



## MULTI-SITE SERVICE ORDER AGREEMENT

Account Name: Lake County IL

Service Term\* (Months): 36

### BILLING INFORMATION

Billing Account Name:	Lake County IL
Billing Name: (3rd Party Accounts)	
Address 1:	18 N County St
Address 2:	8 <sup>th</sup> Floor
City:	Waukegan
ZIP Code:	60085-4334
County:	

Billing Contact Email:	amierzwa@lakecountyil.gov
Billing Contact Phone:	847-377-2853
Billing Fax Number:	
Billing Contact First Name:	Andy
Billing Contact Last Name:	Mierzwa
Tax Exempt? *:	Yes
*If yes, please provide and attach tax exemption certificate.	E-9995-7817-07

Project Code: PROJ-133361

Package Code: EDP-\$199.95Data\_PerformancePkg

### SITE AND SERVICES

LEAD ID	Site Name	Site Address	Business Class Internet	BCI Service Charge	Static IP	Equipment Fee	Install NRC	MRC	
39446089	Lake County IL	4118 Greenleaf CT, Park City, IL 60085	BI Performance 500/35	\$199.95	1 @ \$29.95	\$24.95	\$129.95	\$254.85	
39445963	Lake County IL	2905 Willow LN, Zion, IL 60099	BI Performance 500/35	\$199.95	1 @ \$29.95	\$24.95	\$129.95	\$254.85	
39446055	Lake County IL	37389 N Grandwood Dr, Gurnee, IL 60031	BI Performance 500/35	\$199.95	1 @ \$29.95	\$24.95	\$129.95	\$254.85	
41242923	Lake County IL	800 High School Dr. Round Lake Beach IL - 60073	BI Performance 500/35	\$199.95	1 @ \$29.95	\$24.95	\$129.95	\$254.85	
Total	X	X	X	\$799.80	\$119.80	\$99.80	\$519.80	\$1,019.40	

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: _____
Signature: <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a>	Sales Representative Code: _____
Print: _____	Sales Manager/Director Name: _____
Title: _____	Sales Manager/Director Approval: _____
Date: _____	

This Sales Order is subject to the terms and conditions of the Multi-Site Service Order Agreement between Customer and Comcast, and also subject to the 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. 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 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.

For Customer Service and Technical assistance, please call 1-866-511-6489

\*Upon expiration of the Service Term, this Service Order (and the Services covered hereby) will continue on a month to month basis at the Standard Monthly Service Charge applicable to the Services as set forth on Comcast's then current rate schedule until terminated by either party upon sixty (60) days written notice.

\*\* Site Name – See full site details (address or contact name) on Appendix A following

\*\*\*Custom Install Fees And Construction Addendum - As set forth in Section 3.4 of the Comcast Workplace General Terms and Conditions, Comcast has determined that Custom installation is necessary for the service Location described above as follows: Any Custom Installation fee amount absorbed by Comcast must be immediately paid you to Comcast if the applicable Sales Order is terminated prior to the end of the Service Term. Please sign below to agree with these Terms and Conditions

MODEM: By requesting that Comcast install cable modem service, in lieu of an IP gateway, Customer understands, acknowledges and agrees that Comcast is not providing a firewall or local area networking (LAN) support. Customer is solely responsible for installing and maintaining a firewall and for all support issues related to the LAN. Comcast is unable to assist in troubleshooting any issues beyond the cable modem and/or cable modem service, including but not limited to, VPNs, firewalls or LANs. The demarcation point for Comcast's service and maintenance obligations is the cable modem equipment.

IP GATEWAY: Comcast will install an IP gateway (firewall and router) and connect it to the hub of an existing local area network (LAN). The Comcast installer will configure the IP gateway based on instructions provided on the Pre-Installation checklist. Customer is responsible for installing and maintaining the LAN. The demarcation for Comcast's service and maintenance obligations is the LAN port on the IP gateway. Comcast technicians or technical support may assist Customer in troubleshooting limited LAN issues including DHCP and port settings on the router, however, such assistance shall be left to the sole discretion of Comcast.