





Dawn S. Bostwick, Library Director  
Janet W. Loveless, Assistant Director

## Nassau County Public Library System

25 N. 4<sup>th</sup> Street  
Fernandina Beach, FL 32034  
Phone: 904-277-7365 Fax: 277-7366

<http://www.nassaureads.com>

**To: Charlotte Young, Contracts Manager**

**From: Dawn S. Bostwick, Library Director**

**Date: 19 March 2015**

**Re: Comcast Business Service-Internet Access**

RECEIVED  
COUNTY MANAGER'S  
OFFICE  
15 MAR 20 PM 2:57

Charlotte,

Each year the Nassau County Public Library applies for E-Rate grant funding. The application includes a request for quotes each for voice and data line service. The request for quotes is posted on the Universal Service Fund website for providers to view for thirty days. We have the choice each year to either accept a quote, or to stay with our current services.

This year we received three quotes for voice and data service. Comcast has offered a quote for far more bandwidth than our existing service. They are offering a download speed of 50 mgs and an upload speed of 10 mgs. The offer also includes waiving almost the entire installation fee. I checked with Guy Riner, and he confirmed that Comcast is the only provider in our area that is able to offer this bandwidth to the libraries and that the pricing was good. Comcast would waive the \$15,000 connection fee if we agreed to the pricing for three years. Comcast is only offering service to FB, CAL and HLD at this time.

The greater bandwidth is really needed for library patrons. The internet is very slow for patrons, especially in the late afternoons when students are out of school and using the internet. It takes a very long time to upload documents, such as: financial aid forms, job applications, legal forms, etc. We currently only have a download speed of 6 mgs and an upload speed of less than one mg.

### Callahan

450077 SR 200  
Callahan, FL 32011

### Hilliard

15821 CR 108  
Hilliard, FL 32046

### Yulee

76346 Wm Burgess Blvd  
Yulee, FL 32097

### Bryceville

7280 Motes Rd  
Bryceville, FL 32009



**COMCAST BUSINESS**

**BUSINESS SERVICE ORDER AGREEMENT**

Account Name: Hilliard Branch Library

ID#: 8643721

**CUSTOMER INFORMATION (Service Location)**

Address 1	<u>15821 COUNTY ROAD 108</u>	City	<u>HILLIARD</u>
Address 2	<u></u>	State	<u>FL</u>
Primary Contact Name	<u>Dawn Boswick</u>	ZIP Code	<u>32046</u>
Business Phone	<u>(904) 845-2495</u>	County	<u></u>
Cell Phone	<u></u>	Email Address	<u>dboswick@nassaucountyfl.com</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)
Business Voice	
Business Internet	X
Business TV	

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

**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			

\* 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	\$0.00

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.

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

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

**Comcast Business Packages**

Package Name: ExpCen:SP\_D50-\$10

PACKAGE DESCRIPTION
\$10 MRC Discount off Business Internet D50 (\$109.95) for discounted rate of \$99.95. MRC Discounts roll to rate card end of original term. Min 2yr term required. Taxes, Usage, Fees, Equip are Extra

**Business TV\***

TV SELECTIONS	Selection(X)	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
Music Choice Standalone			
TV OPTIONS	Selection	Total Cost	
Sports Pack**			
Music Choice W/Comcast Business			
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 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.



**COMCAST  
BUSINESS**

**BUSINESS SERVICE ORDER AGREEMENT**

Account Name: Hilliard Branch Library

ID#: 8643721

**COMCAST BUSINESS TOTAL SERVICE CHARGES**

Comcast Business		Selection(X)	Quantity	Unit Cost	Total Cost		
Installation Fee		X		\$49.00	\$49.00	Total Monthly Service Charge	
Voice Activation Fee*						\$109.95	
Auto-Attendant Setup Fee						Promotional Code (if applicable)	
Voice Jack Fee						Discount On Internet(if applicable)	
Toll Free Activation Fee						10	
Directory Listing Suppression Fee						Discount On Video(if applicable)	
						Discount On Voice(if applicable)	
						Total Discount	
						\$10.00	

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

**Total Installation Charges:\*** \$49.00

**Total Recurring Monthly Bill:\*** \$99.95

\* Does not include Custom Installation Fees.

