

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

Service Location: \_\_\_\_\_ Billing Location: \_\_\_\_\_

Address 1 60 E VAN BUREN ST Address 1 60 E VAN BUREN ST

Address 2 FL 1 Address 2 STE 10TH

City CHICAGO City CHICAGO

State IL State IL

Zip 60605 Zip 60605

Primary Contact Name Bryan Land Billing Contact Name Bryan Land

Primary Contact Phone (312) 913-7272 Billing Contact Phone (312) 913-7272

Primary Contact Email bland@thecha.org Billing Contact Email bland@thecha.org

Service Term 36 Tax Exempt No

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	1	\$ 9.95	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 39.90</b>	<b>\$ 119.95</b>

<sup>1</sup> Charges identified in the Service Order Agreement are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated).

<sup>2</sup> Non-Recurring Charges in the Service Order Agreement reflect activation and installation fees for this order. This excludes any custom installation fees.

<b>General Special Instructions</b>

### AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, L.L.C. 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.

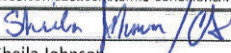
3. Customer must provide thirty (30) days' prior notice to Comcast in order to terminate a Service Order or the Agreement. Any termination of a Service Order or the Agreement may be subject to early termination fees in accordance with the Business Services Customer Terms and Conditions.

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

4. 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		FOR COMCAST USE ONLY	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a>		Sales Representative	<u>Maria Azada</u>
Signature 		Sales Representative Code	<u>10176100</u>
Name <u>Sheila Johnson</u>		Sales Manager Name	<u>Kevin Burnson</u>
Title <u>Deputy Chief Procurement</u>		Sales Manager Approval	
Date		Division	<u>Central</u>
		SmartOffice License Number	

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

### BUSINESS VIDEO CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)

Service Location Occupancy\*

\*Occupancy required for multi-view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

Service Location: \_\_\_\_\_ Billing Location: \_\_\_\_\_

Address 1 60 E VAN BUREN ST Address 1 60 E VAN BUREN ST

Address 2 FLY 7 Address 2 STE 10TH

City CHICAGO City CHICAGO

State IL State IL

Zip 60605 Zip 60605

Primary Contact Name Bryan Land Billing Contact Name Bryan Land

Primary Contact Phone (312) 913-7272 Billing Contact Phone (312) 913-7272

Primary Contact Email bland@thecha.org Billing Contact Email bland@thecha.org

Service Term 36 Tax Exempt No

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	2	\$ 19.90	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 49.85</b>	<b>\$ 119.95</b>

<sup>1</sup> Charges identified in the Service Order Agreement are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated).  
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General Special Instructions

### AGREEMENT

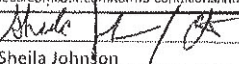
- This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), 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.
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# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

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Signature		Sales Representative Code	10176100
Name	Sheila Johnson	Sales Manager Name	Kevin Burnson
Title	Deputy Chief Procurement	Sales Manager Approval	
Date		Division	Central
		SmartOffice License Number	



COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

**BUSINESS VIDEO CONFIGURATION DETAILS**

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)
Outlet 2 - Additional	Outlet - 2	TV Box + Remote (STB)

Service Location Occupancy\*

Occupancy required for public view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name:	<u>Chicago Housing Authority</u>	Order #	<u>28795180</u>
Service Location:		Billing Location:	
Address 1	<u>60 E VAN BUREN ST</u>	Address 1	<u>60 E VAN BUREN ST</u>
Address 2	<u>FL 8</u>	Address 2	<u>STE 10TH <i>11/14/11</i></u>
City	<u>CHICAGO</u>	City	<u>CHICAGO</u>
State	<u>IL</u>	State	<u>IL</u>
Zip	<u>60605</u>	Zip	<u>60605</u>
Primary Contact Name	<u>Bryan Land</u>	Billing Contact Name	<u>Bryan Land</u>
Primary Contact Phone	<u>(312) 913-7272</u>	Billing Contact Phone	<u>(312) 913-7272</u>
Primary Contact Email	<u>bland@thecha.org</u>	Billing Contact Email	<u>bland@thecha.org</u>
Service Term	<u>36</u>	Tax Exempt	<u>No</u>

