



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031141

CUSTOMER INFORMATION (Service Location)

Address 1 2100 TRAVIS ST City HOUSTON
 Address 2 FL 4TH State TX
 Primary Contact Name Orson Pate ZIP Code 77002
 Business Phone (832) 393-0235 County _____
 Cell Phone (832) 260-8612 Email Address orson.pate@houstontx.gov
 Pager Number _____ Primary Fax Number _____

Technical Contact Name Otto Meledez Tech Contact On-Site? Yes
 Technical Contact Business Phone (832) 393-0023 Technical Contact Email otto.meledez@houston.tx.gov
 Property Manager Contact Name _____ Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

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

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

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

Comcast Business Packages

| |
|----------------------------|
| Package Name: |
| PACKAGE DESCRIPTION |
| |

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

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

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

Business Internet*

| INTERNET SELECTIONS | Selection(X) | Total Cost |
|-------------------------------|--------------|------------|
| Speed - Business Internet 500 | X | \$399.95 |
| Equipment Fee | X | \$16.95 |

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

*Internet selections & options not available in all markets.

| INTERNET OPTIONS | Selection(X) | Total Cost |
|--------------------------------|--------------|------------|
| Static IP V4/V6 - 5 | X | \$24.95 |
| Wi-Fi - Business Wifi Standard | X | \$0.00 |

Business TV***

| TV SELECTIONS | Selection | Total Cost | |
|------------------------------------|--------------|------------|------------|
| Basic | | | |
| Select | | | |
| Information & Entertainment | | | |
| Variety | | | |
| Standard | | | |
| Preferred | | | |
| TV OPTIONS | Selection | Total Cost | |
| Sports Pack** | | | |
| Canales Selecto | | | |
| Music Choice W/Comcast Business TV | | | |
| Other | | | |
| Other | | | |
| TV OUTLETS | Quantity | Unit Cost | Total Cost |
| Additional Outlets | | | |
| | | | |
| mini mDTA/mDTA Type | # of Outlets | NRC | MRC |
| | | | |

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

** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031141

COMCAST BUSINESS TOTAL SERVICE CHARGES

| Comcast Business | | | | | Selection(X) Quantity Unit Cost Total Cost | | Total Monthly Service Charge | \$441.85 |
|---|---|--|---------|---------|--|--|------------------------------|----------|
| Business Internet/TV/Voice Installation Fee | X | | \$49.00 | \$49.00 | Promotional Code (if applicable) | | | |
| Voice Activation Fee* | | | | | Discount On Internet (if applicable) | | | |
| Auto-Attendant Setup Fee | | | | | Discount On Video (if applicable) | | | |
| Toll Free Activation Fee | | | | | Discount On Voice (if applicable) | | | |
| Directory Listing Suppression Fee | | | | | Discount On VoiceEdge Select Seats (if applicable) | | | |
| VoiceEdge Select Seat Activation Fee** | | | | | | | | |

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

** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill:* \$441.85

Total Installation Charges:* \$49.00

* Does not include Custom Installation Fees.

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

GENERAL SPECIAL INSTRUCTIONS



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031141

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

| | | | |
|-------------------------------------|----|----------------------|-------------------|
| Transfer Existing Comcast.net Email | No | Equipment Selection | DOCSIS 3.1 Device |
| Number of Static IPs* | 5 | Business Web Hosting | No |

COMCAST BUSINESS TV CONFIGURATION DETAILS

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

Additional Comments:

OUTLETS 9 & UP QUANTITY

| | |
|---------|--|
| Digital | |
| HDTV | |
| DTA | |
| HD-DTA | |

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

| Phone # | Type |
|---------|------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

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

Account Name: City of Houston, TexasID#: 21031141

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

Directory Listing Details

| Directory Listing (Published, Non-Published, Unlisted) | | Additional Voice Details | |
|--|--|---------------------------------------|----|
| Directory Listing Phone Number | | Caller ID (Yes/No) | |
| Directory Listing Display Name | | Caller ID Display Name (max 15 char.) | |
| DA/DL Header Text Information | | International Dialing (Yes/No) | No |
| DA/DL Header Code Information | | Call Blocking (Yes/No) | |
| Standard Industry Code Information | | Auto-Attendant (Yes/No) | No |

