

Service Order 1 – Amendment

This Service Order is part of this Master Service Agreement between Subscriber and ResortNet, LLC.,
Reference #: SM- ECL-102915 , dated 10/29/2015

| | | | |
|---|---|--------------------|----------------------------|
| Property Name: <u>The Enclave Association,</u> | | | |
| Service Location(s): <u>360 Wood Road</u> | | | |
| City: <u>Snowmass Village</u> | State: <u>CO</u> Zip: <u>81615</u> | | |
| Property Type: <input checked="" type="checkbox"/> Multi-Unit HOA (Condominium/Townhome) | | | |
| Number of Units: <u>39</u> <small>**please provide list of unit numbers**</small> | Term: <u>36 months</u> | | |
| Number of Common Areas: <u>2</u> <small>**please provide list of common areas**</small> | Common Area Locations: <u>WiFi in Office, Employee Unit</u> | | |
| <input checked="" type="checkbox"/> WiFi / Internet | | | |
| Bandwidth Type: <input type="checkbox"/> Fiber _____ <input type="checkbox"/> Copper _____ <input checked="" type="checkbox"/> Wireless | | | |
| Service: <input type="checkbox"/> WiFi Umbrella <input checked="" type="checkbox"/> In Unit Access Point <input type="checkbox"/> Cable Modem <input type="checkbox"/> Ethernet Outlet | | | |
| BW Management: <input checked="" type="checkbox"/> Per Device: <u>25/5</u> Mbps (once on RI Bandwidth- see note below) <input checked="" type="checkbox"/> Per Unit: <u>25/10</u> Mbps | | | |
| Configuration: <input type="checkbox"/> Open <input type="checkbox"/> Welcome Screen (T/S) <input type="checkbox"/> Welcome Screen (Pass) <input checked="" type="checkbox"/> WPA2 | | | |
| SSID: <input type="checkbox"/> Open <input type="checkbox"/> Welcome Screen (T/S) | Password: <u>bigburn2019</u> | | |
| User Guides: <u>Enclave by RI</u> | | | |
| Installation Date: <u>March 1st, 2019</u> <small>**estimated</small> | | | |
| <p>Notes: RI to take over the bandwidth backhaul and install a fiber circuit by July 31, 2019 or the subscriber will have the option to cancel the contract. To avoid service interruption, RI will request that the property keeps the existing Comcast modem in place until the circuit can be installed. Once the fiber circuit has been installed RI will refund for the rest of the existing current month billing period and it will be the responsibility to cancel or keep the existing Comcast bandwidth will fall on the property. RI will give the subscriber a minimum of 45 days notice of installation to allow time for the subscriber to submit their cancellation request to Comcast.</p> <p>*Credit back the property up to \$250/month for the Comcast cable modem until circuit is installed. Credit will be applied to the RI invoice, payment to Comcast will still be up to the property. Credit will be for the amount invoiced from Comcast. Comcast Invoice will need to be submitted to RI.</p> <p>Once the property is on RI bandwidth, we will update the bandwidth management to 25/5 per connected device from 25/10 to the unit.</p> | | | |
| Monthly Recurring Charges (MRC) | | | |
| Equip. & Installation | Wifi/Phone System Equipment & Installation | N/A | N/A |
| Service, Support & Bandwidth | Complete Customer Care Package (CCCP) & BW | Included next line | Included next line |
| | | | Total MRC: |
| | | | \$20.00 unit / area |

Subscriber

Print Name: _____

Signature: _____

Title: _____

Date: _____

Provider

Print Name: _____

Signature: _____

Title: _____

Date: _____

Billing Information (if different from page 1)

Contact Name: _____

Billing Address: _____

Billing Email: _____

Billing Phone: _____