

### **BUSINESS SERVICE ORDER AGREEMENT**

**Account Name: American Indian Model Schools** WB ID#: 20291282 **CUSTOMER INFORMATION (Service Location)** Address 1 1926 E 19TH ST, RM 15 City Oakland Address 2 State California Primary Contact Name Clive Isip ZIP Code **94606** Business Phone **650 458 3319** County Cell Phone Email Address cisip@inconnectivity.com Pager Number Primary Fax Number Technical Contact Name Clive Isip Technical Contact On-site? Yes Technical Contact Business Phone 650 458 3319 Technical Contact Email cisip@inconnectivity.com Property Manager Contact Name Property Mgr Phone **COMCAST BUSINESS SERVICES** Selection (X) **Business Voice** X **Business Internet Business TV** Service Term (Months) 12 **COMCAST BUSINESS SERVICE DETAILS Business Voice\* Business Offers VOICE SELECTIONS** Quantity **Unit Cost** Package Name: **Total Cost** Full Featured Voice Lines \$59.95 \$0.00 Full Featured 4+ Lines \$24.95 \$0.00 **PACKAGE DESCRIPTION Mobility Lines** \$64.95 \$0.00 Mobility 4+ Lines \$29.95 \$0.00 **Basic Lines** \$24.95 \$0.00 \$10.00 \$0.00 Toll Free Number Non-Published Directory Listing (No DL or 411) \$2.00 \$0.00 \$2.00 Non-Listed Directory Listing (No DL, yes 411) \$0.00 Voice - eMTA Equipment Fee \$14.95 \$0.00 **VOICE OPTIONS** Selection (X) **Business TV\* Total Cost** Voicemail \$0.00 TV SELECTIONS Selection (X) **Total Cost** Auto-Attendant\* \*Voice offers & options not available in all markets. VoiceEdge Select\* VoiceEdge Select Seats \$39.95 \$0.00 \$4.95 \$0.00 Cordless Handset \$4.95 Cordless Deskphone \$0.00 \*VoiceEdge offers & options not available in all markets. **Business Internet\*** TV OPTIONS **INTERNET SELECTIONS** Selection (X) **Total Cost** Selection (X) **Total Cost Business Internet 150** \$249.95 Sports Pack\*\* X Internet Equipment Fee \$14.95 Music Choice W/Business TV Selection (X) **Canales Selecto INTERNET OPTIONS Total Cost** Static IP - 1 X \$19.95 Other Programming: Static IP - 5 **TV OUTLETS** Quantity **Unit Cost Total Cost** Static IP - 13 Primary Outlet -\$0.00 \$0.00 Xfinity WiFi \$0.00 TV Adapter (DTA) \$7.75 Wifi Standard TV Box + Remote (STB) \$9.95 \$0.00 \*Not available in home offices or private view establishments . TV selections & options not available in all markets. \*\*Available for Standard Wifi Pro & Preferred TV offers only Wifi Pro Expanded Coverage mDTA Type # of Outlets NRC MRC Wifi Pro Equipment Fee Wifi Pro Expanded Coverage Equip Fee \*Business Internet speed tier selections not available in all markets. SmartOffice\* **SMARTOFFICE SELECTIONS** Selection (X) Quantity **Unit Cost Total Cost CONNECTION PRO Total Cost** Equipment Fee - Cameras Connection Pro Service Connection Pro Equipment Fee Service - Video Recording and Storage **COMCAST BUSINESS TOTAL SERVICE CHARGES Business Installation Total Monthly Service Charge** Selection (X) \$284.85 **Unit Cost Total Cost** Business Internet/TV/Voice Installation Fee \$199.00 \$199.00 Connection Pro Activation Fee \$99.95 \$0.00 Wi-Fi Pro Activation Fee \$49.95 \$0.00 Voice Activation Fee' \$29.95 \$0.00 Promotion Code (if applicable) Auto-Attendant Setup Fee \$24.95 \$0.00 Discount on Internet (if applicable) Directory Listing Suppression Fee \$24.95 \$0.00 Discount on Video (if applicable) Toll Free Activation Fee \$9.95 \$0.00 Discount on Voice (if applicable) VoiceEdge Select Seat Activation Fee \$29.95 \$0.00 Discount on Voice Edge Select Seats (if applicable) SmartOffice Installation Fee\*\* \$200.00 \$0.00 **Total Discount** \*per line activation fee, up to four (4) line maximum charge. \*\*Installation fee \$200 for the first group of 5 cameras plus \$100 for each additional group of 5 **Total Recurring Monthly Bill:\* Total Installation Charges:\*** \$199.00 \$284.85 \*Applicable federal, state, and local taxes and fees may apply. \* Does not include Custom Installation Fees. **General Special Instructions** The Comcast Cable Communications, LLC SPIN No. is 143013564. The estimated Service Commencement Date shall be on or after July 1, 2019.

