

# BUSINESS CLASS SERVICE ORDER AGREEMENT

**Account Name:** Innovative Refrigerator Systems

**ID#:** 3929669

**CUSTOMER INFORMATION (Service Location)**

Address 1 <u>373 MT TORREY RD</u>	City <u>Lyndhurst</u>
Address 2 _____	State <u>VA</u>
Primary Contact Name <u>Thomas Goode</u>	ZIP Code <u>22952</u>
Business Phone <u>(540) 941-1999 X1966</u>	County _____
Cell Phone _____	Email Address <u>TGoode@R717.net</u>
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? <u>No</u>
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

**COMCAST BUSINESS CLASS SERVICES**

<b>Selection (X)</b>	
<b>Business Class Voice</b>	
<b>Business Class Internet</b>	X
<b>Business Class TV</b>	

<b>Service Term (Months)</b>	36
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**COMCAST BUSINESS CLASS SERVICES DETAILS**

**Business Class Voice\***

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines			
Adtl. F.F. Voice Lines w/ pkg.			
4+ Lines			
Basic Lines			
Fax Lines			
Toll Free Numbers			
Voice - eMTA Equipment Fee			

VOICE OPTIONS	Selection(X)	Total Cost
Voicemail		
Directory Listing Suppression Fee		
Auto-Attendant		

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

**Business Class Internet\***

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred	X	\$89.95
Other		
Internet Equipment Fee	X	\$5.00

INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	X	Included
Web Hosting - Starter	X	Included
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1	X	\$14.95
Static IP - 5		
Static IP - 13		

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

**Business Class Packages**

Package Name: \_\_\_\_\_

<b>PACKAGE DESCRIPTION</b>

**Business Class TV\***

TV SELECTIONS	Selection(X)	Total Cost
Basic		
Information & Entertainment		
Standard		
Preferred		
Music Choice Standalone		

TV OPTIONS	Selection	Total Cost
Sports Pack**		
Music Choice W/Business Class		
Canales Selecto		
Other Programming		
Other Programming		
Other Programming		

TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
HD TV Box Charges			

\* Not available in home offices or public view establishments. TV selections & options not available in all markets.

\*\* Available for Information & Entertainment, Standard & Preferred TV offers only.

**COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES**

Business Class	Selection(X)	Unit Cost	Total Cost
Installation Fee	X	\$0.00	\$0.00
Voice Activation Fee*			
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee			

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

**Total Installation Charges:\*** \$0.00

\* Does not include Custom Installation Fees referenced below.

Total Monthly Service Charge	\$109.90
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Promotional Code (if applicable) \_\_\_\_\_

Less Discount (if applicable) \$0.00

**Total Recurring Monthly Bill:\*** \$109.90

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

**GENERAL SPECIAL INSTRUCTIONS**



**BUSINESS CLASS SERVICE ORDER AGREEMENT**Account Name: Innovative Refrigerator SystemsID#: 3929669**CUSTOMER BILLING INFORMATION**

Billing Account Name	<u>Innovative Refrigerator Systems</u>	City	<u>Lyndhurst</u>
Billing Name (3rd Party)	<u></u>	State	<u>VA</u>
Address 1	<u>373 Mt Torrey Rd</u>	ZIP Code	<u>22952</u>
Address 2	<u></u>	Billing Contact Email	<u>TGoode@R717.net</u>
Billing Contact Name	<u>Thomas Goode</u>	Billing Contact Phone	<u>(540) 941-1999 X1966</u>
Tax Exempt?*	<u>No</u>	Billing Fax Number	<u></u>

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

**AGREEMENT**

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

2. Each Comcast Business Class Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

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

**E911 NOTICE**

Comcast Business Class Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. To complete a Voice order, Customer must execute a Comcast Letter 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 install is complete.

