

COMCAST BUSINESS HOSPITALITY

Sales Overview for Solutions Providers

January 2016

COMCAST BUSINESS **B4B** BUILT FOR BUSINESS™

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Business Hospitality Overview

- Business Hospitality has been launched across the Comcast footprint
- Business Hospitality focuses on new acquisition
- A National Rate Card has been established for all products
- The following products are available:
 - Hospitality Video – Free to Guest, Public View & Private View
 - Hospitality Voice – Standard, PRI & Business VoiceEdge
 - Hospitality Data – Internet & Ethernet

Product Overview

Hospitality Video

Free to Guest

- Digital Standard
- HD Standard
- Premiums (HBO & Showtime)

BTV Public View

- Bar/Restaurant
- Fitness Center

BTV Private View

- Conference Room
- Break Room
- Lobby

Hospitality Voice

Standard

- Basic
- Full Feature
- Toll-Free

PRI

- Full over Coax
- Fractional over Coax
- Full over Fiber

SIP

- Coax
- Fiber

Business VoiceEdge

- Coax
- Fiber

Hospitality Data

Internet

- Starter (16/3) – 1 Modem
- Starter (16/3) – 2 Modems
- Deluxe (50/10)
- Deluxe 75 (75/15)
- Deluxe 100+ (100/20)

Ethernet

- EDI
- EPL
- EVPL
- ENS

*When Available

Product & Pricing

Hospitality Video

Hospitality Video – Free to Guest Service (In-Room)

- Free to Guest Video is priced by Room, NOT by Outlets
- Pricing is always based on 100% of subscriber units (total number of rooms)
- Premium channel pricing (HBO & Showtime) is priced per room

Service	Price
Digital Standard	\$8 per room/month
HD Standard	\$11 per room/month

Premiums	Price
HBO	\$3.50 per room/month
Showtime	\$3.50 per room/month
HBO & Showtime	\$7 per room/month

Hospitality Video – Free to Guest Equipment

- All equipment pricing is MRC
- Equipment is priced on a Per Room or Per Hotel basis
 - Set Top Equipment is Per Room, which includes DTA, DSTB and HD STB
 - mini-mDTA, mDTA and Q2Q are priced Per Hotel on a Monthly basis

CPE	Monthly Rate
DTA	\$0.95 per Room
HD-DTA	\$0.95 per Room
DSTB	\$2.20 per Room
HD-STB	\$2.20 per Room

CPE	Monthly Rate
mini-mDTA	\$75 per Hotel
mDTA	\$200 per Hotel
Q2Q	\$285 per Hotel

Q2Q Enhancement: Hotels can add logo to HD FTG onscreen guide

- As of March 9, 2015, hotels with HD Free To Guest video can customize their on-screen programming guide with their property logo
- This new feature will be available to both new and existing customers with Q2Q equipment only
- Comcast Business is providing this benefit to customers FREE of charge!
- Customers will be required to complete a submission form and send their logo to a central mailbox managed by the Comcast Headquarters team
 - The submissions document/instruction form is included in the Hospitality SOA
 - It is also available in standalone format
- It is the customer's responsibility to fill out and send the signed form and logo to ComcastEPGLogo@comgraphics.com
- Existing Hospitality Q2Q customers who would like to add their logo to the on-screen guide should call the ECC at 877-229-5999

Hospitality Video – Free to Guest Equipment Rules

- Premiums (HBO & Showtime) only available on HD-DTA, DSTB, HD STB & Q2Q
- mini-mDTA, mDTA & Q2Q require 5 year contracts; HD-DTA, DTA, DSTB and HD STB are available at 3 or 5 year contracts
- Equipment requirements vary based on # of Rooms
 - mini-mDTA only available up to 50 Rooms
 - mDTA should be sold to > 50 Rooms, but is available to smaller Hotels via ICB
 - Q2Q should be sold to > 80 Rooms, but is available to smaller Hotels via ICB

Equipment	Packages	Availability	Channels	Terms
DTA	Digital Standard	Up to 200 Rooms	80	3 or 5 Years
HD-DTA	Digital and HD Standard	Up to 200 Rooms	80	
DSTB	Digital Standard	Up to 200 Rooms	80	
HD STB	HD Standard	Up to 200 Rooms	80	3 or 5 Years
mini-mDTA	Digital Standard	Up to 50 Rooms	36	5 Years Only
mDTA	Digital Standard	50+ Rooms*	80	
Q2Q	HD Standard	80+ Rooms*	50 or 60**	

* Targeted to these hotel sizes, but available to smaller hotels

** 50 channels for Cisco markets and 60 channels for Motorola markets

Hospitality Video – Public View Service

- Business TV Public View packages are available to sell to Bars/Restaurants and Fitness locations within the Hotel/Motel
- Current Business TV Public View rates apply

Package	Channels	Price
Basic	Up to 35	\$29.95 per month
Digital Variety	Up to 65	\$54.95 per month
Digital Standard	Up to 80	\$84.95 per month
Digital Deluxe	Up to 150	\$109.95 per month
Sports & Entertainment Deluxe	More than 150	\$189.95 per month

Hospitality Video – Public View Equipment

- Public View requires “Outlet Fees” for each TV in the Bar, Restaurant or Fitness location which are charged Monthly
- For all packages, the primary outlet is included: Analog, DTA or Digital

Outlet Type	Up to 8 Price	9+ Price
DTA	\$9.95 per outlet/month	\$5.95 per outlet/month
DSTB		
HD-STB	\$12.95 per outlet/month	\$8.95 per outlet/month

- mini-mDTA or mDTA is available at the following pricing:

Outlet Type	Pricing	Install Fee	Outlets
mini-mDTA	\$200 per month	\$450 NRC	Up to 50 outlets
mDTA	\$450 per month	\$750 NRC	Up to 100 outlets

Hospitality Video – Private View Service

- Business TV Private View packages are available to sell to Conference Room, Break Room and Lobby locations within the Hotel/Motel
- Current Business TV Private View rates apply
- Two Rate Cards are available:
 - Video Plus is used when Video is added to Internet and/or Voice orders
 - Stand-alone is used when Video is the only product sold

Package	Channels	Stand-alone	Video Plus
Basic	Up to 35	\$24.95 per month	\$4.95 per month
Select	Up to 50	\$34.95 per month	\$14.95 per month
Variety	Up to 65	\$44.95 per month	\$29.95 per month
Standard	Up to 80	\$74.95 per month	\$59.95 per month
Preferred	Up to 150	\$89.95 per month	\$74.95 per month

Hospitality Video – Private View Equipment

- Private View requires “Outlet Fees” for each TV in the Conference Room, Break Room or Lobby location which are charged Monthly
- For all packages, the primary outlet is included: Analog, DTA or Digital
- HD pricing can vary due to variations in local equipment charges