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CONCACT	BUCTNESS	TAITEDALET	CONIETCUE	ATTON DETAILS
COMCASI	ROSINESS	INIEKNEI	CONFIGURA	ATION DETAILS

Equipment Selection	Business Wireless Gateway
Transfer Existing Comcast.net Email	No
Number of Static IP's*	1

				ı	*If 5 or 13 Static IP's a	re requested a static IP justification form is	required.	
		COMCA	ST BUSINESS	TV CONF	IGURATIO	ON DETAILS	-	
		3011071	<u> </u>	17 00111				
Outlet Details	Loc	ation	Outlet Type	=			Additional Com	ments:
Outlet 1 - Primary				_				
Outlet 2 - Additional				_				
Outlet 3 - Additional				_				
Outlet 4 - Additional				_				
Outlet 5 - Additional				_				
Outlet 6 - Additional				_				
Outlet 7 - Additional				_				
Outlet 8 - Additional								
Outlet Details for Outlets 9 & Up	Quantity							
TV Adapter (DTA)								
		7						
TV Box + Remote (STB)		-						
		_						
	COMC	AST BUSIN	NESS VOICEE	DGE SELE	<b>CT CONFI</b>	<b>GURATION DETAIL</b>	LS	
Phone # (List "Now" if now #)	T.	<b>.</b>						
Phone # (List "New" if new #)		/pe						
		COMCAST	BUSINESS V	OICE CO	NFIGURAT	ION DETAILS		
Phone # (List "New" if new #)	Туре	HG1 Seq	HG2 Seq	Voicemail		Customer Equipment		
THORE # (LIST NEW II HEW #)	Турс		1102 Jeq	Voiceman		Phone System Type (Key Sys	stem. PBX. Other)	
						Phone System Manufacturer		
						Fax Machine Manufacturer		
						Alarm System Vendor		
						Point of Sale Device		
						Talas Olassi Lassifas		
				+		Telco Closet Location		
						Hunt Group Configurat		
						Hunt Group Features Requ	iested (Yes, No)	
						Hunt Group 1 Configuration	n Type	
				+		Hunt Group 1 Pilot Numbe	<u>r</u>	
				+		Hunt Group 2 Configuration	 n Type	
				+		Hunt Group 2 Pilot Numbe	<u>r                                    </u>	
Toll Free #	Calling Orig	ination Area	Associated				Additional Voice	e Details
10111100 #		Jindion Area	Addouted			Caller ID	Taditional Voice	
						Caller ID Display Name (ma	ax 15 characters)	
						Call Blocking		
						Auto-Attendant	CE Cantiauratia	n Dotaile
Directory Listing and Yellow Page	 Details					RCF Numb	CF Configuration	
	<u> </u>			7		KUT NUMB	51	Forward To Number
Directory Listing				-				
				-				
Directory Listing Phone Number				-				
Directory Listing Display Name	+			-				
PLA Display Name	+			-				
DA/DL Header Text Information				1		<u> </u>		1
DA/DL Header Code Information	+			1				
	1			1				

SOA Version: SMB3.36

Standard Industry Code Information

### COMCAST BUSINESS

### **BUSINESS SERVICE ORDER AGREEMENT**

Account Name: American Indian Model Schools WB ID#: 20291282

CUSTOMER BILLING INFORMATION				
Billing Account Name American Indian Model Schools	City Oakland			
Billing Name (3rd Party Accounts)	State California			
Address 1 1926 E 19TH ST, RM 15	ZIP Code <u>94606</u>			
Address 2	Billing Contact Email			
Billing Contact Name Clive Isip	Billing Contact Bus. Phone			
Tax Exempt?*	Billing Fax Number			

#### 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.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.com/terms-conditions/index.aspx (or any successor URL), both of which Comcast may update from
  time to time.
- 2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00. If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.
- 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. Comcast Business SmartOffice: By signing below, Customer agrees and accepts the SmartOffice Services Addendum found at http://business.comcast.com/terms-conditions/index.aspx.