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS**Voice Edge Directory Listing Details**

| | |
|--|--|
| Directory Listing (Published, Non-Published, Unlisted) | |
| Directory Listing Phone Number | |
| Directory Listing Display Name | |
| DA/DL Header Text Information | |
| DA/DL Header Code Information | |

Voice Edge Additional Voice Details

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

Account Name: City of Houston, TexasID#: 21031141**CUSTOMER BILLING INFORMATION**Billing Account Name City of Houston, TexasCity HOUSTON

Billing Name (3rd Party Accounts) _____

State TXAddress 1 2100 TRAVIS STZIP Code 77002Address 2 Ste 100Billing Contact Email orson.pate@houstontx.govBilling Contact Name Orson PateBilling Contact Phone (832) 393-0235Tax Exempt?* Yes

Billing Fax Number _____

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

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

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

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

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

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

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

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE

By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <http://business.comcast.com/terms-conditions/index.aspx>.

DocuSigned by:

Signature: Roxanne LawsonPrint: 93935 Roxanne LawsonTitle: Division ManagerDate: 12/7/2018**FOR COMCAST USE ONLY**Sales Representative: Not AssignedSales Representative Code: 5485Sales Manager/Director Name: Juli Moreland

Sales Manager/Director Approval: _____

Division: West

SmartOffice License Number: _____



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031113

CUSTOMER INFORMATION (Service Location)

Address 1 2100 TRAVIS ST City HOUSTON
 Address 2 FL 9TH State TX
 Primary Contact Name Orson Pate ZIP Code 77002
 Business Phone (832) 393-0235 County _____
 Cell Phone (832) 260-8612 Email Address orson.pate@houstontx.gov
 Pager Number _____ Primary Fax Number _____

Technical Contact Name Otto Meledez Tech Contact On-Site? Yes
 Technical Contact Business Phone (832) 393-0023 Technical Contact Email otto.meledez@houston.tx.gov
 Property Manager Contact Name _____ Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

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

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

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

Comcast Business Packages

| |
|----------------------------|
| Package Name: |
| PACKAGE DESCRIPTION |
| |

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

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

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

Business Internet*

| INTERNET SELECTIONS | Selection(X) | Total Cost |
|-------------------------------|--------------|------------|
| Speed - Business Internet 500 | X | \$399.95 |
| Equipment Fee | X | \$16.95 |

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

*Internet selections & options not available in all markets.

| INTERNET OPTIONS | Selection(X) | Total Cost |
|--------------------------------|--------------|------------|
| Static IP V4/V6 - 5 | X | \$24.95 |
| Wi-Fi - Business Wifi Standard | X | \$0.00 |

Business TV***

| TV SELECTIONS | Selection | Total Cost | |
|------------------------------------|--------------|------------|------------|
| Basic | | | |
| Select | | | |
| Information & Entertainment | | | |
| Variety | | | |
| Standard | | | |
| Preferred | | | |
| TV OPTIONS | Selection | Total Cost | |
| Sports Pack** | | | |
| Canales Selecto | | | |
| Music Choice W/Comcast Business TV | | | |
| Other | | | |
| Other | | | |
| TV OUTLETS | Quantity | Unit Cost | Total Cost |
| Additional Outlets | | | |
| | | | |
| mini mDTA/mDTA Type | # of Outlets | NRC | MRC |
| | | | |

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

** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031113

COMCAST BUSINESS TOTAL SERVICE CHARGES

| Comcast Business | | | | | Selection(X) Quantity Unit Cost Total Cost | | Total Monthly Service Charge | \$441.85 |
|---|---|--|---------|---------|--|--|------------------------------|----------|
| Business Internet/TV/Voice Installation Fee | X | | \$49.00 | \$49.00 | Promotional Code (if applicable) | | | |
| Voice Activation Fee* | | | | | Discount On Internet (if applicable) | | | |
| Auto-Attendant Setup Fee | | | | | Discount On Video (if applicable) | | | |
| Toll Free Activation Fee | | | | | Discount On Voice (if applicable) | | | |
| Directory Listing Suppression Fee | | | | | Discount On VoiceEdge Select Seats (if applicable) | | | |
| VoiceEdge Select Seat Activation Fee** | | | | | | | | |

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

** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill:* \$441.85

Total Installation Charges:* \$49.00

* Does not include Custom Installation Fees.

