



**BUSINESS SERVICE ORDER AGREEMENT - RENEWAL**

**Account Name:** Italian Cultural Institute Washington DC

**ID#:** 8852361

**CUSTOMER INFORMATION (Service Location)**

Address 1	<u>3000 WHITEHAVEN ST NW</u>	City	<u>Washington</u>
Address 2	<u>FL 4</u>	State	<u>DC</u>
Primary Contact Name	<u>Ferruccio Magatelli</u>	ZIP Code	<u>20008</u>
Business Phone	<u>(202) 518-0998</u>	County	<u></u>
Cell Phone	<u></u>	Email Address	<u>ferruccio.magatelli@esteri.it</u>
Pager Number	<u></u>	Primary Fax Number	<u></u>
Technical Contact Name	<u></u>	Tech Contact On-Site?	<u>No</u>
Technical Contact Business Phone	<u></u>	Technical Contact Email	<u></u>
Property Manager Contact Name	<u></u>	Property Mgr. Phone	<u></u>

**COMCAST BUSINESS SERVICES**

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

<b>Service Term (Months)</b>	24
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**COMCAST BUSINESS SERVICES DETAILS**

**Business Voice\***

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
Adtl. F.F. Voice Lines w/ pkg.			
4+ Lines			
Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

**Comcast Business Packages**

Package Name:	<u>NED:D50-\$20_2yr</u>
PACKAGE DESCRIPTION	
\$20 MRC Discount off Business Internet D50 (\$109.95) for discounted rate of \$89.95. BI MRC Disc roll to rate card in mo 25. 2yr term required. Taxes, Usage, Fees, Equip are Extra	

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

**Business Internet\***

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	X	\$109.95
Equipment Fee	X	\$12.95

**Business TV\***

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

INTERNET SELECTIONS	Selection(X)	Non-Recurring Charge
Wireless Gateway Fee		

\*Business Internet speed tier selections not available in all markets. With the exception of Basic Connect, all Business 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.

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

INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	X	Included
Web Hosting - Starter	X	Included
Static IP - 5	X	\$24.95
Dynamic IPV6		
Wi-Fi		

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 public 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 Standard & Preferred TV offers only.

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



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**COMCAST BUSINESS TOTAL SERVICE CHARGES**

Comcast Business	Selection(X)	Quantity	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 Suppression Fee				

<b>Total Monthly Service Charge</b>	<b>\$147.85</b>
Promotional Code (if applicable)	
Discount On Internet(if applicable)	20
Discount On Video(if applicable)	
Discount On Voice(if applicable)	
<b>Total Discount</b>	<b>\$20.00</b>

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

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

**Total Recurring Monthly Bill:\*** \$127.85

\* Does not include Custom Installation Fees.

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

**GENERAL SPECIAL INSTRUCTIONS**



Account Name: Italian Cultural Institute Washington DCID#: 8852361

## CUSTOMER BILLING INFORMATION

Billing Account Name	<u>Italian Cultural Institute Washington DC</u>	City	<u>Washington</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>DC</u>
Address 1	<u>3000 Whitehaven St NW</u>	ZIP Code	<u>20008</u>
Address 2	<u>FL 4</u>	Billing Contact Email	<u>ferruccio.magatelli@esteri.it</u>
Billing Contact Name	<u>Ferruccio Magatelli</u>	Billing Contact Phone	<u>(202) 518-0998</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	<u></u>

\* 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"), 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 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. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

## E911 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 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: Claudio BisognieroPrint: Claudio BisognieroTitle: Acting DirectorDate: 4/16/2015

## FOR COMCAST USE ONLY

Sales Representative: Stacey McQueeneySales Representative Code: Sales Manager/Director Name: William Duclos JrSales Manager/Director Approval: Division: NorthEastLead ID: 8852361