

COMCAST
BUSINESS

BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: EL DORADO COUNTY SHERIFFS

ID#: 6402967

CUSTOMER INFORMATION (Service Location)

Address 1	<u>330 FAIR LN</u>	City	<u>PLACERVILLE</u>
Address 2	<u>RENEWAL*</u>	State	<u>CA</u>
Primary Contact Name	<u>NANCY KENNEDY Phil Dold</u>	ZIP Code	<u>95667</u>
Business Phone	<u>(530) 621-6688 6044</u>	County	
Cell Phone		Email Address	<u>kennedy@edso.org doldp@edso.org</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

Selection (X)		Service Term (Months)	36
Business Class Voice			
Business Class Internet	X		
Business Class TV			

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			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voice mail			
Directory Listing Suppression			
Auto-Attendant			

*Voice offers & options not available in all markets.

Business Class Internet*		
INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Premium	X	\$109.95
Equipment Fee	X	\$9.95

*Business Class Internet speed tier selections not available in all markets. With the exception of Basic Connect, all business class internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased separately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

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		
Static IP - 5	X	\$19.95
Static IP - 13		
Static IP - 29		
Static IP - 61		
Static IP - 125		
Static IP - 253		
IPv6		
Xfinity Wifi Hotspot		

* Internet selections & options not available in all markets.

Business Class Packages		
Package Name:		
PACKAGE DESCRIPTION		

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 Outlet Charges			

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 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			
Directory Listing Fee			

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

Total Installation Charges:* \$0.00

* Does not include Custom Installation Fees.

Total Monthly Service Charge	\$139.85
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Promotional Code (if applicable) _____ \$0.00
 Less Discount (if applicable) _____

Total Recurring Monthly Bill:* \$139.85

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

GENERAL SPECIAL INSTRUCTIONS
A dicount will apply to the internet of \$10x12 months.

COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	D3.0 IP Gateway
Number of Static IPs*	5	Business Class Web Hosting	No

* If 5 or more Static IPs are requested a STATIC IP JUSTIFICATION FORM is required.

COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Additional Comments:								
Outlet 1 - Primary			<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p>OUTLETS 9 & UP QUANTITY</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>Analog</td><td></td></tr> <tr><td>Digital</td><td></td></tr> <tr><td>HDTV</td><td></td></tr> <tr><td>DTA</td><td></td></tr> </table>	Analog		Digital		HDTV		DTA	
Analog											
Digital											
HDTV											
DTA											

COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	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 Configuration Type
			Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory	(Published, Non-Published, Unlisted)
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

Account Name: EL DORADO COUNTY SHERIFFS

ID#: 6402967

CUSTOMER BILLING INFORMATION			
Billing Account Name	<u>EL DORADO COUNTY SHERIFFS</u>	City	<u>PLACERVILLE</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>CA</u>
Address 1	<u>330 FAIR LNRENEWAL*</u>	ZIP Code	<u>95667</u>
Address 2	<u></u>	Billing Contact Email	<u>kennedyn@edso.org</u>
Billing Contact Name	<u>NANCY KENNEDY</u>	Billing Contact Phone	<u>(530) 621-5658</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 .
Signature: <u><i>Norma Santiago</i></u>
Print: <u>NORMA KENNEDY</u> <u>Norma Santiago</u>
Title: <u>Chair, Board of Supervisors</u>
Date: <u>2/25/14</u>

FOR COMCAST USE ONLY
Sales Representative: <u>Joyce Serratos</u>
Sales Representative Code: <u></u>
Sales Manager/Director: <u>Peter Song</u>
Sales Manager/Director: <u></u>
Division: <u>West</u>
Lead ID: <u>6402967</u>

ATTEST: James S. Mitrisin Clerk of the Board of Supervisors
 By: *Marce MacFarland* Date: 2/25/14
 Deputy Clerk

IP Justification Form

Comcast conforms to the North American IP Registry (ARIN) policies regarding IP address allocation. As part of its standard service, Comcast will assign up to eight IP addresses for customer use on their local area network (LAN). Customers can use this form for initial assignments and additional augments. Comcast requires a written justification form for any IP address blocks requested so that we can demonstrate to ARIN that IP addresses allocated to Comcast, or any underlying providers, are being used efficiently.

Per ARIN guidelines (<http://www.arin.net/intro.html>), organizations will be assigned address space based on immediate utilization plus three month and six month projected utilization. Organizations must exhibit a high confidence level in their three month and six month utilization rate and supply documentation to justify the level of confidence.

If you have any questions about the IP assignment policy or process, please refer to ARIN's IP Address Assignment Policy and Procedures, and RFC 2050 that can found at <ftp://www.arin.net/rfc/rfc2050.txt>.

Please complete the following form and submit it to your Comcast sales representative.

Customer Site

Location	EL DORADO COUNTY SHERIFFS - L-	1
Street	330 FAIR LN	2a
Rm/Ste/FI	RENEWAL*	2b
City,State Zip	PLACERVILLE,CA 95667	2c
Phone #	(530) 621-5658 = 6044	2d

Technical Contact

Name(First Last)	NANCY KENNEDY Phil Dold	3a
Title		3b
Phone #	(530) 621-5658 = 6044	3c
Email	kennedy@edso.org doldp@edso.org	3d

4. Domain Name: _____ **Note: If more than one domain, use first domain registered.**

5. Do you have previously assigned addresses from Comcast?: Yes No

5b. If yes, what addresses were assigned?: _____

6. Number of IP addresses requested/needed within 6 months: 5 **Note: If your organization already has IP space assigned, you must utilize 80% before applying for**

7. Use the following Network Table to describe your IP assignments within the next six months. **THIS IS REQUIRED**

IP Number	IP Address (if known)	Below, provide a description of use for each IP requested
1		
2		
3		
4		
5		

I verify that I am authorized to represent the organization below and that the above information is true and correct. I understand that Internet Protocol Version 4 address space is limited and that users of the Internet are responsible for conserving address space and ensuring that space is utilized efficiently.

Print Name Phil Dold Title Contract Administrator

Organization EL DORADO COUNTY SHERIFFS Phone #(day) (530) 621-5658 = 6044

Email ~~kennedy@edso.org~~ doldp@edso.org Fax (530) 642-9473

Phil Dold, Sheriff's Support Services Manager, or successor, is the Contract Administrator.