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	2	\$ 19.90	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 49.85</b>	<b>\$ 119.95</b>

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# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28790853

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Signature	<i>Sheila Johnson</i>	Sales Representative Code	10176100
Name	Sheila Johnson	Sales Manager Name	Kevin Burnson
Title	Deputy Chief Procurement	Sales Manager Approval	
Date		Division	Central
		SmartOffice License Number	



**COMCAST  
BUSINESS**

COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795180

**BUSINESS VIDEO CONFIGURATION DETAILS**

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)
Outlet 2 - Additional	Outlet - 2	TV Box + Remote (STB)

Service Location Occupancy\*

\*Occupancy required for public view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

<b>Company Name:</b>	<u>Chicago Housing Authority</u>	<b>Order #</b>	<u>28795190</u>
<b>Service Location:</b>		<b>Billing Location:</b>	
Address 1	<u>60 E VAN BUREN ST</u>	Address 1	<u>60 E VAN BUREN ST</u>
Address 2	<u>FL 9</u>	Address 2	<u>STE 40TH 11461</u>
City	<u>CHICAGO</u>	City	<u>CHICAGO</u>
State	<u>IL</u>	State	<u>IL</u>
Zip	<u>60605</u>	Zip	<u>60605</u>
Primary Contact Name	<u>Bryan Land</u>	Billing Contact Name	<u>Bryan Land</u>
Primary Contact Phone	<u>(312) 913-7272</u>	Billing Contact Phone	<u>(312) 913-7272</u>
Primary Contact Email	<u>bland@thecha.org</u>	Billing Contact Email	<u>bland@thecha.org</u>
Service Term	<u>36</u>	Tax Exempt	<u>No</u>

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	3	\$ 29.65	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 59.80</b>	<b>\$ 119.95</b>

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# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795190

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Signature	
Name	Sheila Johnson
Title	Deputy Chief Procurement
Date	

FOR COMCAST USE ONLY	
Sales Representative	Maria Azada
Sales Representative Code	10176100
Sales Manager Name	Kevin Burnson
Sales Manager Approval	
Division	Central
SmartOffice License Number	



COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795180

**BUSINESS VIDEO CONFIGURATION DETAILS**

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)
Outlet 2 - Additional	Outlet - 2	TV Box + Remote (STB)
Outlet 3 - Additional	Outlet - 3	TV Box + Remote (STB)

Service Location Occupancy\*

\*Occupancy required for public view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28794964

Service Location: 60 E VAN BUREN ST Billing Location: 60 E VAN BUREN ST

Address 1 60 E VAN BUREN ST Address 1 60 E VAN BUREN ST

Address 2 FL 10 Address 2 STE 10TH *CHH*

City CHICAGO City CHICAGO

State IL State IL

Zip 60605 Zip 60605

Primary Contact Name Bryan Land Billing Contact Name Bryan Land

Primary Contact Phone (312) 913-7272 Billing Contact Phone (312) 913-7272

Primary Contact Email bland@thecha.org Billing Contact Email bland@thecha.org

Service Term 36 Tax Exempt No

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	3	\$ 29.85	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 59.80</b>	<b>\$ 119.95</b>

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# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795190

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Signature	
Name	Sheila Johnson
Title	Deputy Chief Procurement
Date	

FOR COMCAST USE ONLY	
Sales Representative	Maria Azada
Sales Representative Code	10176100
Sales Manager Name	Kevin Burnson
Sales Manager Approval	
Division	Central
SmartOffice License Number	

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28794964

### BUSINESS VIDEO CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)
Outlet 2 - Additional	Outlet - 2	TV Box + Remote (STB)
Outlet 3 - Additional	Outlet - 3	TV Box + Remote (STB)