Outlet Type	Price
Analog	\$9.95 per outlet/month
DTA	
DSTB	
HD-STB	\$9.95 per outlet/month + \$5 HD equipment fee

- mini-mDTA or mDTA is available at the following pricing:

Outlet Type	Pricing	Install Fee	Outlets
mini-mDTA	\$200 per month	\$450 NRC	Up to 50 outlets
mDTA	\$450 per month	\$750 NRC	Up to 100 outlets

Hospitality Video – Public & Private

BTV – Public View	BTV – Private View
<ul style="list-style-type: none">▪ <u>Not available in room</u>▪ <u>Only for Bars, Restaurants or Fitness locations</u>▪ SD & HD packages▪ No premium channels – but full sports & entertainment packages▪ Typically uses DSTB or HD-STB priced as outlet fees (per outlet), BR5 includes 4 HD outlets	<ul style="list-style-type: none">▪ <u>Not available in room</u>▪ <u>For common areas such as Conference Room, Break Room or Lobby locations</u>▪ SD & HD packages▪ No premium channels – but full sports & entertainment packages▪ Typically uses DSTB or HD-STB priced as outlet fees (per outlet)

If the customer orders Public or Private View BCTV, they will be charged the package rate + equipment or per outlet fees.

If the customer requires both Public & Private View, we will install the Public View service for the Bar/Restaurant and common areas. We will not charge for both packages.

Video Rules & Requirements, cont.

Equipment Availability

Hospitality Video equipment availability will differ based upon the video service, package and size of the hotel.

The following outlines the availability of hospitality video equipment:

CPE	high def	Centralized	Premium ch	# of rooms	Free to guest	public	private
DTA				up to 200	Y	Y	Y
HD-DTA	X		X	up to 200	Y	N	N
DSTB			X	up to 200	Y	Y	Y
HD STB	X		X	up to 200	Y	Y	Y
*mini=-mDTA		X		up to 50	Y	Y	Y
*mDTA **		X		50+	Y	Y	Y
*Q2Q **	X	X	X	80+	Y	N	N

* requires 5 year contract

** mDTA and Q2Q can be offered to less than 50 and 80 rooms via ICB

Hospitality Video – Video Equipment

- In Room Options – Digital Set Top Box (DSTB) and Digital Transport Adapter (DTA)

DTA (Analog)



Digital Set Top Box (HD)



HD- DTA*



HD -DTA - Wall mount*



- Central or Entire Building Options

mini-mDTA (Analog)



mDTA (Analog)



Q2Q (HD)



Comcast does not sell equipment. Regardless of fees paid (monthly, 50% upfront or all upfront), Comcast owns and maintains the equipment.

* Limited availability (See next slide)

Notes about the new HD-DTAs

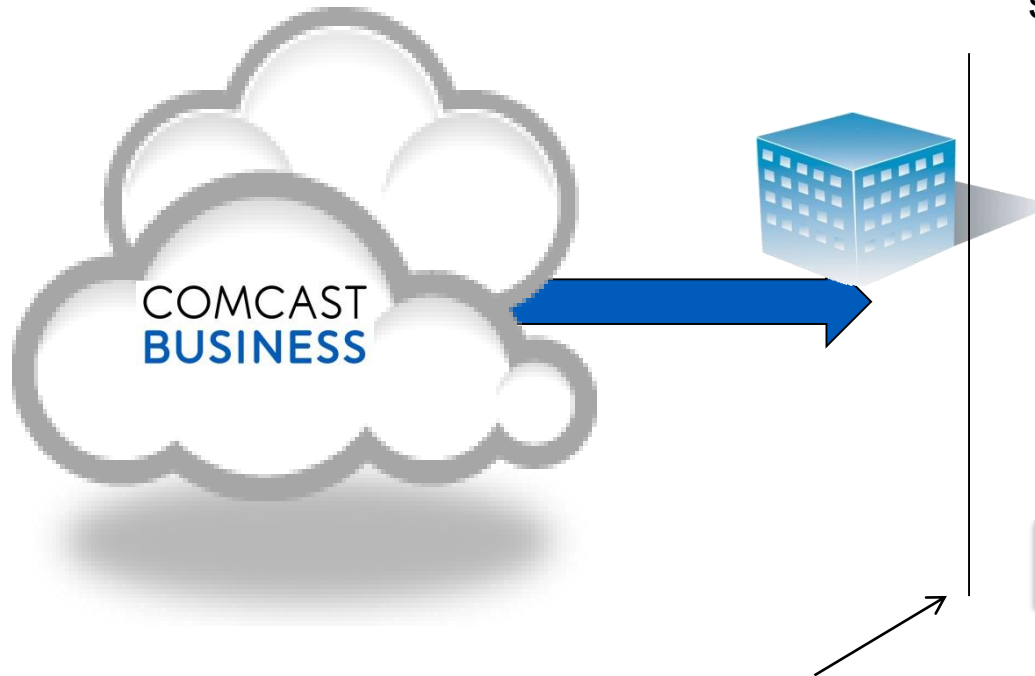
- On October 9 2014, Business Hospitality launched the new HD-DTA
- Currently available in specific markets:
 - Greater Boston – (except Plymouth)
 - Bristol & Springfield MA (Western New England)
 - Pittsburgh Area (Keystone West)
 - West and NE Division rollout to start in late Q3/Q4 2015
 - Central Division in 2016
- HD-DTA can be sold for use in Free to Guest locations in Hotels
 - Public & Private View locations cannot support HD-DTA at this time
- HD-DTA is available with our HD service for FTG video
- This slide will be updated as the role out continues throughout the year

The Comcast DEMARC

- Comcast does **NOT** provide support past the demarc beyond equipment installation and replacement

From the Comcast network to the Hotel drop-off, we manage the service

From the hotel drop-off, Comcast **does NOT** provide service or support to the rooms