### Comcast Business SmartOffice Licenses:

AL: 001785, 001789 Complaints may be directed to the Alabama Electronic Security Board of Licensure, 7956 Vaughn Road, PMB 392 Montgomery, AL 36116, (334) 264-9388; AR: 2536 Regulated by the Department of Arkansas State Police, 1 State Police Plaza Drive Little Rock, Arkansas 72209, (501) 618-8600; AZ: ROC 307346, BTR 18286-0; CA: CSLB 1028256, ACO 7677 Licensed and regulated by the Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, CA, 95814; CT: ELC 0189754-C5, ELC 0202487-C5; DE: SSPS 13-225; FL: EF0000279; GA: LVU406354; IL: PACA 127-001555; LA: F2257; MD: 107-1937; ME: LM50017039; MI: 3601206519; MN: TS674413; MS: 15030170; NC: 1937-CSA; NJ: Burglar Alarm Business Lic. # 34BF00052000; NM: 379095; NY: licensed by the N.Y.S. Department of State 12000317423; OR: CCB 199939; SC: BAC-13662; TN: ACL 2006, ACL 2002; TX: B18966 Licensed by the Texas Department of Public Safety Private Security Board, P.O. Box 4087, Austin, TX 78773, (512) 424-7293; UT: 8788186-6501; VA: 2705151177, DCJS 11-15181; VT: ES-02366; WA: COMCABS846NU; WASHINGTON, DC: ECS 904217, BBL 602517000001; WV: WV051524. Valid 10/2/17. See <a href="https://www.business.comcast.com/smartoffice">www.business.comcast.com/smartoffice</a> for current list.

- 6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.
- 7. 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 Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using the Voice Service, Comcast must have the correct service address for each 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 the 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. Gene Terms and Conditions can be found at http://www.comcast.com/business/legal.	eral			
Signature:				
Print:				
Title:				
Date:				

FOR COMCAST USE ONLY				
	Amy Snyder			
Sales Representative:				
Sales Representative Code:				
Sales Manager/Director:				
Sales Manager/Director Approval:				
Division: Lead ID:	West 20291282			
Contract Generation Date:	9/4/2018			

SOA Version: SMB3.36

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## **BUSINESS SERVICE ORDER AGREEMENT**

**Account Name:** American Indian Model Schools WB ID#: 20291282

Comcast Company Address Information

<u>Arizona</u>

8251 N Cortaro Road Tucson, AZ 85743

<u>California</u>

3011 Comcast Place Livermore, CA 94551

Colorado

183 Inverness Drive West Englewood, CO 80112

Colorado

8000 E. Iliff Avenue Denver, CO 80231

Connecticut

222 New Park Drive Berlin, CT 06037

<u>Georgia</u>

2925 Courtyard Drive Norcross, GA 30071

<u>Illinois</u>

1500 McConnor Parkway Schaumburg, IL 60173

<u>Michigan</u>

41112 Concept Drive Plymouth, MI 48170

<u>Minnesota</u>

10 River Park Plaza St. Paul, MN 55107

New Mexico

4611 Montbel Place Albuquerque, NM 87107 New York 21 Old RT 6 Carmel, NY 10512

<u>Oregon</u>

9605 SW Nimbus Avenue Beaverton, OR 97008

<u>Pennsylvania</u>

1701 JFK Boulevard Philadelphia, PA 19103

<u>Tennessee</u>

2030 E. Polymer Drive Chattanooga, TN 37421

<u>Tennessee</u>

660 Mainstream Drive Nashville, TN 37228

<u>Texas</u>

8590 West Tidwell Road Houston, TX 77040

<u>Virginia</u>

5401 Staples Mill Road Richmond, VA 23228

**Washington** 15815 25th Avenue Lynnwood, WA 98087

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