

RESOLUTION NO. 59 - 2017

Moved by: [Signature]

A Resolution approving a Comcast business service order agreement for phone services for Park Maintenance.

WHEREAS, the City seeks to enter into a business service order agreement with Comcast to provide phone services for Park Maintenance; and

WHEREAS, monthly recurring fees would be \$99.85; and

WHEREAS, a copy of the contract is attached hereto as Exhibit "A" for approval.

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED BY THE COUNCIL OF THE CITY OF HARRISBURG, that the Comcast business service order agreement is approved.

BE IT FURTHER RESOLVED that the Mayor, City Controller and other appropriate City officials are authorized and directed to take all steps necessary to further effectuate the purpose of this Resolution.

I second this resolution [Signature]

Passed by City Council July 6, 2017
[Signature]
President of City Council

Attest [Signature]
City Clerk

- Approved
- Returned to City Council with objections

YEAS		NAYS
	MR. ALLATT	Excused
	MR. BALTIMORE	
	MS. DANIELS	
	MS. HODGES	
	MR. JOHNSON	
	MR. MAJORS	
	MS. WILLIAMS	
Yeas	<u>6</u>	
Nays	<u>0</u>	

Exhibit “A”

CUSTOMER INFORMATION

Account Name: <u>City of Harrisburg</u>	Email: <u>ajohnson@harrisburgpa.gov</u>
Primary Contact: <u>Aaron Johnson</u>	Address1: <u>901 N. 12th Street</u>
Title: <u>Public Works Director</u>	Address2: _____
Phone: <u>717-412-4592</u>	City: <u>Harrisburg</u>
Cell: _____	State: <u>PA</u>
Fax: <u>717-972-0013</u>	Zip Code: <u>17103</u>

SUMMARY OF CHARGES

Service Term (Months): <u>36</u>			
Site Name	Monthly Recurring Charges	Standard Installation Fees	Activation Fees
Park Maintenance	\$99.85	\$49.00	\$59.90
SUMMARY OF TOTAL CHARGES*	\$99.85	\$49.00	\$59.90

* Applicable federal, state and local taxes and fees may apply; usage fees not included. For specific information, see service location detail pages, attached hereto and incorporated here in reference. Additional orders (adding or deleting seats) may change the "per seat" pricing.

GENERAL COMMENTS

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 Business VoiceEdge™ Services ("Services") to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Customer Terms and Conditions ("Terms and Conditions") located at <http://business.comcast.com/terms-conditions-smb> (or any successor URL), and any other Service Orders entered under this SOA, collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Terms and Conditions, (2) this SOA, and (3) any other Service Orders entered under this SOA. The Agreement shall terminate as set forth in the Terms and Conditions. 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 Business Acceptable Use Policy located at <http://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the Business Privacy Policy located at <http://business.comcast.com/customer-notifications/customer-privacy-statement> (or any successor URL), both of which Comcast may update from time to time and become effective upon posting.

2. The Service carries a 60 day money back guarantee. If within the first (60) sixty days following Business VoiceEdge Service activation Customer is not completely satisfied, Customer may cancel such service and Comcast will issue a refund for service charges actually paid by Customer, custom installation, usage charges, and optional service fees and taxes excluded. In order to be eligible for the refund, Customer must cancel Business VoiceEdge Service within sixty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

3. CUSTOMER ACKNOWLEDGES RECEIPT AND UNDERSTANDS THE FOLLOWING E911 NOTICE:
The service may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Enhanced Voice Services, Comcast must have the correct service address (i.e. street address, floor and/or office number) for each telephone number and extension used by the Customer with the Enhanced Voice Services. If Enhanced Voice Services are moved to a different location without Customer providing the correct information, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Enhanced Voice Services (including 911) may fall altogether. Customer is solely responsible for programming its telephone system to map each telephone number and extension to the correct location, and for updating the system as necessary to reflect moves or additions of stations within the premises.
- The Service 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.
- Calls using the Service, 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 only supports 911 emergency calling with Enhanced Voice Services in those areas in the U.S. where Comcast can direct your company's 911 call to the appropriate PSAP in a manner consistent with applicable laws, rules, and regulations, including, without limitation, FCC rules and requirements. In an area where Comcast cannot support 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.
- Failure by Customer to make subsequent address updates, including updates to restore service address to the original registered Service Location, or failure to allot sufficient time for the Service Location update provisioning to complete may result in emergency services being dispatched to the incorrect Service Location.

- If the Registered Service Location provided in conjunction with the user of nomadic Comcast Equipment is deemed to be in an area Comcast cannot support for 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.
- Customers should call Comcast at 1-800-391-3000 or 1-866-207-5515 (for Customers using nomadic functionality) if they have any questions or need to update a service address in the e911 system. **USE OF ENHANCED VOICE SERVICES AFTER EXECUTION OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE FOR ENHANCED VOICE SERVICES.**
- 4. 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 installation is complete.
- 6. Notwithstanding the notice provision in the Business Services Customer Terms and Conditions, all legal notices will be sent to the Primary Contact listed above and/or to the Primary Contact identified on the SOA for each Service location as applicable
- 7. 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.

By signing below, Customer agrees and accepts to the terms and conditions of this Agreement. The Comcast Business Terms and Conditions, and related policies can be found at <http://business.comcast.com/terms-conditions-smb>.

