



COMCAST BUSINESS SERVICE ORDER AGREEMENT

Company Name: Jackson County School Board

Order #: _____

Service Location:

Address 1 3645 LAREDO RD

Address 2 _____

City MARIANNA

State Florida

Zip 32446

Primary Contact Name Chris Franklin

Primary Contact Phone 850-482-1200

Primary Contact Email Chris.Franklin@jcsb.org

Billing Location:

Address 1 2903 Jefferson Street

Address 2 _____

City Marianna

State Florida

Zip 32446

Billing Contact Name Azur Bedini

Billing Contact Phone 850-482-1200 ext. 30240

Billing Contact Email JCSB.Finance@jcsb.org

Tax Exempt Yes

Service Term: 36 Months

Equipment(s) and Service(s)	Qty	Monthly Service Charge ¹	Non-Recurring Charge ²
Business Internet			
Business Internet Gigabit Extra	1	\$ 399.95	
Equipment - Modem	1	\$ 22.95	
Service Discount(s)⁴			
Installation Fees			
Standard Installation Fee	1		\$ 129.95
Total Charges³		\$ 422.90	\$ 129.95

	Monthly Service Charge ¹	Non-Recurring Charge ²
Total Charge for Service Order	\$ 422.90	\$ 129.95

¹ 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).

² Non-Recurring Charges in the Service Order Agreement reflect activation and installation fees for this order. This excludes any custom installation fees.

³ Comcast Business SmartOffice installation fees are not refundable under the 30 day money back guarantee. Any remaining installment payments for the Service are due upon termination.

⁴ Discount per Service (e.g. Business Internet, Business Voice, etc.) based on business offer.

General Special Instructions

The Comcast Cable Communications, LLC SPIN No. is 143013564. The estimated Service Commencement Date shall be on or after July 1, 2024. Appendix A is attached hereto and incorporated into and made part of this Comcast Business Class Service Order Agreement. The Parties acknowledge and agree Section 4.2 is hereby amended to read as follows: "Service Order Renewal. Upon the expiration of the initial Service Term applicable to a Service Order, each Service Order shall automatically renew for successive periods of one (1) month each (each, a "Renewal Term"), not to exceed twelve (12) months, unless prior written notice of non-renewal is delivered by either Party to the other at least thirty (30) days before the expiration of the Service Term or the then current Renewal Term."

Business Internet Gigabit Extra - Download Speed: 1.25 Gbps

AGREEMENT

- 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.
- 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.
- 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 http://business.comcast.com/terms-conditions/index.aspx
Signature _____
Name _____
Title _____

FOR COMCAST USE ONLY
Sales Representative _____
Sales Representative Code _____
Sales Manager Name _____
Sales Manager Approval _____
Division _____

Date

SOA Version: 4.58

SmartOffice License Number

Agreement Generation Date: 4/16/2024

Company Name: Jackson County School Board

Order #: _____

BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email
 Number of Static IPs*

Equipment Selection
 Business Web Hosting

BUSINESS VIDEO 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

Total Occupancy	<input type="text"/>
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OUTLETS 9 & UP	QUANTITY
TV Box + Remote (STB)	0

BUSINESS VOICE CONFIGURATION DETAILS

Directory Listing Details	
Directory Listing (Published, Non-Published, Unlisted)	<input type="text"/>
Directory Listing Phone Number	<input type="text"/>
Directory Listing Display Name	<input type="text"/>
DA/DL Header Text Information	<input type="text"/>
DA/DL Header Code Information	<input type="text"/>
Standard Industry Code	<input type="text"/>

Additional Voice Details	
Caller ID (Yes/No)	<input type="text"/>
Caller ID Display Name (max 15 char.)	<input type="text"/>
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	<input type="text"/>
Auto Attendant (Yes/No)	<input type="text"/>
Enterprise Extension Dialing?	No

Hunt Group Configuration Details	
Hunt Group Features Requested (Yes/No)	<input type="text"/>
Hunt Group 1 Configuration Type	<input type="text"/>
Hunt Group 2 Configuration Type	<input type="text"/>

E911 Email Notification Details	
Opt-in (Yes/No)	Yes
Email Address	<input type="text"/>

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VoiceEdge Select Configuration Details

Phone #	Type

Business Voice Configuration Details

Phone #	Type	HG1 Seq	HG2 Seq	Voicemail	RCF TN

Toll Free Configuration Details

Toll Free Phone #	Calling Originating Area	Associated TN

BUSINESS CLASS: CUSTOM INSTALLATION & CONSTRUCTION ADDENDUM

Account Name: Jackson County School Board

ID#: _____

CUSTOMER INFORMATION (Service Location)

Address 1 3645 LAREDO RD

City MARIANNA

Address 2 _____

State Florida

Primary Contact Name Chris Franklin

ZIP Code _____ **32446**

Business Phone 850-482-1200

County _____

Cell Phone _____

Email Address Chris.Franklin@jcsb.org

Pager Number _____

Primary Fax Number _____

Technical Contact Name Kelly Lanier

Technical Contact On-site? Yes

Technical Contact Business Phone 850-482-1200 x30215

Technical Contact Email Kelly.Lanier@jcsb.org

Property Manager Contact Name _____

Property Mgr Phone _____

CUSTOM INSTALLATION AND CONSTRUCTION ADDENDUM*

As set forth in Section 2.7 of the Comcast Business Class General Terms and Conditions, Comcast has determined that Custom Installation is necessary for the Service Location described above as follows:

Total Custom Installation Charges:* **\$210.64**

Less Fees Paid by Comcast:* **\$0.00**

Fees Due Comcast: **\$210.64**

*Any Custom Installation Fee amount absorbed by Comcast must be immediately paid by you to Comcast if the applicable Sales Order is terminated prior to the end of the Service Term. Please sign below to agree to these Terms and Conditions.

CUSTOMER BILLING INFORMATION

Billing Account Name Jackson County School Board

City Marianna

Billing Name (3rd Party Accounts) _____

State Florida

Address 1 2903 Jefferson Street

ZIP Code 32446

Address 2 _____

Billing Contact Email JCSB.Finance@jcsb.org

Billing Contact Name Azur Bedini

Billing Contact Bus. Phone 850-482-1200 ext. 30240

Tax Exempt?* Yes

Billing Fax Number 850-482-9811

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

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://www.comcast.com/business/legal>.

Signature: _____

Print: _____

Title: _____

Date: _____

FOR COMCAST USE ONLY

Sales Representative: Craig Connor

Sales Representative Code: _____

Sales Manager/Director: _____

Sales Manager/Director Approval: _____

Division: Central

Lead ID: _____