

CUSTOMER INFORMATION	
Account Name: Village of Grayslake	Email: <a href="mailto:CSparkman@villageofgrayslake.com">CSparkman@villageofgrayslake.com</a>
Primary Contact: Chris Sparkman	Address1: 10 S Seymour Ave
Title:	Address2:
Phone: 847-986-3240	City: Grayslake
Cell:	State: IL
Fax: 847.223.4821	Zip Code: 60030

**SUMMARY OF CHARGES**

Service Term( Months): 36

Site Name	Monthly Recurring Charges	Standard Installation Fees	Activation Fees
GL 1	\$1,277.30	\$49.00	\$1,287.85
GL 2	\$109.75	\$49.00	\$119.80
GL 3	\$59.85	\$49.00	\$59.90
GL 4	\$59.85	\$49.00	\$59.90
<b>SUMMARY OF TOTAL CHARGES*</b>	<b>\$1,506.75</b>	<b>\$196.00</b>	<b>\$1,527.45</b>

\* Applicable federal, state and local taxes and fees may apply; usage fees not included. For Specific information, see service location detail pages, attached hereto and incorporated here in reference. Additional orders (adding or deleting seats) may change the "per seat" pricing.

**GENERAL COMMENTS**

**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 Business VoiceEdge™ Services ("Services") to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Customer Terms and Conditions ("Terms and Conditions") located at <http://business.comcast.com/terms-conditions-smb> (or any successor URL), and any other Service Orders entered under this SOA, collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Terms and Conditions, (2) this SOA, and (3) any other Service Orders entered under this SOA. The Agreement shall terminate as set forth in the Terms and Conditions. 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 Business Acceptable Use Policy located at <http://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the Business Privacy Policy located at <http://business.comcast.com/customer-notifications/customer-privacy-statement> (or any successor URL), both of which Comcast may update from time to time and become effective upon posting.

2. The Service carries a 60 day money back guarantee. If within the first (60) sixty days following Business VoiceEdge Service activation Customer is not completely satisfied, Customer may cancel such service and Comcast will issue a refund for service charges actually paid by Customer, custom installation, usage charges, and optional service fees and taxes excluded. In order to be eligible for the refund, Customer must cancel Business VoiceEdge Service within sixty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

3. CUSTOMER ACKNOWLEDGES RECEIPT AND UNDERSTANDS THE FOLLOWING E911 NOTICE:

The service may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Enhanced Voice Services, Comcast must have the correct service address (i.e. street address, floor and/or office number) for each telephone number and extension used by the Customer with the Enhanced Voice Services. If Enhanced Voice Services are moved to a different location without Customer providing the correct information, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Enhanced Voice Services (including 911) may fail altogether. Customer is solely responsible for programming its telephone system to map each telephone number and extension to the correct location, and for updating the system as necessary to reflect moves or additions of stations within the premises.
- The Service 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.
- Calls using the Service, 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 only supports 911 emergency calling with Enhanced Voice Services in those areas in the U.S. where Comcast can direct your company's 911 call to the appropriate PSAP in a manner consistent with applicable laws, rules, and regulations, including, without limitation, FCC rules and requirements. In an area where Comcast cannot support 911 calls, Customer will be notified before the completion of the update call. In this case,

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Customer must use an alternative means of accessing 911.

- Failure by Customer to make subsequent address updates, including updates to restore service address to the original registered Service Location, or failure to allow sufficient time for the Service Location update provisioning to complete may result in emergency services being dispatched to the incorrect Service Location.

- If the Registered Service Location provided in conjunction with the user of nomadic Comcast Equipment is deemed to be in an area Comcast cannot support for 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.

- Customers should call Comcast at 1-800-391-3000 or 1-866-207-5515 (for Customers using nomadic functionality) if they have any questions or need to update a service address in the e911 system. **USE OF ENHANCED VOICE SERVICES AFTER EXECUTION OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE FOR ENHANCED VOICE SERVICES.**


4. 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 installation is complete.