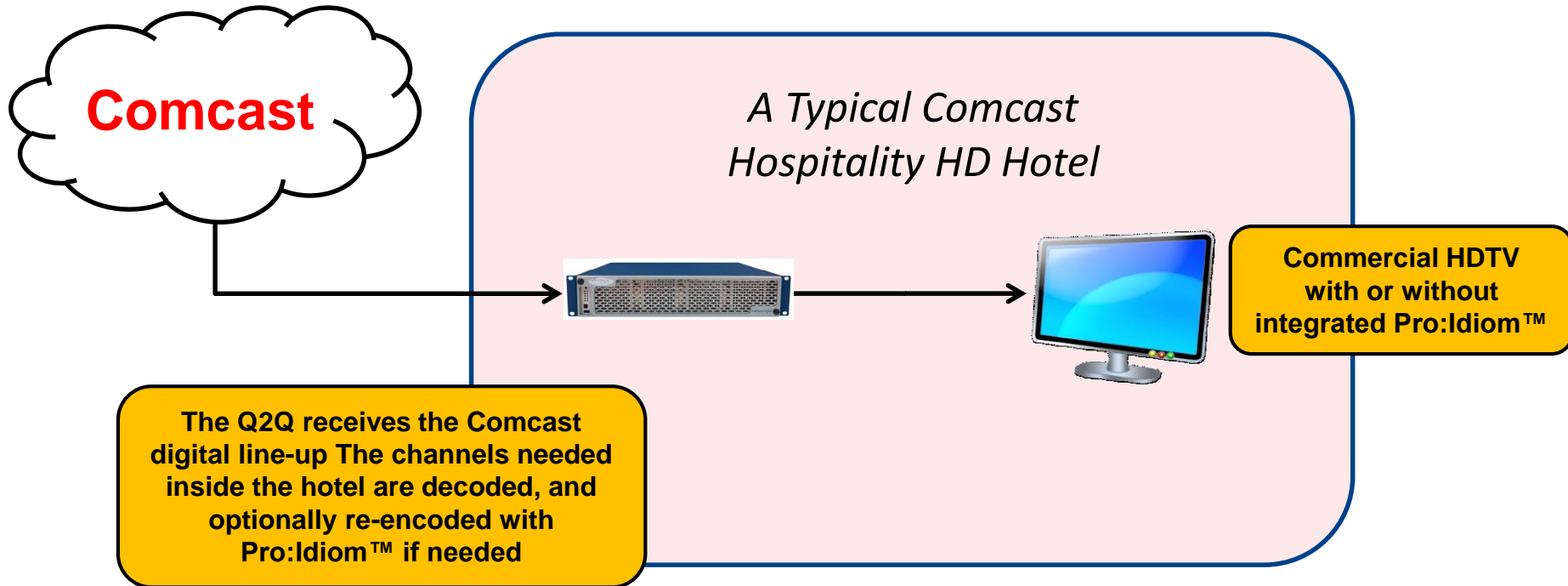


NO **In-room** support except for video equipment install and replacement

“Here there be Dragons”

WE DO NOT CROSS THIS LINE

Central / Entire Hotel Equipment



Q2Q/Hospitality HD Installed at the location:

- Centrally Located in hotel
- Climate controlled space
- Rack Mounted
- One unit for entire location
- No restriction on number of television sets served by

Q2Q

Product & Pricing

Hospitality Voice

Hospitality Voice – Standard

- Hospitality Voice is a **BACK-OFFICE SOLUTION ONLY** and does not support voice services to guest rooms. For guest room voice services, Hospitality PRI is available
- Two Full Feature Voice rate cards are available:
 - Discounted Rate when another product is sold
 - Stand-alone is used when Voice is the only product sold
- Volume Discounts are not available on Full Feature or Basic Lines
- \$29.95 activation fees apply on every full featured and basic line

Hospitality Voice	Description	Voice Plus Rate	Stand-alone	Equipment
Full Feature	Fully-featured phone line	\$39.95 per month	\$59.95 per month	EMTA @ Rate Card Price
Basic (sold as a second line +)	Basic line	\$24.95 per month		
Toll-Free	N/A	\$5 per month		N/A
Voicemail	N/A	\$5 per month		N/A

Hospitality Voice – PRI

- Fractional/Full PRI over Coax and Full PRI over Fiber pricing is available:
- Multiple PRI pricing is available per the PRI Proposal Tool.

Hospitality PRI	Description	Price	Transport
Fractional PRI	6-15 Channels	\$349 per month	Over Coax
Full PRI	16-23 Channels	\$489 per month	Over Coax
Full PRI	16-23 Channels	\$389 per month	Over Fiber
Additional Channels	\$14 per Additional Channel		

Hospitality Voice – SIP

- SIP services are available to sell for use in the Back Office and Guest locations within a Hotel and are charged on a monthly basis.
- Pricing and information on additional services are listed on the SIP Rate Card and include additional features, installation fees, usage charges and other service/fees.

Service	Price	Transport
6-9 Concurrent Call Sessions (CCS)	\$35 per CCS/Month	Over Coax or Fiber
10-14 Concurrent Call Sessions (CCS)	\$30 per CCS/Month	Over Coax or Fiber
15-24 Concurrent Call Sessions (CCS)	\$21 per CCS/Month	Over Coax or Fiber
25-49 Concurrent Call Sessions (CCS)	\$14 per CCS/Month	Over Coax up to 46 CCS or Over Fiber
50-99 Concurrent Call Sessions (CCS)*	\$13 per CCS/Month	Over Fiber

*Additional SIP Trunk capacity is available up to 800 CCS; See SIP Rate Card for full pricing

Hospitality Voice-Business VoiceEdge

REMINDER: A partner must be certified to sell Business VoiceEdge

- Hospitality VoiceEdge is a **BACK-OFFICE SOLUTION ONLY** and does not support voice services to guest rooms. For guest room voice services, Hospitality PRI is available
- The existing features and pricing for VoiceEdge remain the same for Hospitality
- Business VoiceEdge pricing starts at the following price points:

Hospitality VoiceEdge

Lines*

Product	Monthly Rate	On-Time Fee
5 Lines or Less	\$34.95 per Line	\$29.95
6 – 24 Lines	\$29.95 per Line	\$29.95
25+ Lines	\$24.95 per Line	\$29.95

**Local & Domestic Long Distance Included; Toll-Free or Intl Usage charges may apply.*

Seats

Product	Monthly Rate	One-Time Fee
Standard: 1-50 Seats	\$14.95 per Seat	\$9.95
Standard: 51+ Seats	\$9.95 per Seat	\$9.95
Unified Communication: 1-50 Seats	\$19.95 per Seat	\$9.95
Unified Communication: 51+ Seats	\$14.95 per Seat	\$9.95

See the VoiceEdge Rate Card for additional pricing on CPE, On-Site Training, Installation Fees and other Add-On Services.

Product & Pricing

Hospitality Data

Hospitality Data – Internet

- Both Starter Internet tiers are only available to properties with 50 or less guest rooms
- Hospitality Internet includes 2 modems, both at the same speed tier
- Internet can be used for the back office and the Hotel can extended the service past the DEMARC to the guest rooms, lobby, etc.

Hospitality Internet

Product	Speed	Price	Equipment
Starter – 1 modem*	16/3	\$69.95 / Mo.	1 D3 Gateway modem
Starter – 2 modems*	16/3	\$99.95 / Mo.	2 D3 Gateway modems
Deluxe**	50/10	\$299.95 / Mo.	
Deluxe 75**	75/15	\$399.95 / Mo.	
Deluxe 100+**	100/20	\$499.95 / Mo.	

