



**BUSINESS SERVICE ORDER AGREEMENT - RENEWAL**

Account Name: Neptune LLC

ID#: 21655315

**CUSTOMER INFORMATION (Service Location)**

Address 1 358 EL BRILLO WAY

City PALM BEACH

Address 2 \_\_\_\_\_

State FL

Primary Contact Name Bella Klein

ZIP Code 33480

Business Phone (561) 655-7626

County \_\_\_\_\_

Cell Phone \_\_\_\_\_

Email Address [REDACTED]

Pager Number \_\_\_\_\_

Primary Fax Number \_\_\_\_\_

Technical Contact Name \_\_\_\_\_

Tech Contact On-Site? No

Technical Contact Business Phone \_\_\_\_\_

Technical Contact Email \_\_\_\_\_

Property Manager Contact Name \_\_\_\_\_

Property Mgr. Phone \_\_\_\_\_

**COMCAST BUSINESS SERVICES**

Selection (X)

Business Voice	X
Business Internet	X
Business TV	

Service Term (Months)

24

**COMCAST BUSINESS SERVICES DETAILS**

**Business Voice\***

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Mobility Lines	3	\$44.95	\$134.85
4+ Mobility Lines	0	\$29.95	\$0.00
Full Feature Voice Lines	0	\$39.95	\$0.00
4+ Lines	3	\$24.95	\$74.85
Basic Lines	0	\$24.95	\$0.00
Toll Free Numbers			
Equipment Fee	1	N/A	\$16.95
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0	\$0.00	
Published	X	\$0.00	
Enhanced Listings			
Auto-Attendant			

**Comcast Business Packages**

Package Name:
<b>PACKAGE DESCRIPTION</b>

\* 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	\$39.95	\$0.00	\$29.95	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$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 300	X	\$349.95
Equipment Fee	X	\$0.00

\*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 - 1	X	\$19.95
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.



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**COMCAST BUSINESS TOTAL SERVICE CHARGES**

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost
Business Internet/TV/Voice Installation Fee	X		\$0.00	\$0.00
Voice Activation Fee*				
Auto-Attendant Setup Fee				
Toll Free Activation Fee				
Directory Listing Suppression Fee				
VoiceEdge Select Seat Activation Fee**				

<b>Total Monthly Service Charge</b>		<b>\$596.55</b>
Promotional Code (if applicable)	RET-Slv_MP_\$129.95BI300_\$24.95 MOB	
Discount On Internet (if applicable)	220.00	
Discount On Video (if applicable)		
Discount On Voice (if applicable)	60.00	
Discount On VoiceEdge Select Seats (if applicable)		

\* Per line activation fee, up to four (4) line maximum charge.  
 \*\* Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$280.00

**Total Recurring Monthly Bill:\*** \$316.55

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

\* Does not include Custom Installation Fees.

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

**GENERAL SPECIAL INSTRUCTIONS**

Promotion Code RET-Slv\_MP\_\$129.95BI300\_\$24.95MOB - \$220 MRC Discount off Business Internet 300 for discounted rate of \$129.95. \$20 MRC Discount off Mobility Lines 1-3 for discounted rate of \$24.95 each. MRC Discounts roll to rate card at end of original term. Minimum 1 Mobility Line required. Minimum 2 year term required. Taxes, Usage, Fees, and Equipment are extra.



Toll Free #	Calling Origination Area	Associated TN

**Directory Listing Details**

Directory Listing (Published, Non-Published, Unlisted)	Published
Directory Listing Phone Number	5616557626
Directory Listing Display Name	Neptune LLC
DA/DL Header Text Information	None
DA/DL Header Code Information	999001
Standard Industry Code Information	

**Additional Voice Details**

Caller ID (Yes/No)	No
Caller ID Display Name (max 15 char.)	Neptune LLC
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	No
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?	

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## CUSTOMER BILLING INFORMATION

Billing Account Name Neptune LLCCity Palm Beach

Billing Name (3rd Party Accounts) \_\_\_\_\_

State FLAddress 1 358 El Brillo WayZIP Code 33480

Address 2 \_\_\_\_\_

Billing Contact Email \_\_\_\_\_

Billing Contact Name Bella Klein

Billing Contact Phone \_\_\_\_\_

Tax Exempt?\* No

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: Bella KleinPrint: Bella KleinTitle: OFC ManagerDate: 3/5/2019

## FOR COMCAST USE ONLY

Sales Representative: Jeff Hewitt

Sales Representative Code: \_\_\_\_\_

Sales Manager/Director Name: A Tst A Tst

Sales Manager/Director Approval: \_\_\_\_\_

Division: Central

SmartOffice License Number: \_\_\_\_\_