 Mobile Unlimited lines, \$20 discount with 5 or more Mobile Unlimited lines. Mobile discount applied to Comcast Business Internet bill for 12 months. Limit one discount per account. After 12 months, or if any of the required services are cancelled or downgraded, or if Unlimited service is switched to By the Gig, the mobile discount will be removed. Comcast Business Internet must be installed by 12/12/2023 to qualify for the mobile discount. Comcast Business Mobile Unlimited lines must be activated within 90 days of Comcast Business Mobile Unlimited order date. Equipment, installation, taxes and fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other applicable charges extra and subject to change.</p> |

*Customer Initials*

| Package                    | Services Included   | Qty | Package Monthly Service Charge <sup>1</sup> | Package Non-Recurring Charge <sup>2</sup> |
|----------------------------|---|-----|---|---|
| Data, SecurityEdge Package | Business Internet Standard (download speeds up to 100 Mbps) | 1   | \$ 104.99                                   | \$ 0.00                                   |
|                            | SecurityEdge  | 1   |   |   |

| Equipment and Additional Service(s)               | Qty | Additional Monthly Service Charge <sup>1</sup> | Additional Non-Recurring Charge <sup>2</sup> |
|---|-----|--|--|
| <b>Equipment Fee</b>                              |     |  |  |
| Package Equipment Fee                             | 1   | \$ 19.95                                       |  |
| <b>Business Video</b>                             |     |  |  |
| TV Standard                                       | 1   | \$ 89.95                                       |  |
| Equipment - TV Box + Remote (STB)                 | 1   | \$ 9.95  |  |
| <b>Additional Fees</b>                            |     |  |  |
| Standard Installation Fee / Change of Service Fee | 1   |  | \$ 0.00                                      |
| <b>Total Additional Charge</b>                    |     | <b>\$ 119.85</b>                               | <b>\$ 0.00</b>                               |

|                                       | Monthly Service Charge <sup>1</sup> | Non-Recurring Charge <sup>2</sup> |
|---------------------------------------|-------------------------------------|-----------------------------------|
| <b>Total Charge for Service Order</b> | <b>\$ 224.84</b>                    | <b>\$ 0.00</b>                    |

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER AGREEMENT

**Company Name:** Georgia Public Library
**Order #** 36807718

<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.

| General Special Instructions |
|------------------------------|
|                              |

### AGREEMENT

1. This Comcast Business Service Order Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to the above-named customer ("Customer"). This Agreement consists of this document (this "SOA"), the Business Services Customer Terms and Conditions (the "Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, the order of 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. The Terms and Conditions are located at <https://business.comcast.com/terms-conditions-smb>. Capitalized terms not otherwise defined in this SOA shall have the meaning ascribed to them in the Terms and Conditions. Use of the Services is also subject to the then-current Acceptable Use Policy for High-Speed Internet Services (the "AUP") located at <https://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the then-current Privacy Statement (the "Privacy Policy") located at <https://business.comcast.com/privacy-statement> (or any successor URL), both of which Comcast may update from time to time.

2. Each Comcast Business Service ("Service") carries a thirty (30) day money back guarantee. If within the first thirty (30) days following installation of a new Service, Customer is not completely satisfied, Customer may cancel the Service and Comcast will issue a refund for the monthly recurring charge paid for the first thirty (30) days of Service, excluding any custom installation fees, voice usage charges, fees, taxes, surcharges and optional service fees. Customer will be charged for any non-refundable fees and other charges. In order to be eligible for the refund, Customer must cancel the new Service within thirty (30) days of installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00. If Customer uses the Service in the first thirty (30) days, Customer will be refunded its subscription fees, but charged the applicable one-time fee. For the avoidance of doubt, this money back guarantee does not apply to renewals of an existing Service.

3. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast 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>Cheryl Letourneau</u>   |
| Name <u>Cheryl Letourneau</u>  |
| Title  |
| Date   |

| FOR COMCAST USE ONLY                         |
|--|
| Sales Representative <u>Sarah Fairfield</u>  |
| Sales Representative Code                    |
| Sales Manager Name <u>Courtney Carpenter</u> |
| Sales Manager Approval                       |
| Division <u>NorthEast</u>                    |



## COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: Georgia Public Library Order # 36807718

## BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email  Equipment Selection   
Number of Static Ips  Business Web Hosting

## BUSINESS VIDEO CONFIGURATION DETAILS

| Outlet Details     | Location   | Outlet Type           |
|--------------------|------------|-----------------------|
| Outlet 1 - Primary | Outlet - 1 | TV Box + Remote (STB) |
|                    |            |                       |
|                    |            |                       |
|                    |            |                       |
|                    |            |                       |
|                    |            |                       |
|                    |            |                       |

## Service Location Occupancy\*

\* Occupancy required for public view

## Additional Comments

| OUTLETS 9 & UP  | QUANTITY |
|-----------------|----------|
| TV Box + Remote | 0        |