**Only available to properties with 50 or less guest rooms; **Additional promotional rates are available*

Hospitality Ethernet

- Hospitality Ethernet products include:
 - Ethernet Dedicated Internet (EDI)
 - Ethernet Private Line (EPL)
 - Ethernet Virtual Private Line (EVPL)
 - Ethernet Network Service (ENS)
- All Ethernet products are available at 3 & 5 year terms.
- EDI is priced based on Bandwidth.
- EPL, EVPL and ENS includes pricing for Ports and Bandwidth.
 - EPL is limited to 2 ports (two locations only)
 - EVPL includes a minimum of 1 hub port, 2 spoke ports and 2 EVCs (between hub and each spoke)
- Incremental bandwidth pricing for all Ethernet products is available per the Metro-E Configurator.
- Ethernet pricing starts at the following price points:

Hospitality Ethernet

EDI

Bandwidth	Increments	3 Year*	5 Year*	Equipment
10M	10M	\$1,170 per month	\$1,053 per month	Metro-E CPE
100M	100M	\$3,300 per month	\$2,970 per month	
1G	1G	\$11,250 per month	\$10,125 per month	

*Starting rate with additional 10M, 100M and 1G increments available. The current standard Installation Fee (NRC) of \$1,000 is applicable for EDI order at any bandwidth. Additional construction charges may be required.

EPL, EVPL & ENS – OnNet Port Pricing

Port Speed	3 Year Term*	5 Year Term*	Install (NRC)	Equipment
10/100 Mbps	\$150 per month	\$135 per month	\$500	Metro-E CPE
GigE	\$650 per month	\$585 per month	\$3,000	
10 GigE	\$2,000 per month	\$1,800 per month	\$5,000	

*Starting rate with additional 10M, 100M and 1G increments available. Additional construction charges may be required.

Hospitality Ethernet

EPL – Ethernet Virtual Circuit Pricing

Bandwidth	3 Year Term			5 Year Term		
	Basic*	Priority*	Premium*	Basic*	Priority*	Premium*
10M + (10M Increments)	\$420/month	\$480/month	\$560/month	\$378/month	\$432/month	\$504/month
100M + (100M Increments)	\$990/month	\$1,140/month	\$1,310/month	\$891/month	\$1,026/month	\$1,179/month
1G + (1G Increments)	\$1,860/month	\$2,000/month	\$2,310/month	\$1,674/month	\$1,800/month	\$2,079/month

*Starting rate with additional 10M, 100M and 1G increments available. Additional construction charges may be required.

EVPL & ENS – Ethernet Virtual Circuit Pricing

Bandwidth	3 Year Term			5 Year Term		
	Basic*	Priority*	Premium*	Basic*	Priority*	Premium*
10M + (10M Increments)	\$520/month	\$550/month	\$570/month	\$468/month	\$495/month	\$513/month
100M + (100M Increments)	\$1,200/month	\$1,310/month	\$1,450/month	\$1,080/month	\$1,179/month	\$1,305/month
1G + (1G Increments)	\$2,010/month	\$2,530/month	\$3,110/month	\$1,809/month	\$2,277/month	\$2,799/month

*Starting rate with additional 10M, 100M and 1G increments available. Additional construction charges may be required.

Sales & Care

Sales Ops Summary

- All (100%) of Hospitality orders require a Technical Site Survey
- Sales Engineer Pre-Sales Discovery
 - For all orders including video, the SE will conduct a high-level assessment of the hotel
 - The Hospitality Video Checklist will be completed by the SE and reviewed with the Customer
- Technical Site Survey Enhancements
 - When Video is on an order, the technician will complete a Private Infrastructure Evaluation (PIE)
 - This is a deeper analysis of the property and will help to identify any past the DMARC issues
- Additional Requirements for orders with Hospitality Video
 - The Sales Engineer should complete the Video Checklist
 - The Technician must complete a Private Infrastructure Evaluation (PIE)
 - The SE coordinates customer review, initial and dating of the PIE
 - The PIE must be included in the Order Package
- For ALL Hospitality Video orders that include mini-mDTA, mDTA & Q2Q, the Technical Site Survey task must indicate “Construction Required”

Service Assurance for Business Hospitality

- A dedicated Hospitality number has been established
 - (877) 229-5999
 - All Hospitality calls land at the ECC
- The ECC will handle Tier 1 & Tier 2 support
 - Mixed order and non-mixed order for Hospitality
 - Accounts sold by Sr. BAEs, EAEs, National Accounts and Indirect
- 24 x 7 Care Support

HOSPITALITY SOLUTIONS

1-877-229-5999

CUSTOMER CARE is available 24 hours a day,
7 days a week.

COMCAST
BUSINESS

Business Rules

General Rules

- Minimum 3-year contract required for most solutions
- Orders with mini-mDTA, mDTA & Q2Q equipment require a 5-year contract
- Install fees are waived
 - Additional fees can be assessed locally for complex installs
- Comcast does not go past the DEMARC except for:
 - Initial equipment installation
 - Break/fix equipment replacement
- Comcast does not support/manage:
 - In-room Internet
 - In-room wiring
 - Integration with other vendor products

Additional Rules – Video

Issue / Item	Owner	Comments
Video Service Delivery to Hotel	Comcast	Comcast will provide reliable video service to the hotel at all times. The “demarc” for this delivery is at the output of the set top boxes, the mDTA or Q2Q equipment , after all channels have been combined into a single output. Any proof tests of this delivery will be made at this demarc.
Creation of Q2Q Configurations	Comcast	For Hospitality HD Video, Comcast will create and maintain the configuration files needed for successful operation of the Q2Q.
Commercial TV Configuration: At time of Hospitality Install	Hotel	Comcast does not include TV ‘programming’ or ‘cloning’ services. At the time of installation, Comcast will communicate to the hotel and/or its designated integrator, the line-up information available at the output of the Comcast equipment so that the hotel or its integrator may perform the programming required at the guest room televisions.
TV Configuration: Post-Installation	Hotel	Comcast does not provide TV ‘programming’ or ‘cloning’ services .
Hotel Distribution Plant Upgrades	Hotel	Comcast does not upgrade hotel distribution plant as part of its Hospitality Video services
Television Upgrades	Hotel	Comcast does not upgrade hotel televisions as part of its Hospitality Video services
Hotel Distribution Plant Maintenance	Hotel	Comcast does not provide hotel plant maintenance as part of its Hospitality Video services
Guest Room Service Calls	Hotel	The hotel will take calls from Guests, and forward any needed information to Comcast via its prescribed resolution path. The hotel will not forward guest calls to Comcast.