CUSTOMER USE ONLY		COMCAST USE ONLY (by Authorized representative)	
Signature:		Signature:	Sales Rep: Craig Stadler
Name:		Name:	Sales Rep Email: craig_stadler@comcast.com
Title:		Title:	Region: Keystone East Region
Date:		Date:	Division: Northeast Division

SERVICE LOCATION DETAIL	
Customer Information	
Location Name: <u>Park Maintenance</u>	Business Phone: <u>717-412-4592</u>
Company Name: <u>City of Harrisburg</u>	Cell Phone: _____
Contact Name: <u>Aaron Johnson</u>	Fax Number: <u>717-972-0113</u>
Address1: <u>901 N. 12th Street</u>	Email: <u>ajohnson@harrisburgpa.gov</u>
Address2: _____	Site Type: <u>Standard</u>
City: <u>Harrisburg</u>	Emergency 911: <u>901 N 12th ST</u>
State: <u>PA</u>	Information: _____
Zip: <u>17103</u>	<u>Harrisburg, PA 17103</u>

Billing Information	
Date Of Quote: <u>6/5/2017</u>	Service Term: <u>36</u>
The terms set forth in this agreement are valid for 30 days from Date of Quote	
Billing Contact: <u>Aaron Johnson</u>	Zip: <u>17104</u>
Address1: <u>1812 Paxton Street</u>	Phone: <u>717-412-4592</u>
Address2: _____	Fax: <u>717-972-0013</u>
City: <u>Harrisburg</u>	Email: <u>ajohnson@harrisburgpa.gov</u>
State: <u>PA</u>	

Voice Selection					
Quantity	Unit Price (MRP)	Unit Price (Net)	Net Price (MRP)	Net Price (Net)	Net Price (Net)
2	\$44.95	\$29.95	\$89.90	\$59.90	

Equipment Selection					
Quantity	Unit Price (MRP)	Unit Price (Net)	Net Price (MRP)	Net Price (Net)	Net Price (Net)
1	\$9.95	\$0.00	\$9.95	\$0.00	
2	\$0.00	\$0.00	\$0.00	\$0.00	

Summary Of Charges	
Monthly Recurring Charges:	\$99.85
Promotional Discount:	\$0.00
Promotion Option:	
Promotion Description:	

Total Business VoiceEdge Monthly Recurring Charge*: \$99.85

*Applicable federal, state and local taxes & fees may apply; usage fee not included. Additional orders (adding or deleting seats) may change the "per seat" pricing

Customer Training: <u>Online</u>	No Charge
Total Activation Charges:	\$59.90
Site Installation Charges:	\$49.00
Total Business VoiceEdge Standard Installation Fees:	\$108.90

COMCAST BUSINESS

Letter of Agency

Please print or type the following information. **All blank spaces must be completed.**

Billing Name ("Company"): _____ City of Harrisburg
(As it appears on customers bill copy)
Billing Address: _____ 10 N 2nd Street
City: _____ Harrisburg _____ State: _____ PA _____ Zip: _____ 17101

If the company is switching its current phone number(s) to Comcast, please print the telephone number(s) and the name(s) of Company's current local phone service providers in the spaces below.

Area code(s) and telephone number(s) Company wants switched to Comcast (you may also insert a number range, e.g., 215-555-0000 thru 215-555-9999):

Billing Telephone Number	Current Local Provider
717-234-6341	Verizon
717-234-6349	Verizon

Please read the following:

The undersigned is an authorized representative Company. Company chooses Comcast for all its landline calling needs across town, across the country and worldwide for the telephone number(s) listed above (if applicable). Company understands that Comcast will take the place of its current landline phone service provider(s) for local, local toll, and long distance services. Company understands that, for each of these services, it may designate only one provider per service for any one telephone number. Company also understands that the service provided by Comcast includes all distances, which means that Company may only designate one provider for all of its calling needs for any one telephone number.

The undersigned's signature on this form authorizes Comcast to act as Company's agent in making the changes from Company's current service provider(s), and to switch Company's telephone number(s), listed above (if applicable), to Comcast. Company understands that its current service provider(s) may charge a fee to switch its service to Comcast and that Company may consult that provider as to whether a fee will apply.

Please sign here:

Authorized Representative's Signature: _____ Date: _____
Authorized Representative's Name (Print): _____
Authorized Representative's Title (Print): _____

INTER

OFFICE

MEMO

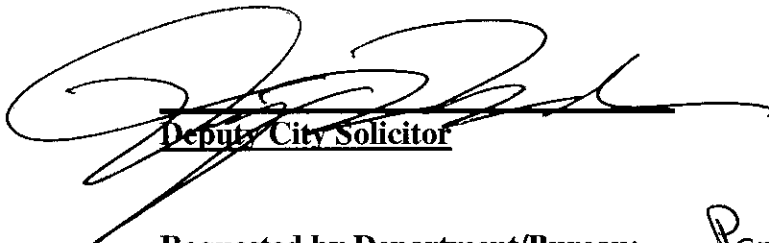
To: HARRISBURG CITY COUNCIL
From: Kirk Petroski, City Clerk
LEGISLATIVE APPROVAL FORM

Date: 6/23/17

LEGISLATIVE APPROVAL FORM/CERTIFICATE OF ACCEPTANCE

BILL NO. -2017 RESOLUTION NO. ⁵⁹-2017

THE ABOVE LISTED ITEM WAS WRITTEN AND PREPARED FOR FINAL INTRODUCTION AT THE HARRISBURG CITY SOLICITOR'S OFFICE ON:

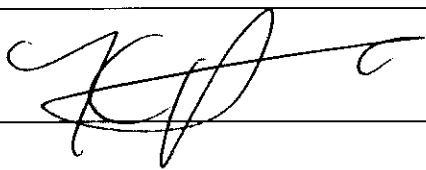

Deputy City Solicitor

6/23/17
Date

Requested by Department/Bureau: Parks + Rec.
Department/Bureau Contact Person: Kevin Sanders

For Action on or before:

The attached was received in the Office of the City Clerk for introduction on

Received by: 

Date: 6-23-17