6. Notwithstanding the notice provision in the Business Services Customer Terms and Conditions, all legal notices will be sent to the Primary Contact listed above and/or to the Primary Contact identified on the SOA for each Service location as applicable

7. 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.

By signing below, Customer agrees and accepts to the terms and conditions of this Agreement. The Comcast Business Terms and Conditions, and related policies can be found at <http://business.comcast.com/terms-conditions-smb>.

CUSTOMER USE ONLY		COMCAST USE ONLY (by Authorized representative)	
Signature: 	Signature:	Sales Rep: Jeffrey Sawalski	
Name: Michael J. Ellis	Name:	Sales Rep Email: <a href="mailto:jeffrey_sawalski@cable.comcast.com">jeffrey_sawalski@cable.comcast.com</a>	
Title: Village Manager	Title:	Region: Chicago Region	
Date: 4-29-17	Date:	Division: Central Division	

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SERVICE LOCATION DETAIL					
Customer Information					
Location Name: <u>GL 1</u>	Business Phone: <u>847.223.8515</u>				
Company Name: <u>Village of Grayslake</u>	Cell Phone: _____				
Contact Name: <u>Chris Sparkman</u>	Fax Number: <u>847.223.4821</u>				
Address1: <u>10 S Seymour Ave</u>	Email: <u>CSparkman@villageofgrayslake.com</u>				
Address2: _____	Site Type: <u>Standard</u>				
City: <u>Grayslake</u>	Emergency 911 <u>10 Seymour AVE</u>				
State: <u>IL</u>	Information: _____				
Zip: <u>60030</u>	<u>Grayslake, IL 60030</u>				
Billing Information					
Date Of Quote: <u>4/10/2017</u>	Service Term: <u>36</u>				
The terms set forth in this agreement are valid for 30 days from Date of Quote					
Billing Contact: <u>Chris Sparkman</u>	Zip: <u>60030</u>				
Address1: <u>10 S Seymour Ave</u>	Phone: <u>847.223.8515</u>				
Address2: _____	Fax: <u>847.223.4821</u>				
City: <u>Grayslake</u>	Email: <u>CSparkman@villageofgrayslake.com</u>				
State: <u>IL</u>	_____				
Voice Selection					
Voice Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Unified Communication Seats	43	\$24.95	\$29.95	\$1,072.85	\$1,287.85
Additional Voicemail Box	28	\$5.00	\$0.00	\$140.00	\$0.00
Equipment Selection					
Equipment Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Voice Gateway	1	\$9.95	\$0.00	\$9.95	\$0.00
Polycom SoundPoint VVX 310 HD	43	\$0.00	\$0.00	\$0.00	\$0.00
Polycom SoundPoint VVX 410 HD	5	\$5.95	\$0.00	\$29.75	\$0.00
Polycom VVX Color Expansion Module	5	\$4.95	\$0.00	\$24.75	\$0.00
Summary Of Charges					
Aggregate Monthly Recurring Charges					
<b>Monthly Recuring Charges:</b>				<b>\$1,277.30</b>	
<b>Promotional Discount:</b>				<b>\$0.00</b>	
<b>Promotion Option:</b>				<b>DivICB_BVE1mfr_\$29.95MOB</b>	
<b>Promotion Description:</b>					
1 Month of Business VoiceEdge MRC waived with purchase of Business Internet Deluxe 50 or Higher. \$15 MRC Discount off Mobility Lines 1-3 for discounted rate of \$29.95ea. 3 year term required. BV Discount rolls to rate card at end of original term. Locations with construction not eligible. MRC waiver will show on 1st or 2nd month bill. EdgeMarc device MRC excluded from waiver. Taxes, Usage and Fees are extra.\$10 MRC disc off Unified Communication seats for a rate of \$24.95ea. MRC disc rolls to rate card at end of original term. Taxes, usage, fees and equipment are extra.					
<b>Total Business VoiceEdge Monthly Recurring Charge*:</b>				<b>\$1,277.30</b>	
*Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing					
Business VoiceEdge Standard Installation Fees					
<b>Customer Training (Onsite/ Online):</b>				<b>No Charge</b>	
<b>Total Activation Charges:</b>				<b>\$1,287.85</b>	
<b>Site Installation Charges:</b>				<b>\$49.00</b>	
<b>Total Business VoiceEdge Standard Installation Fees:</b>				<b>\$1,336.85</b>	