Additional Rules – Voice

Issue / Item	Owner	Comments
Voice Service Delivery to Hotel phone system	Comcast	Comcast will provide reliable voice service to the phone system at all times.
Phone System Configuration	Hotel	Comcast does not include phone system programming. The Hotel is responsible for any phone configurations.
E-911	Hotel	It is the hotel AND the PBX administrator's responsibility to ensure they are fully compliant with state and federal laws related to E-911 calling

Additional Rules – Data

Issue / Item	Owner	Comments
Internet Service Delivery to Hotel	Comcast	Comcast will provide reliable internet service to the hotel at all times. The “demarc” for this delivery is at the EMTA.
Distribution of Internet Services to Guest Rooms	Hotel	Comcast does not provide any internet services past the demarc. The hotel is responsible for distributing internet as needed, as well as any other billing systems and integration.
Hotel Distribution Plant Maintenance	Hotel	Comcast does not provide hotel plant maintenance or troubleshooting as part of its Hospitality Internet service. Any service beyond the demarc is the hotel’s responsibility.
Guest Room Service Calls	Hotel	The hotel will take all calls from Guests. Based on guest feedback, the hotel staff will make any needed calls to Comcast, via the hotel’s prescribed resolution path. The hotel MUST NOT forward guest calls to Comcast.

Order Entry and Hospitality Process

INFORMATION NEEDED TO BUILD AN ORDER

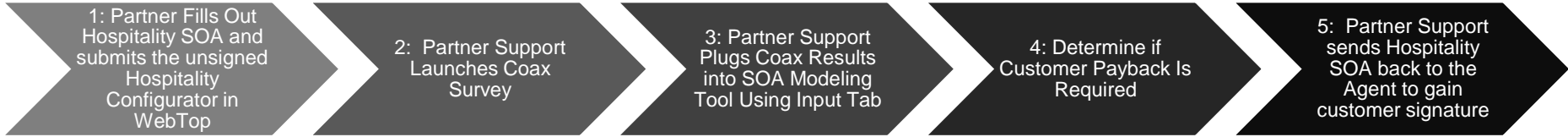
- Number of rooms
- Products that are needed
 - Hospitality Video: Free to Guest, Public and/or Private
 - Hospitality Voice: Standard Voice, PRI (in-room solution), BVE
 - Hospitality Data: Internet or Ethernet (EDI)
- Equipment that is needed
- Length of term commitment
- Install and activation fees
- Rate card to generate pricing
- Fill out SOA (single or multiple depending on products sold)

HOSPITALITY SALES ORDER FORM

The products included in any given order, will determine which contracts are needed

- Hospitality Sales Order Form Supports Coax Voice, Video and Internet Only
- There is one Hospitality SOA
 - It allows Sales to select Public OR Private View TV option via a drop down menu within the Hospitality SOA.
 - Once a selection is made, the appropriate packages and pricing will be displayed on the SOA. *Note:* The default view when the SOA is opened will be the Public View version.
 - The Hospitality SOA has been enhanced to include built-in financial modeling capabilities that ensure the financial viability of each Hospitality deal. This additional functionality also streamlines the review and approval of Hospitality deals that *may* require an Financial ICB request.
- For Hospitality Ethernet orders, PSM will use the Configurator Tool
- For PRI orders- Use the PRI proposal tool posted on WebTop
- For SIP orders- contracts will be generated in C3
- For Business VoiceEdge-Use the BVE Configurator
 - REMEMBER: To sell the BVE solution a partner must also be certified in BVE

HOSPITALITY PROCESS



Selection (X)	
Hospitality Voice	
Hospitality Internet	
Hospitality Video	X
Business Class Public View TV	

Service Term (Months)	36
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Total Number of Hotel Guest Rooms	15
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COMCAST BUSINESS CLASS HOSPITALITY SERVICE DETAILS			
Hospitality Voice*			
VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines			\$0.00
Basic Lines			\$0.00
Toll Free Number			\$0.00
Voice - eMTA Equipment Fee			\$0.00
Voicemail			\$0.00
VOICE OPTIONS	Selection (X)	Total Cost	
Directory Listing Suppression Fee			
Auto-Attendant			
*Voice offers & options not available in all markets.			

Hospitality Video*			
VIDEO SELECTIONS (In Room Only)	#Rooms	Cost/Room	Total Cost
Digital Standard	15	\$8.00	\$120.00
HD Standard			\$0.00
HBO			\$0.00
Showtime			\$0.00
VIDEO EQUIPMENT	#Rooms	Cost/Room	Total Cost
DTA			\$0.00
DSTB	15	\$2.20	\$33.00
mini mDTA			
mDTA			
Q2Q			
*In room only			

IMPORTANT TIP

- ❑ Ensure the Hospitality SOA service term and ALL applicable products, equipment and promos are listed in their entirety on the SOA prior to moving to step 3.

Service Order Agreement Overview

HOSPITALITY SALES ORDER FORM

COMCAST BUSINESS CLASS HOSPITALITY SERVICE ORDER AGREEMENT

Account Name: _____

ID#: _____

CUSTOMER INFORMATION (Service Location)

Address 1 _____

City _____

Address 2 _____

State _____

Primary Contact Name _____

ZIP Code _____

Business Phone _____

County _____

Cell Phone _____

Email Address _____

Alt. Phone _____

Primary Fax Number _____

Technical Contact Name _____

Technical Contact On-site? _____

Technical Contact Business Phone _____

Technical Contact Email _____

Property Manager Contact Name _____

Property Mgr Phone _____

COMCAST BUSINESS CLASS HOSPITALITY SERVICES

Selection (X)

Hospitality Voice	<input type="checkbox"/>
Hospitality Internet	<input type="checkbox"/>
Hospitality Video	<input type="checkbox"/>
Business Class Public View TV	<input type="checkbox"/>

Service Term (Months)

Total Number of Hotel Guest Rooms

Page 1 of Hospitality Service order agreement:

- 1) Enter customer information
- 2) Select applicable hospitality products
- 3) Enter service term (restricted to 36 or 60 months)

HOSPITALITY SALES ORDER FORM

Business Class Public View TV		
Business Class Private View TV		
Business Class Public View TV		
Basic		
Digital Basic Plus		
Digital Standard		
Digital Deluxe		
Sports & Entertainment Deluxe		
TV OPTIONS	Selection (X)	Total Cost
Sports Pack**		
Music Choice		
Canales Selecto***		
Other Equipment: mDTA		
Other Equipment: mini mDTA		
Other Programming:		
TV CONFIGURATION SUMMARY	Quantity	Total Cost



Note: The default view when the SOA is opened will be the Public View version

- 1) If Private View TV is part of the order you will need to change the SOA to reflect that option and pricing
- 2) To do this scroll down to the Business Class Public View TV section of the SOA
- 3) Once a Private View TV selection is made, the appropriate packages and pricing will be displayed on the Sales Order Agreement.

HOSPITALITY SALES ORDER FORM

Hospitality Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines	6	\$39.95	\$239.70
Basic Lines	1	\$24.95	\$24.95
Toll Free Number			\$0.00
Voice - eMTA Equipment Fee	1	\$12.95	\$12.95
Voicemail			\$0.00
VOICE OPTIONS	Selection (X)	Total Cost	
Directory Listing Suppression Fee (One-Time)		\$0.00	
Directory Listing Suppression Fee (Monthly)		\$0.00	
Auto-Attendant			

*Voice offers & options not available in all markets.