**Service Location Occupancy\***

\* Occupancy required for public view

**Additional Comments**

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0



COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795462

Service Location: \_\_\_\_\_ Billing Location: \_\_\_\_\_

Address 1 60 E VAN BUREN ST Address 1 60 E VAN BUREN ST

Address 2 FL 11 Address 2 STE 10TH *UPH*

City CHICAGO City CHICAGO

State IL State IL

Zip 60605 Zip 60605

Primary Contact Name Bryan Land Billing Contact Name Bryan Land

Primary Contact Phone (312) 913-7272 Billing Contact Phone (312) 913-7272

Primary Contact Email bland@thecha.org Billing Contact Email bland@thecha.org

Service Term 36 Tax Exempt No

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	2	\$ 19.90	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 49.85</b>	<b>\$ 119.95</b>

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**COMCAST  
BUSINESS**

**COMCAST BUSINESS SERVICE ORDER**

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Name	Sheila Johnson
Title	Deputy Chief Procurement
Date	

FOR COMCAST USE ONLY	
Sales Representative	Maria Azada
Sales Representative Code	10176100
Sales Manager Name	Kevin Burnson
Sales Manager Approval	
Division	Central
SmartOffice License Number	

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28794964

### BUSINESS VIDEO CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)
Outlet 2 - Additional	Outlet - 2	TV Box + Remote (STB)

Service Location Occupancy\*

\* Occupancy required for public view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0



COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795313

Service Location: \_\_\_\_\_ Billing Location: \_\_\_\_\_

Address 1 60 E VAN BUREN ST Address 1 60 E VAN BUREN ST

Address 2 FL 12 Address 2 STE 10TH *10th*

City CHICAGO City CHICAGO

State IL State IL

Zip 60605 Zip 60605

Primary Contact Name Bryan Land Billing Contact Name Bryan Land

Primary Contact Phone (312) 913-7272 Billing Contact Phone (312) 913-7272

Primary Contact Email bland@thecha.org Billing Contact Email bland@thecha.org

Service Term 36 Tax Exempt No

Service(s)	Qty	Monthly Service Charge <sup>1</sup>	Non-Recurring Charge <sup>2</sup>
<b>Business Video</b>			
TV Basic	1	\$ 29.95	
Equipment - TV Box + Remote (STB)	4	\$ 39.80	
<b>Additional Fees</b>			
Standard Installation Fee / Change of Service Fee	1		\$ 119.95
<b>Total Charge for Service Order</b>		<b>\$ 69.75</b>	<b>\$ 119.95</b>

<sup>1</sup> Charges identified in the Service Order Agreement are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated).

<sup>2</sup> Non-Recurring Charges in the Service Order Agreement reflect activation and installation fees for this order. This excludes any custom installation fees.

General Special Instructions

**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. Customer must provide thirty (30) days' prior notice to Comcast in order to terminate a Service Order or the Agreement. Any termination of a Service Order or the Agreement may be subject to early termination fees in accordance with the Business Services Customer Terms and Conditions.

# COMCAST BUSINESS

## COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795313

4. 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		FOR COMCAST USE ONLY	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a>		Sales Representative	<u>Marla Azada</u>
Signature		Sales Representative Code	<u>10176100</u>
Name	<u>Sheila Johnson</u>	Sales Manager Name	<u>Kevin Burnson</u>
Title	<u>Deputy Chief Procurement</u>	Sales Manager Approval	
Date		Division	<u>Central</u>
		SmartOffice License Number	



COMCAST BUSINESS SERVICE ORDER

Company Name: Chicago Housing Authority Order # 28795313

**BUSINESS VIDEO CONFIGURATION DETAILS**

Outlet Details	Location	Outlet Type
Outlet 1 - Primary	Outlet - 1	TV Box + Remote (STB)
Outlet 2 - Additional	Outlet - 2	TV Box + Remote (STB)
Outlet 3 - Additional	Outlet - 3	TV Box + Remote (STB)
Outlet 4 - Additional	Outlet - 4	TV Box + Remote (STB)

Service Location Occupancy\*

\* Occupancy required for public view

Additional Comments

OUTLETS 9 & UP	QUANTITY
TV Box + Remote	0