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Customer Information	
Location Name: <u>GL 2</u>	Business Phone: <u>847.223.8515</u>
Company Name: <u>Village of Grayslake</u>	Cell Phone: _____
Contact Name: <u>Chris Sparkman</u>	Fax Number: <u>847.223.4821</u>
Address1: <u>250 Library Ln</u>	Email: <u>CSparkman@villageofgrayslake.com</u>
Address2: _____	Site Type: <u>Standard</u>
City: <u>Grayslake</u>	Emergency 911 Information: <u>250 Library LN</u>
State: <u>IL</u>	<u>Grayslake, IL 60030</u>
Zip: <u>60030</u>	

Billing Information	
Date Of Quote: <u>4/10/2017</u>	Service Term: <u>36</u>
The terms set forth in this agreement are valid for 30 days from Date of Quote	
Billing Contact: <u>Chris Sparkman</u>	Zip: <u>60030</u>
Address1: <u>10 S Seymour Ave</u>	Phone: <u>847.223.8515</u>
Address2: _____	Fax: <u>847.223.4821</u>
City: <u>Grayslake</u>	Email: <u>CSparkman@villageofgrayslake.com</u>
State: <u>IL</u>	

Voice Selection					
Voice Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Unified Communication Seats	4	\$24.95	\$29.95	\$99.80	\$119.80

Equipment Selection					
Equipment Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Voice Gateway	1	\$9.95	\$0.00	\$9.95	\$0.00
Polycom SoundPoint VVX 310 HD	4	\$0.00	\$0.00	\$0.00	\$0.00

Summary Of Charges	
Aggregate Monthly Recurring Charges	
Monthly Recurring Charges:	<b>\$109.75</b>
Promotional Discount:	<b>0</b>
Promotion Option:	<b>DivICB_Cen_BVE1mfr_D50BI-\$10</b>
Promotion Description:	1 Month of Business VoiceEdge MRC waived with purchase of Business Internet. \$10 MRC discount on Business Internet Deluxe 50 for discounted rate of \$89.95. 3 year term required. Locations with construction not eligible. MRC waiver will show on 1st or 2nd month bill. Business Internet MRC rolls to rate card at end of original term. EdgeMarc device MRC excluded from waiver. Taxes, Usage, Fees, and Equipment are extra.\$10 MRC disc off Unified Communication seats for a rate of \$24.95ea. MRC disc rolls to rate card at end of original term. Taxes, usage, fees and equipment are extra.
<b>Total Business VoiceEdge Monthly Recurring Charge*:</b>	
*Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing	

Business VoiceEdge Standard Installation Fees	
Customer Training:	<b>\$0.00</b>
<b>Total Activation Charges:</b>	<b>\$119.80</b>
<b>Site Installation Charges:</b>	<b>\$49.00</b>
<b>Total Business VoiceEdge Standard Installation Fees:</b>	<b>\$168.80</b>

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Customer Initials:



Customer Information	
Location Name: <u>GL 3</u>	Business Phone: <u>847.223.8515</u>
Company Name: <u>Village of Grayslake</u>	Cell Phone: _____
Contact Name: <u>Chris Sparkman</u>	Fax Number: <u>847.223.4821</u>
Address1: <u>164 Hawley St</u>	Email: <u>CSparkman@villageofgrayslake.com</u>
Address2: _____	Site Type: <u>Standard</u>
City: <u>Grayslake</u>	Emergency 911 Information: <u>164 Hawley St</u>
State: <u>IL</u>	<u>Grayslake, IL 60030</u>
Zip: <u>60030</u>	