Helpful Hint: 4+ Line prices are not available for Hospitality, Activation Fees Apply to All Basic and Full Featured Lines

Page 1 Hospitality Voice:

- 1) **VOICE SELECTIONS:** Select quantity and applicable unit cost from selection drop down. Total cost will auto calculate
- 2) **VOICE OPTIONS:** Use this section to manually enter total cost for any applicable voice options

HOSPITALITY SALES ORDER FORM

Hospitality Internet*

INTERNET SELECTIONS	Selection (X)	Total Cost
Starter - 1 Modem		
Starter - 2 Modems		
Deluxe 50		
Deluxe 75	X	\$399.95
Deluxe 100 Plus		
Equipment Fee: D3 Gateway(s)	X	\$12.95
INTERNET OPTIONS**	Selection (X)	Total Cost
Static IP - 1		
Static IP - 5		
Static IP - 13		
Webhosting - Starter		
Webhosting - Business		
Webhosting - Commerce		
Webhosting - Professional		

*Internet selections & options not available in all markets. ** If 5 or 13 static IPs are requested a static IP justification form is required. Microsoft Outlook Office Email and Webhosting options are for back office use only.

Helpful Hint - Enter \$9.95 equipment fee in internet selection (if voice is on order enter equipment fee in voice section. Only 1 equipment fee per order is charged

Hospitality Internet Section Page 1

- 1) INTERNET SELECTIONS: Select applicable product, select value from total cost drop down selection
- 2) INTERNET OPTIONS: Use this section to manually enter total cost for any applicable internet options

HOSPITALITY SALES ORDER FORM

Business Class Public View TV

TV SELECTIONS	Selection (X)	Total Cost
Basic		
Digital Basic Plus		
Digital Standard		
Digital Deluxe		
Sports & Entertainment Deluxe	X	\$189.95
TV OPTIONS	Selection (X)	Total Cost
Sports Pack**		
Music Choice		
Canales Selecto***		
Other Equipment: mDTA	X	\$450.00
Other Equipment: mini mDTA		
Other Programming:		
TV CONFIGURATION SUMMARY	Quantity	Total Cost
Outlet plus equipment		\$0.00
		\$0.00

Helpful Hint - MDTA-Note if your order contains and MDTA for public view areas of the hotel. i.e. conference rooms/ fitness room you can add that information in the public view section

Hospitality Public View TV section page 1 :

- 1) Enter the applicable Public View TV Package

HOSPITALITY SALES ORDER FORM

Hospitality Video*

VIDEO SELECTIONS (In Room Only)	#Rooms	Cost/Room	Total Cost
Digital Standard			\$0.00
HD Standard	141	\$11.00	\$1,551.00
HBO	141	\$3.50	\$493.50
Showtime	141	\$3.50	\$493.50
VIDEO EQUIPMENT	#Rooms / Select	Cost/Room	Total Cost
DTA			\$0.00
DSTB			\$0.00
HDSTB			\$0.00
mini mDTA			
mDTA			
Q2Q			
HD-DTA			\$0.00

* In room only

Business Class Public V

TV SELECTIONS	Selection (X)	Total Cost
---------------	---------------	------------

Helpful Hint – In room only = Free to Guest.

Hospitality Video section page 1 :

- 1) VIDEO SELECTIONS: Enter the applicable video selection related to your in room solution. Enter the # of rooms. Select the cost/room in the drop down menu & the total cost will auto calculate
- 2) VIDEO EQUIPMENT: Enter the number of rooms. Select the cost/room (cost/room applies to DTA and DSB only) and the total cost will auto calculate

HOSPITALITY SALES ORDER FORM

COMCAST BUSINESS CLASS HOSPITALITY TOTAL SERVICE CHARGES

Installation	Selection (X)	Unit Cost	Total Cost
Installation Fee			
Voice Activation Fee*		\$29.95/Line	\$0.00
Auto-Attendant Setup Fee			
Voice Jack Fee			
Toll Free Activation Fee			

Total Monthly Service Charge **\$0.00**

Promotion Code (if applicable) HOSPITALITY
 Less Discount (if applicable) _____

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

Total Recurring Monthly Bill:* **\$0.00**

*per line activation fee, applies for any full featured or basic line

* Does not include Custom Installation Fees Referenced Below.

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

General Special Instructions

Hospitality Total Service Charges section page 1 :

- 1) Enter applicable installation fees
- 2) Total monthly service charges will auto calculate using your entries in the product sections. Type Hospitality with the promo code section
- 3) General special instruction can be used to place any additional information related to this order.

HOSPITALITY SALES ORDER FORM

COMCAST BUSINESS CLASS HOSPITALITY VOICE CONFIGURATION DETAILS

Phone # (List "New" if new #)	Type	Voicemail
(610) 123-4567	Full Featured Line	Yes
(610) 123-4444	Full Featured Line	No
New	Not Applicable	No
New	Not Applicable	No
New	Not Applicable	No
New	Not Applicable	No

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

Directory Listing and Yellow Page Details

Directory Listing	Full Featured Line
Directory Listing Phone Number	(610) 123-4567

- Hospitality Voice Configuration section page 2:
- 1) Enter all phone lines for porting. If customer is getting a new line simply list "new"
 - 2) Enter applicable equipment, hunt group and directory listing information

HOSPITALITY SALES ORDER FORM

Toll Free #	Calling Origination Area	Associated TN

Use the Toll Free Section when Toll Free is Associated to Your Order. This section can remain blank if not applicable to your order.

Additional Voice Details	
Caller ID	Yes
Caller ID Display Name (max 15 characters)	Hotel Chicago
Call Blocking	No
Auto-Attendant	No
Standard Industry Code Information	

Using the Additional Voice Details Section you can define your customers caller ID, call blocking and if available in your area Auto Attendant information. This section can remain blank if not applicable to your order.

HOSPITALITY SALES ORDER FORM

CUSTOMER BILLING INFORMATION

Billing Account Name _____	City _____
Billing Name (3rd Party Accounts) _____	State _____
Address 1 _____	ZIP Code _____
Address 2 _____	Billing Contact Email _____
Billing Contact Name _____	Billing Contact Bus. Phone _____
Tax Exempt?* _____	Billing Fax Number _____

*If yes, please provide and attach tax exemption certificate.

Page 2 of the SOA - If your customer has a bill address that differs from the service address you can enter that information in this section. If the billing address is the same as the service address you should place the service address in this section.

HOSPITALITY SALES ORDER FORM

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: _____
Print: _____
Title: _____
Date: _____

Customer Signature section is to be signed by the customer. This section also refers your customer to the online Ts & Cs.

FOR COMCAST USE ONLY
Sales Representative: _____
Sales Representative Code: _____
Sales Manager/Director: _____
Sales Manager/Director Approval: _____
Division: _____
Lead ID: _____

Your sales information goes in the Comcast section.