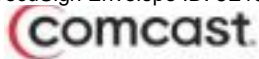
6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts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

**CUSTOMER SIGNATURE**

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

DocuSigned by:

Signature: Thomas GoodePrint: 2BAC96D0DBF046A... Thomas GoodeTitle: IT ManagerDate: 5/24/2011**FOR COMCAST USE ONLY**Sales Representative: Sanford CrittendenSales Representative Code: 77094Sales Manager/Director: Daniel MescallSales Manager/Director: Division: NorthEastLead ID: 3929669

**BUSINESS CLASS SERVICE ORDER AGREEMENT**Account Name: Innovative Refrigerator SystemsID#: 3929669**BUSINESS CLASS: CUSTOM INSTALLATION & CONSTRUCTION ADDENDUM****CUSTOMER INFORMATION (Service Location)**

Address 1	<u>373 MT TORREY RD</u>	City	<u>Lyndhurst</u>
Address 2	<u></u>	State	<u>VA</u>
Primary Contact Name	<u>Thomas Goode</u>	ZIP Code	<u>22952</u>
Business Phone	<u>(540) 941-1999 X1966</u>	County	<u></u>
Cell Phone	<u></u>	Email Address	<u>TGoode@R717.net</u>
Pager Number	<u></u>	Primary Fax Number	<u></u>

**TECHNICAL CUSTOMER CONTACT INFORMATION (Service Location)**

Technical Contact Name	<u></u>	Tech Contact On-Site?	<u>No</u>
Technical Contact Business	<u></u>	Technical Contact Email	<u></u>
Property Manager Contact Name	<u></u>	Property Mgr. Phone	<u></u>

**CUSTOMER BILLING INFORMATION**

Billing Account Name	<u>Innovative Refrigerator Systems</u>	City	<u>Lyndhurst</u>
Billing Name (3rd Party)	<u></u>	State	<u>VA</u>
Address 1	<u>373 Mt Torrey Rd</u>	ZIP Code	<u>22952</u>
Address 2	<u></u>	Billing Contact	<u>TGoode@R717.net</u>
Billing Contact Name	<u>Thomas Goode</u>	Billing Contact	<u>(540) 941-1999 X1966</u>
Tax Exempt?*	<u>No</u>	Billing Fax	<u></u>

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

**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 Fees:	<u>\$4,455.00</u>
Less Fees Paid by Comcast:*	<u>\$3,500.00</u>
Fees Due Comcast:	<u>\$955.00</u>

\* 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 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: Thomas Goode

Print: 2BAC96D0DBF046A... Thomas Goode

Title: IT Manager

Date: 5/24/2011

**FOR COMCAST USE ONLY**

Sales Representative: Sanford Crittenden

Sales Representative Code: 77094

Sales Manager/Director: Daniel Mescall

Sales Manager/Director:

Division: NorthEast

Lead ID: 3929669

## Certificate of Completion

Envelope Number: 5E1375B5D53846499FF1BE2C207E492E	Status: Completed
Subject: Service Agreement	
Lead ID: 3929669	
Division: NorthEast	
Region: Beltway	
Customer Service Address:	
Source Envelope:	
Document Pages: 4	Signatures: 2
Certificate Pages: 1	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Sanford Crittenden
	One Comcast Center
	Philadelphia, PA 19103
	sanford_crittenden@cable.comcast.com
	IP Address: 169.152.251.99

## Record Tracking

Status: Original	Holder: Sanford Crittenden	Location: DocuSign
5/17/2011 12:22:16 PM PST	sanford_crittenden@cable.comcast.com	

## Signer Events

Thomas Goode  
 TGoode@R717.net  
 Security Level: Email, Account Authentication (None)  
 Consumer Disclosure:  
 Not Offered  
 ID:

## Signature

DocuSigned by:  
  
 2BAC96D0DBF046A...  
 Using IP Address: 216.12.92.98

## Timestamp

Sent: 5/17/2011 12:26:11 PM PT  
 Delivered: 5/17/2011 12:58:31 PM PT  
 Signed: 5/24/2011 9:34:09 AM PT

## In Person Signer Events

## Signature

## Timestamp

## Editor Delivery Events

## Status

## Timestamp

## Agent Delivery Events

## Status

## Timestamp

## Certified Delivery Events

## Status

## Timestamp

## Carbon Copy Events

## Status

## Timestamp

## Envelope Summary Events

## Status

## Timestamps

Envelope Sent	Hashed/Encrypted	5/17/2011 12:26:11 PM PT
Certified Delivered	Security Checked	5/17/2011 12:58:31 PM PT
Signing Complete	Security Checked	5/24/2011 9:34:09 AM PT
Completed	Security Checked	5/24/2011 9:34:09 AM PT