

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Santa Fe county

WB ID#:

CUSTOMER INFORMATION (Service Location)

Address 1 100 Catron St
Address 2
Primary Contact Name Daniel P. Sanchez
Business Phone (505) 992-9888
Cell Phone
Pager Number

City Santa Fe
State New Mexico
ZIP Code 87501
County
Email Address dpsanchez@santafecountynm.gov
Primary Fax Number

Technical Contact Name
Technical Contact Business Phone
Property Manager Contact Name

Technical Contact On-site?
Technical Contact Email
Property Mgr Phone

COMCAST BUSINESS SERVICES

Business Voice	Selection (X)
Business Internet	
Business TV	X

Service Term (Months) 24

COMCAST BUSINESS SERVICE DETAILS

Business Voice*

VOICE SELECTIONS		Quantity	Unit Cost	Total Cost
Full Featured Voice Lines			\$39.95	\$0.00
Full Featured 4+ Lines			\$24.95	\$0.00
Mobile Lines			\$44.95	\$0.00
Mobile 4+ Lines			\$29.95	\$0.00
Basic Lines			\$24.95	\$0.00
Toll Free Number			\$10.00	\$0.00
Non-Published Directory Listing (No DL or 411)			\$0.00	\$0.00
Non-Listed Directory Listing (No DL, yes 411)			\$0.00	\$0.00
Voice - eMTA Equipment Fee			\$16.95	\$0.00
VOICE OPTIONS		Selection (X)	Total Cost	
Vocemail			\$0.00	
Auto-Attendant*				

*Voice offers & options not available in all markets

VoiceEdge Select*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
VoiceEdge Select Seats		\$39.95	\$0.00
Cordless Handset		\$4.95	\$0.00
Cordless Deskphone		\$4.95	\$0.00

*VoiceEdge offers & options not available in all markets

Business Internet*

INTERNET SELECTIONS	Selection (X)	Total Cost

Account Name: Santa Fe county

WB ID#:

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

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

* If less than 10 Static IP's are requested, a static IP subscription form is required.

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary		TV Adapter (DTA)
Outlet 2 - Additional		TV Adapter (DTA)
Outlet 3 - Additional		TV Adapter (DTA)
Outlet 4 - Additional		TV Adapter (DTA)
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

Additional Comments:

Outlet Details for Outlets 9 & Up	Quantity
TV Adapter (DTA)	
TV Box + Remote (STB)	

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

[illegible]

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

[illegible][illegible]

Directory Listing and Yellow Page Details

Directory Listing	
Directory Listing Phone Number	
Directory Listing Display Name	
PLA Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Customer Equipment

Phone System Type (Key System, PBX, Other)	
Phone System Manufacturer	
Fax Machine Manufacturer	
Alarm System Vendor	
Point of Sale Device	
Telco Closet Location	

Hunt Group Configuration Details

Hunt Group Features Requested (Yes, No)	
Hunt Group 1 Configuration Type	
Hunt Group 1 Pilot Number	
Hunt Group 2 Configuration Type	
Hunt Group 2 Pilot Number	

Additional Voice Details

Caller ID	
Caller ID Display Name (max 15 characters)	
Call Blocking	
Auto-Attendant	

RCF Configuration Details

[illegible]

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Santa Fe county

WB ID#:

CUSTOMER BILLING INFORMATION

Billing Account Name: Santa Fe county
Billing Name (3rd Party Accounts):
Address 1: 100 Calron St
Address 2:
Billing Contact Name: Daniel P. Sanchez
Tax Exempt? No
*If yes, please provide and attach tax exemption certificate

City: Santa Fe
State: New Mexico
ZIP Code: 87501
Billing Contact Email:
Billing Contact Bus. Phone:
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.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 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 of 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; AR: 2536, AZ: ROC 307346, BTR 18286-0; CA: CSLB 1028256, ACO 7677, CT: ELC 0189754-C5, ELC 0202487-C5, DE: SSPS 13-225, FL: EF0000279, GA: LVU406354, IL: PACA 127-001555, LA: F2257, MA: 7067C, SS-002525, MD: 107-1937, ME: LM50017039, MI: 3601206519, MN: TS674413, MS: 15030170, NC: 1937-CSA, NJ: Burglar Alarm Business Lic. # 348F00052000, 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, UT: 8788186-6501, VA: 2705151177, DCJS 11-15181, VT: ES-02366, WA: COMCABS846NU, WASHINGTON, DC: ECS 904217, BBL 602517000001, WV: WV051524 Valid 10/11/18. See <http://business.comcast.com/learn/smartoffice> 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. General Terms and Conditions can be found at <http://www.comcast.com/business/legal>.