- ✓ **Where can I get copies of the most current Service Order form and product updates? The most recent documents can be found on WebTop**

Hospitality PRI Configurator Tool

Comcast BUSINESS CLASS

Select from dropdowns below to find the correct promo code.
Note: You must make a selection on each line.

PRI Request Type a	Number of PRI Ports? b	Standard Install Waived? e
New	Select	No
\$100/ \$50 BPO Pricing (D100+ Only)	Hospitality Internet c	1 or 2 Months Free? (Select <u>NO</u> if using BPO Pricing)
No	Select	No
Hospitality	Hospitality FTG Video d	f
Yes	Select	

Additional Helpful Functionality: The Tool has now been defaulted for the Selection of Hospitality YES to avoid any confusion on generating the Hospitality Promos. We've also added Hospitality Specific Internet and FTG Video for more accurate promo selection.

Promo Code Finder Fields

- Select PRI Request Type
 - ✓ New = New Acquisition Customer
- Enter # of PRI
- Hospitality Internet Selection
- Hospitality FTG Video Selection
- Install Waiver Option
- 1 or 2 Month Free Options

Contract Examples

HOSPITALITY-EXAMPLE #1

In-Room TV Solution

- 35 rooms
- Digital Standard
- HBO
- Equipment: DSTB

Internet Deluxe (50/10)

2 voice lines (both with voicemail) and fax line

Private View TV Standard TV for lobby

36 month contract

HOSPITALITY SERVICE ORDER AGREEMENT EXAMPLE #1

COMCAST BUSINESS CLASS HOSPITALITY SERVICES

	Selection (X)
Hospitality Voice	X
Hospitality Internet	X
Hospitality Video	X
Business Class Public View TV	X

Service Term (Months)	36
-----------------------	----

Total Number of Hotel Guest Rooms	35
-----------------------------------	----

COMCAST BUSINESS CLASS HOSPITALITY SERVICE DETAILS

Hospitality Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines	2	\$39.95	\$79.90
Basic Lines	1	\$24.95	\$24.95
Toll Free Number			\$0.00
Voice - eMTA Equipment Fee	1	\$12.95	\$12.95
Voicemail	2	\$5.00	\$10.00
VOICE OPTIONS	Selection (X)	Total Cost	
Directory Listing Suppression Fee (One-Time)		\$0.00	
Directory Listing Suppression Fee (Monthly)		\$0.00	
Auto-Attendant			

*Voice offers & options not available in all markets.

Hospitality Video*

VIDEO SELECTIONS (In Room Only)	#Rooms	Cost/Room	Total Cost
Digital Standard	35	\$8.00	\$280.00
HD Standard			\$0.00
HBO	35	\$3.50	\$122.50
Showtime			\$0.00
VIDEO EQUIPMENT	#Rooms / Select	Cost/Room	Total Cost
DTA			\$0.00
DSTB	35	\$2.20	\$77.00
HDSTB			\$0.00
mini mDTA			
mDTA			
Q2Q	Select TV Type and Custom EPG		
HD-DTA	Select Type		\$0.00

* In room only

- ✓ Hospitality products selected
- ✓ Service term length
- ✓ Total number of guest rooms
- ✓ Voice pricing
- ✓ Internet and voice equipment charge (only 1 charge per account)
- ✓ In-room products selected
- ✓ In-room equipment selected

HOSPITALITY SERVICE ORDER AGREEMENT EXAMPLE #1

Hospitality Internet*

INTERNET SELECTIONS	Selection (X)	Total Cost
Starter - 1 Modem		
Starter - 2 Modems		
Deluxe 50	X	\$299.95
Deluxe 75		
Deluxe 100 Plus		
Equipment Fee: D3 Gateway(s)		
INTERNET OPTIONS**	Selection (X)	Total Cost
Static IP - 1		
Static IP - 5		
Static IP - 13		
Webhosting - Starter		
Webhosting - Business		
Webhosting - Commerce		
Webhosting - Professional		

*Internet selections & options not available in all markets. ** If 5 or 13 static IPs are requested a static IP justification form is required. Microsoft Outlook Office Email and Webhosting options are for back office use only.

Business Class Private View TV

TV SELECTIONS	Selection (X)	Total Cost
Basic		
Select		
Variety		
Standard	X	\$59.95
Preferred		
TV OPTIONS	Selection (X)	Total Cost
Sports Pack**		
Music Choice		
Canales Selecto***		
Other Equipment: mDTA		
Other Equipment: mini mDTA		
Other Programming:		
TV CONFIGURATION SUMMARY	Quantity	Total Cost
Outlet plus equipment		\$0.00
HD Box Charges		\$0.00

*Not available in room, home offices or public view establishments. Video selections & options not available in all markets. **Available as add-on to Digital Standard & Digital Preferred offers only. ***Requires a Digital Set Top Box, Not Available

COMCAST BUSINESS CLASS HOSPITALITY TOTAL SERVICE CHARGES

Installation	Selection (X)	Unit Cost	Total Cost
Installation Fee			\$0.00
Voice Activation Fee*	X	\$29.95 / Line	\$89.85
Auto-Attendant Setup Fee			\$0.00
Voice Jack Fee			\$0.00
Toll Free Activation Fee			\$0.00

*per line activation fee, applies for any full featured or basic line

Total Installation Charges: \$89.85

Total Custom Installation Charges: Charge May Apply

Total Monthly Service Charge	\$967.20
-------------------------------------	-----------------

Promotion Code (if applicable) _____

Less Discount (if applicable) _____

Custom Installation Charge May Apply... Enter OSP/ISP Capex on Inputs tab

Total Recurring Monthly Bill:* \$967.20

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

- ✓ Internet pricing
- ✓ Private view TV pricing
- ✓ Installation Fees
- ✓ Activation Fees
- ✓ Total MRC

HOSPITALITY-EXAMPLE #2

In-Room TV Solution

- 115 rooms
- HD Standard
- HBO and SHO
- Equipment: Q2Q

Internet Deluxe 100 (100/10)

Full PRI

60 month contract

HOSPITALITY SERVICE ORDER AGREEMENT EXAMPLE #2

COMCAST BUSINESS CLASS HOSPITALITY SERVICES

	Selection (X)
Hospitality Voice	
Hospitality Internet	X
Hospitality Video	X
Business Class Public View TV	

Service Term (Months)	60
-----------------------	----

Total Number of Hotel Guest Rooms	115
-----------------------------------	-----

COMCAST BUSINESS CLASS HOSPITALITY SERVICE DETAILS

Hospitality Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines			\$0.00
Basic Lines			\$0.00
Toll Free Number			\$0.00
Voice - eMTA Equipment Fee			\$0.00
Voicemail			\$0.00
VOICE OPTIONS	Selection (X)	Total Cost	
Directory Listing Suppression Fee			
Auto-Attendant			

*Voice offers & options not available in all markets.