Billing Information	
Date Of Quote: <u>4/10/2017</u>	Service Term: <u>36</u>
The terms set forth in this agreement are valid for 30 days from Date of Quote	
Billing Contact: <u>Chris Sparkman</u>	Zip: <u>60030</u>
Address1: <u>10 S Seymour Ave</u>	Phone: <u>847.223.8515</u>
Address2: _____	Fax: <u>847.223.4821</u>
City: <u>Grayslake</u>	Email: <u>CSparkman@villageofgrayslake.com</u>
State: <u>IL</u>	

Voice Selection					
Voice Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Unified Communication Seats	2	\$24.95	\$29.95	\$49.90	\$59.90

Equipment Selection					
Equipment Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Voice Gateway	1	\$9.95	\$0.00	\$9.95	\$0.00
Polycom SoundPoint VVX 310 HD	2	\$0.00	\$0.00	\$0.00	\$0.00

Summary Of Charges	
Aggregate Monthly Recurring Charges	
Monthly Recuring Charges:	<b>\$59.85</b>
Promotional Discount:	<b>0</b>
Promotion Option:	
Promotion Description:	
\$10 MRC disc off Unified Communication seats for a rate of \$24.95ea. MRC disc rolls to rate card at end of original term. Taxes, usage, fees and equipment are extra.	

**Total Business VoiceEdge Monthly Recurring Charge\*:**

\*Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing

Business VoiceEdge Standard Installation Fees	
Customer Training:	<b>\$0.00</b>
<b>Total Activation Charges:</b>	<b>\$59.90</b>
<b>Site Installation Charges:</b>	<b>\$49.00</b>
<b>Total Business VoiceEdge Standard Installation Fees:</b>	<b>\$108.90</b>

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Customer Information	
Location Name: <u>GL 4</u>	Business Phone: <u>847.223.8515</u>
Company Name: <u>Village of Grayslake</u>	Cell Phone: _____
Contact Name: <u>Chris Sparkman</u>	Fax Number: <u>847.223.4821</u>
Address1: <u>585 Berry Ave</u>	Email: <a href="mailto:CSparkman@villageofgrayslake.com">CSparkman@villageofgrayslake.com</a>
Address2: _____	Site Type: <u>Standard</u>
City: <u>Grayslake</u>	Emergency 911: <u>585 Berry AVE</u>
State: <u>IL</u>	Information: _____
Zip: <u>60030</u>	<u>Grayslake, IL 60030</u>

Billing Information	
Date Of Quote: <u>4/10/2017</u>	Service Term: <u>36</u>
The terms set forth in this agreement are valid for 30 days from Date of Quote	
Billing Contact: <u>Chris Sparkman</u>	Zip: <u>60030</u>
Address1: <u>10 S Seymour Ave</u>	Phone: <u>847.223.8515</u>
Address2: _____	Fax: <u>847.223.4821</u>
City: <u>Grayslake</u>	Email: <a href="mailto:CSparkman@villageofgrayslake.com">CSparkman@villageofgrayslake.com</a>
State: <u>IL</u>	

Voice Selection					
Voice Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Unified Communication Seats	2	\$24.95	\$29.95	\$49.90	\$59.90

Equipment Selection					
Equipment Selections	Quantity	Unit Price(MRC)	Unit Price(NRC)	Total MRC	Total NRC
Voice Gateway	1	\$9.95	\$0.00	\$9.95	\$0.00
Polycom SoundPoint VVX 310 HD	2	\$0.00	\$0.00	\$0.00	\$0.00

Summary Of Charges	
Aggregate Monthly Recurring Charges	
Monthly Recuring Charges:	\$59.85
Promotional Discount:	0
Promotion Option:	
Promotion Description:	
\$10 MRC disc off Unified Communication seats for a rate of \$24.95ea. MRC disc rolls to rate card at end of original term. Taxes, usage, fees and equipment are extra.	

**Total Business VoiceEdge Monthly Recurring Charge\*:** \_\_\_\_\_

\*Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing

Business VoiceEdge Standard Installation Fees	
Customer Training:	\$0.00
<b>Total Activation Charges:</b>	<b>\$59.90</b>
<b>Site Installation Charges:</b>	<b>\$49.00</b>
<b>Total Business VoiceEdge Standard Installation Fees:</b>	<b>\$108.90</b>

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