Signature: *Katherine Miller*
Print: Katherine Miller
Title: County Manager
Date: 10-31-19

FOR COMCAST USE ONLY

Sales Representative:
Sales Representative Code:
Sales Manager/Director:
Sales Manager/Director Approval:
Division: West
Lead ID:
Contract Generation Date: 8/28/2019

Approved as to form

Santa Fe County Attorney

By: *[Signature]*
Date: 10/31/19*Comcast DW 100319*

COMCAST
BUSINESS

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Santa Fe county

WB ID#:

CUSTOMER BILLING INFORMATION	
Billing Account Name: Santa Fe county	City: Santa Fe
Billing Name (3rd Party Accounts):	State: New Mexico
Address 1: 100 Calron St	ZIP Code: 87501
Address 2:	Billing Contact Email:
Billing Contact Name: Daniel P. Sanchez	Billing Contact Bus. Phone:
Tax Exempt? No	Billing Fax Number:
* If yes, please provide and attach to original invoice.	

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. Each Comcast Business Service ("Service") comes with 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 of 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; AR: 2534; AZ: ROC 307346, BTR 18286-0; CA: CSLB 1028258, ACO 7477; CT: ELC 0189754-C5, ELC 0202487-C5, DE: SSPS 13-225, FL: EF0000279, GA: LVU406354, IL: PACA 127-001555, LA: F2257, MA: 7067C, SS-002525, MD: 107-1937, ME: LM50017039, MI: 3601206519, MN: TS674413, MS: 15030170, NC: 1937-C3A, NJ: Burglar Alarm Business Lic # 34BF00052000, NM: 379095, NY: Licensed by the N.Y.S. Department of State 12000317423, OR: CCB 199939, SC: BAC-13082, TN: ACL 2008, ACL 2002, TX: B18066, UT: 8788188-6501, VA: 2705151177, DCJS 11-15181, VT: ES-02366, WA: COMCABS848NU, WASHINGTON, DC: ECS 904217, BBL 602517000001, WV: WV051524, Valid 10/11/18. See <http://business.comcast.com/terms-smartoffice> 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 the Agreement. General Terms and Conditions can be found at http://www.comcast.com/business/legal .	
Signature:	<i>Katherine Miller</i>
Print:	Katherine Miller
Title:	County Manager
Date:	10/21/19

FOR COMCAST USE ONLY	
Sales Representative:	
Sales Representative Code:	
Sales Manager/Director:	DocuSigned by:
Sales Manager/Director Approval:	<i>Mark D. Lary</i>
On-line Approval:	10/21/2019
Lead ID:	
Contract Generation Date:	8/26/2019

Approved as to form

Santa Fe County Attorney

By: *Katherine Miller*

Date: 10/21/19

Comcast DW 100319

Account Name: Santa Fe county

WB ID#: _____

Comcast Company Address Information

Arizona

8251 N Cortaro Road
Tucson, AZ 85743

California

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

Georgia

2925 Courtyard Drive
Norcross, GA 30071

Illinois

1500 McConnor Parkway
Schaumburg, IL 60173

Michigan

41112 Concept Drive
Plymouth, MI 48170

Minnesota

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

Oregon

9605 SW Nimbus Avenue
Beaverton, OR 97008

Pennsylvania

1701 JFK Boulevard
Philadelphia, PA 19103

Tennessee

2030 E. Polymer Drive
Chattanooga, TN 37421

Tennessee

660 Mainstream Drive
Nashville, TN 37228

Texas

8590 West Tidwell Road
Houston, TX 77040

Virginia

5401 Staples Mill Road
Richmond, VA 23228

Washington

15815 25th Avenue
Lynnwood, WA 98087