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

GENERAL SPECIAL INSTRUCTIONS



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031113

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

| | | | |
|-------------------------------------|----|----------------------|-------------------|
| Transfer Existing Comcast.net Email | No | Equipment Selection | DOCSIS 3.1 Device |
| Number of Static IPs* | 5 | Business Web Hosting | No |

COMCAST BUSINESS TV CONFIGURATION DETAILS

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

Additional Comments:

OUTLETS 9 & UP QUANTITY

| | |
|---------|--|
| Digital | |
| HDTV | |
| DTA | |
| HD-DTA | |

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

| Phone # | Type |
|---------|------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

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

Account Name: City of Houston, TexasID#: 21031113

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

Directory Listing Details

| Directory Listing (Published, Non-Published, Unlisted) | | Additional Voice Details | |
|--|--|---------------------------------------|----|
| Directory Listing Phone Number | | Caller ID (Yes/No) | |
| Directory Listing Display Name | | Caller ID Display Name (max 15 char.) | |
| DA/DL Header Text Information | | International Dialing (Yes/No) | No |
| DA/DL Header Code Information | | Call Blocking (Yes/No) | |
| Standard Industry Code Information | | Auto-Attendant (Yes/No) | No |

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS**Voice Edge Directory Listing Details**

| | |
|--|--|
| Directory Listing (Published, Non-Published, Unlisted) | |
| Directory Listing Phone Number | |
| Directory Listing Display Name | |
| DA/DL Header Text Information | |
| DA/DL Header Code Information | |

Voice Edge Additional Voice Details

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

Account Name: City of Houston, TexasID#: 21031113**CUSTOMER BILLING INFORMATION**Billing Account Name City of Houston, TexasCity HOUSTON

Billing Name (3rd Party Accounts) _____

State TXAddress 1 2100 TRAVIS STZIP Code 77002Address 2 STE 100Billing Contact Email orson.pate@houstontx.govBilling Contact Name Orson PateBilling Contact Phone (832) 393-0235Tax Exempt?* Yes

Billing Fax Number _____

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

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

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911 NOTICE

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- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE

By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <http://business.comcast.com/terms-conditions/index.aspx>.

DocuSigned by:

Signature: Roxanne LawsonPrint: Roxanne LawsonTitle: Division ManagerDate: 12/7/2018**FOR COMCAST USE ONLY**Sales Representative: Not AssignedSales Representative Code: 5485Sales Manager/Director Name: Juli Moreland

Sales Manager/Director Approval: _____

Division: West

SmartOffice License Number: _____



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031186

CUSTOMER INFORMATION (Service Location)

Address 1 2100 TRAVIS ST City HOUSTON
 Address 2 FL 10TH State TX
 Primary Contact Name Orson Pate ZIP Code 77002
 Business Phone (832) 393-0235 County _____
 Cell Phone (832) 260-8612 Email Address orson.pate@houstontx.gov
 Pager Number _____ Primary Fax Number _____

Technical Contact Name Otto Meledez Tech Contact On-Site? Yes
 Technical Contact Business Phone (832) 393-0023 Technical Contact Email otto.meledez@houston.tx.gov
 Property Manager Contact Name _____ Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

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

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

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

Comcast Business Packages

| Package Name: |
|---------------------|
| PACKAGE DESCRIPTION |
| |

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

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

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

Business Internet*

| INTERNET SELECTIONS | Selection(X) | Total Cost |
|-------------------------------|--------------|------------|
| Speed - Business Internet 500 | X | \$399.95 |
| Equipment Fee | X | \$16.95 |

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

*Internet selections & options not available in all markets.

| INTERNET OPTIONS | Selection(X) | Total Cost |
|--------------------------------|--------------|------------|
| Static IP V4/V6 - 5 | X | \$24.95 |
| Wi-Fi - Business Wifi Standard | X | \$0.00 |