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

**GENERAL SPECIAL INSTRUCTIONS**



**COMCAST  
BUSINESS****BUSINESS SERVICE ORDER AGREEMENT**Account Name: Hilliard Branch LibraryID#: 8643721**CUSTOMER BILLING INFORMATION**

Billing Account Name	<u>Hilliard Branch Library</u>	City	<u>HILLIARD</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>FL</u>
Address 1	<u>15821 COUNTY ROAD 108</u>	ZIP Code	<u>32046</u>
Address 2	<u></u>	Billing Contact Email	<u>dbostwick@nassaucountyfl.com</u>
Billing Contact Name	<u>Dawn Boswick</u>	Billing Contact Phone	<u>(904) 845-2495</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 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: Dawn S. BostwickPrint: Dawn S. BostwickTitle: Library DirectorDate: 3/5/2015**FOR COMCAST USE ONLY**Sales Representative: Tony GilbertSales Representative Code: 7041Sales Manager/Director Name: Jason Kriss

Sales Manager/Director Approval: \_\_\_\_\_

Division: CentralLead ID: 8643721





**BUSINESS SERVICE ORDER AGREEMENT**

Account Name: Hilliard Branch Library

ID#: 8643721

**COMCAST BUSINESS INTERNET CONFIGURATION DETAILS**

Transfer Existing Comcast.net Email	No	Equipment Selection	Customer Owned
Number of Static IPs*		Business Web Hosting	Yes

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

**COMCAST BUSINESS TV CONFIGURATION DETAILS**

Outlet Details	Location	Outlet Type	Additional Comments:
Outlet 1 - Primary			
Outlet 2 - Additional			
Outlet 3 - Additional			
Outlet 4 - Additional			
Outlet 5 - Additional			
Outlet 6 - Additional			
Outlet 7 - Additional			
Outlet 8 - Additional			

  

OUTLETS 9 & UP	QUANTITY
Digital	
HDTV	
DTA	

**COMCAST BUSINESS 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
			<b>Hunt Group Configuration Details</b>
			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 Listing (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

## Charlotte Young

---

**From:** Dawn Bostwick  
**Sent:** Monday, April 13, 2015 1:18 PM  
**To:** Charlotte Young  
**Subject:** Fw: Questions  
**Attachments:** Fernandina Library-3 years.pdf; Hilliard Branch Library-3 years.pdf; Callahan Branch Library-3 years.pdf

Hello Charlotte,  
Please find below the information from our representative Anthony.

We do not have installed yet, we are aiming for 4/28.

Thanks, Dawn

Dawn S. Bostwick, M.A.L.S., C.P.L.A.  
Library Director  
Nassau County Public Library System  
25 N. 4th St.  
Fernandina Beach, FL 32034  
904.548.4862  
fx 904.277.7366  
email [dbostwick@nassaucountyfl.com](mailto:dbostwick@nassaucountyfl.com)

---

**From:** Gilbert, Anthony <[Anthony\\_Gilbert@cable.comcast.com](mailto:Anthony_Gilbert@cable.comcast.com)>  
**Sent:** Monday, April 13, 2015 11:18 AM  
**To:** Dawn Bostwick  
**Subject:** RE: Questions

Hi Dawn,

See reply in red below.

**Tony Gilbert**  
*Senior Account Executive*  
*Comcast Business Services*  
904-339-1125 cell  
904-683-2320 fax

---

**From:** Dawn Bostwick [<mailto:dbostwick@nassaucountyfl.com>]  
**Sent:** Monday, April 13, 2015 10:28 AM  
**To:** Gilbert, Anthony  
**Subject:** Questions

Hello Anthony,  
We are working on completing the agreement with Comcast for business service.



The electronic agreement you sent does not state 3 years, it just says minimum of 2 years. Please see page one top right term 36 months. Is there an automatic renewal? Yes, after the term the services are billed at rack rate (regular price/no discounts) unless you call in prior to the expiration date to renew. Renewal is not addressed in the agreement.

Also, will your company send over an original signed agreement first? Here are the signed agreement you signed via DocuSign.

Our contract dept says the official start date of the agreement will be the executed date. The install date official start date.

Thanks, Dawn

Dawn S. Bostwick, M.A.L.S., C.P.L.A.  
Library Director  
Nassau County Public Library System  
25 N. 4th St.  
Fernandina Beach, FL 32034  
904.548.4862  
fx 904.277.7366  
email [dbostwick@nassaucountyfl.com](mailto:dbostwick@nassaucountyfl.com)