- ✓ Hospitality products selected
- ✓ Service term length
- ✓ Total number of guest rooms
- ✓ In-room products selected
- ✓ In-room equipment selected

Hospitality Video*

VIDEO SELECTIONS (In Room Only)	#Rooms	Cost/Room	Total Cost
Digital Standard			\$0.00
HD Standard	115	\$11.00	\$1,265.00
HBO	115	\$3.50	\$402.50
Showtime	115	\$3.50	\$402.50
VIDEO EQUIPMENT	#Rooms / Select	Cost/Room	Total Cost
DTA			\$0.00
DSTB			\$0.00
HDSTB			\$0.00
mini mDTA			
mDTA			
Q2Q	Standard HD TV	X	\$285.00

HOSPITALITY SERVICE ORDER AGREEMENT EXAMPLE #2

Hospitality Internet*

INTERNET SELECTIONS	Selection (X)	Total Cost
Starter - 1 Modem		
Starter - 2 Modems		
Deluxe 50		
Deluxe 75		
Deluxe 100 Plus	X	\$499.95
Equipment Fee: D3 Gateway(s)	X	\$12.95
INTERNET OPTIONS**	Selection (X)	Total Cost
Static IP - 1		
Static IP - 5		
Static IP - 13		
Webhosting - Starter		
Webhosting - Business		
Webhosting - Commerce		
Webhosting - Professional		

*Internet selections & options not available in all markets. ** If 5 or 13 static IPs are requested a static IP justification form is required. Microsoft Outlook Office Email and Webhosting options are for back office use only.

Business Class Public View TV

TV SELECTIONS	Selection (X)	Total Cost
Basic		
Digital Variety		
Digital Standard		
Digital Deluxe		
Sports & Entertainment Deluxe		
TV OPTIONS	Selection (X)	Total Cost
Sports Pack**		
Music Choice		
Canales Selecto***		
Other Equipment: mDTA		
Other Equipment: mini mDTA		
Other Programming:		
TV CONFIGURATION SUMMARY	Quantity	Total Cost
Outlet plus equipment - SD		\$0.00
Outlet plus equipment - HD		\$0.00

*Not available in room, home offices or private view establishments. Video selections & options not available in all markets. **Available as add-on to Digital Standard & Digital Deluxe offers only. ***Requires a Digital Set Top Box.

COMCAST BUSINESS CLASS HOSPITALITY TOTAL SERVICE CHARGES

Installation	Selection (X)	Unit Cost	Total Cost
Installation Fee			\$0.00
Voice Activation Fee*			\$0.00
Auto-Attendant Setup Fee			\$0.00
Voice Jack Fee			\$0.00
Toll Free Activation Fee			\$0.00

*per line activation fee, applies for any full featured or basic line

Total Installation Charges: **\$0.00**

Total Custom Installation Charges: **Charge May Apply**

Total Monthly Service Charge **\$2,867.90**

Promotion Code (if applicable) _____

Less Discount (if applicable) _____

Custom Installation Charge May Apply... Enter OSP/ISP Capex on Inputs tab

Total Recurring Monthly Bill:* **\$2,867.90**

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

- ✓ Internet pricing
- ✓ Internet equipment charge
- ✓ Installation Fees
- ✓ Total MRC

Hospitality PRI PROPOSAL TOOL (Promo Code Finder Tab) EXAMPLE #2

Comcast BUSINESS CLASS

Select from dropdowns below to find the correct promo code.
Note: You must make a selection on each line.

PRI Request Type a	Number of PRI Ports? b	Standard Install Waived? e
New	Select	No
\$100/ \$50 BPO Pricing (D100+ Only)	Hospitality Internet c	1 or 2 Months Free? (Select NO if using BPO Pricing)
No	Select	No f
Hospitality	Hospitality FTG Video d	
Yes	Select	

Total PRI	\$0.00
PRI Discount	\$0.00
Total MRC	\$0.00

Reset Dropdowns

Promo Code	Description
No valid Promotion has been found. Please ensure that you have made a selection in all dropdowns.	

Additional Helpful Functionality: The Tool has now been defaulted for the Selection of Hospitality YES to avoid any confusion on generating the Hospitality Promos. We've also added Hospitality Specific Internet and FTG Video for more accurate promo selection.

- Promo Code Finder Fields
- a. Select PRI Request Type
 - ✓ New = New Acquisition Customer
 - b. Enter # of PRI
 - c. Hospitality Internet Selection
 - d. Hospitality FTG Video Selection
 - e. Install Waiver Option
 - f. 1 or 2 Month Free Options



PRI PROPOSAL TOOL (Service Order Form tab) EXAMPLE #2

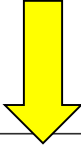
Business Class Trunks	
PRI Interface	

Request Type:	
Action:	

Internet/Trunk Package Option	BCTPRI1FullBPHosp
--------------------------------------	-------------------

Voice Selections	Quantity	Unit Price	Total Price
Fractional PRI*		\$349.00	
# of Additional Channels PORT 1		\$14.00	
# of Additional Channels PORT 2		\$14.00	
Full PRI*	1	\$489.00	\$489.00
# of 20 Native TN Blocks*		\$5.00	
# of 100 Native TN Blocks		\$20.00	
# of 200 Native TN Blocks		\$40.00	
# of 500 Native TN Blocks		\$100.00	
# of 1000 Native TN Blocks		\$200.00	
# RCF TNs			
# of Toll Free Numbers		\$5.00	
# of Trunk Groups		Included	
# of Trunk Groups with DNIS		\$50.00	
Monthly Call Detail Record (CDR)		\$50.00	

*20 TN Block Included in Price



Service Term (12/24/36/60 Months)	60
Monthly Recurring Charge*:	\$489.00
Package Discount:	(\$100.00)
Total Monthly Recurring Charge*:	\$389.00

*Applicable federal, state, and local taxes and fees may apply; usage fees not included.

RCF Fee Charge (\$19.95 per RCF TN):	
Toll Free Charge:	
Site Installation Charges*:	\$500.00
Total Trunk Services Standard Installation Fees:	\$500.00

*Does not include Custom Installation Fees (if applicable)

Date of Quote: _____

The terms set forth in this Agreement are valid for 30 days from Date of Quote

Directory Listing _____

DL Number _____

DL Display Name _____

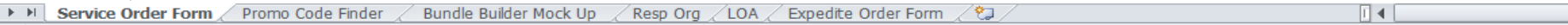
DA/DL Header Text Information _____

Caller ID Display (15 Character Limit) _____

Caller ID (Yes/No) Yes No

Customer requests International Dialing? Yes No

Customer may change its International Dialing preference by contacting Comcast in writing.



Once you have filled out the promo code finder information, you will go to the Service order tab and your PRI service order agreement is generated for you with the PRI pricing

Q&A

Questions?



COMCAST BUSINESS