Business TV***

| TV SELECTIONS | Selection | Total Cost | |
|------------------------------------|--------------|------------|------------|
| Basic | | | |
| Select | | | |
| Information & Entertainment | | | |
| Variety | | | |
| Standard | | | |
| Preferred | | | |
| TV OPTIONS | Selection | Total Cost | |
| Sports Pack** | | | |
| Canales Selecto | | | |
| Music Choice W/Comcast Business TV | | | |
| Other | | | |
| Other | | | |
| TV OUTLETS | Quantity | Unit Cost | Total Cost |
| Additional Outlets | | | |
| | | | |
| mini mDTA/mDTA Type | # of Outlets | NRC | MRC |
| | | | |

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

** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031186

COMCAST BUSINESS TOTAL SERVICE CHARGES

| Comcast Business | | | | | Selection(X) Quantity Unit Cost Total Cost | | Total Monthly Service Charge | \$441.85 |
|---|---|--|---------|---------|--|--|------------------------------|----------|
| Business Internet/TV/Voice Installation Fee | X | | \$49.00 | \$49.00 | Promotional Code (if applicable) | | | |
| Voice Activation Fee* | | | | | Discount On Internet (if applicable) | | | |
| Auto-Attendant Setup Fee | | | | | Discount On Video (if applicable) | | | |
| Toll Free Activation Fee | | | | | Discount On Voice (if applicable) | | | |
| Directory Listing Suppression Fee | | | | | Discount On VoiceEdge Select Seats (if applicable) | | | |
| VoiceEdge Select Seat Activation Fee** | | | | | | | | |

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

** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill:* \$441.85

Total Installation Charges:* \$49.00

* Does not include Custom Installation Fees.

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

GENERAL SPECIAL INSTRUCTIONS



BUSINESS SERVICE ORDER AGREEMENT

Account Name: City of Houston, Texas

ID#: 21031186

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

| | | | |
|-------------------------------------|----|----------------------|-------------------|
| Transfer Existing Comcast.net Email | No | Equipment Selection | DOCSIS 3.1 Device |
| Number of Static IPs* | 5 | Business Web Hosting | No |

COMCAST BUSINESS TV CONFIGURATION DETAILS

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

Additional Comments:

OUTLETS 9 & UP QUANTITY

| | |
|---------|--|
| Digital | |
| HDTV | |
| DTA | |
| HD-DTA | |

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

| Phone # | Type |
|---------|------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

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

Account Name: City of Houston, TexasID#: 21031186

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

Directory Listing Details

| Directory Listing (Published, Non-Published, Unlisted) | | Additional Voice Details | |
|--|--|---------------------------------------|----|
| Directory Listing Phone Number | | Caller ID (Yes/No) | |
| Directory Listing Display Name | | Caller ID Display Name (max 15 char.) | |
| DA/DL Header Text Information | | International Dialing (Yes/No) | No |
| DA/DL Header Code Information | | Call Blocking (Yes/No) | |
| Standard Industry Code Information | | Auto-Attendant (Yes/No) | No |

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS**Voice Edge Directory Listing Details**

| | |
|--|--|
| Directory Listing (Published, Non-Published, Unlisted) | |
| Directory Listing Phone Number | |
| Directory Listing Display Name | |
| DA/DL Header Text Information | |
| DA/DL Header Code Information | |

Voice Edge Additional Voice Details

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

Account Name: City of Houston, TexasID#: 21031186**CUSTOMER BILLING INFORMATION**Billing Account Name City of Houston, TexasCity HOUSTON

Billing Name (3rd Party Accounts) _____

State TXAddress 1 2100 TRAVIS STZIP Code 77002Address 2 Ste 100Billing Contact Email orson.pate@houstontx.govBilling Contact Name Orson PateBilling Contact Phone (832) 393-0235Tax Exempt?* Yes

Billing Fax Number _____

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

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

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

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

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

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

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

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE

By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <http://business.comcast.com/terms-conditions/index.aspx>.

Signature: Roxanne Lawson

Print: Roxanne Lawson

Title: Division Manager

Date: 12/7/2018

FOR COMCAST USE ONLY

Sales Representative: Not Assigned

Sales Representative Code: 5485

Sales Manager/Director Name: Juli Moreland

Sales Manager/Director Approval: _____

Division: West

SmartOffice License Number: _____