

**COMCAST LIFT ZONE PRODUCT-SPECIFIC ATTACHMENT
WI-FI PRO**

1. **Service Description.** Pursuant to the terms and conditions contained in the General Terms and Conditions and this Product Specific Attachment – Wi-Fi Pro Services (this “PSA”), Comcast or its applicable Affiliate (“Comcast”) shall provide the services described herein (the “Wi-Fi Pro Service”) to applicable Service Location(s), specifically, the provision of wireless Internet access (“Wi-Fi”) at the applicable Service Location(s) for use solely by the Customer and Customer’s guests and visitors that patronize the applicable Service Location(s) on a transitory basis (“End Users”). Defined terms used but not defined herein shall have the meanings ascribed to them in the General Terms and Conditions. The Wi-Fi shall be branded as LiftZone powered by Comcast Business service (e.g., “LiftZone Wi-Fi”) or such other branding as Comcast and Customer may agree. As part of the Wi-Fi Pro Service, Comcast will create and maintain a pre-authentication user environment which will include a landing page requiring an End User to accept such terms and conditions and policies as Comcast may require before such End User is permitted to access the Wi-Fi. Comcast shall update and make changes to such user environment and landing page from time to time at its sole discretion. The Wi-Fi Pro Service is subject to change from time to time to reflect changes in features and technology offered by Comcast and applicable laws. The Wi-Fi Pro Service does not include any End User equipment such as computers, network cards or peripheral devices. Customer acknowledges that the bandwidth and coverage offered by the Wi-Fi Pro Service is not guaranteed. Given the nature of the Wi-Fi Pro Service, including, without limitation, its dependence on the unlicensed radio frequency spectrum, and Customer’s power and mounting asset facilities, Customer acknowledges and agrees that Comcast makes no assurance on, or representations or warranties with respect to, the reliability or availability of the Wi-Fi Pro Service.
2. **Provisional Interval.** Following its acceptance of a SOA, Comcast shall notify Customer of the Estimated Availability Date applicable to Service (the “Estimated Delivery Date”). Comcast shall use commercially reasonable efforts to provision the Wi-Fi Pro Services on or before the Estimated Availability Date; provided, however, that Comcast’s failure to provision by said date shall not constitute a breach of the Agreement.
3. **Service Commencement Date.** Comcast shall inform Customer when the Wi-Fi Pro Services are available for use (the “Availability Notification”).
4. **Wi-Fi Pro Service Requirements.** In order for Comcast to provide the Wi-Fi Pro Service at a Service Location, Customer must have a high-speed Internet or Ethernet connection at the Service Location which is provided by Comcast (the “Underlying Connectivity Service”). Customer acknowledges and agrees that Comcast will have no obligation to provide the Wi-Fi Pro Services unless and until the Underlying Connectivity Service is being provisioned to the Service Location.
5. **Maintenance of Wi-Fi Network.**
 - A. Comcast shall maintain the network used to provide the Wi-Fi (the “Wi-Fi Network”) as necessary to provide Wi-Fi to End Users at the Service Location(s). Such maintenance activities shall include managing and modifying the configuration of equipment and devices, monitoring of the Wi-Fi Network, equipment troubleshooting, and the maintenance and repair, or replacement of Wi-Fi Network equipment provided by Comcast (i.e., Comcast Equipment). Comcast maintenance obligation shall include site visits by a technician when determined to be appropriate by Comcast. Comcast will coordinate with Customer’s representative to schedule and perform maintenance and repair at the Service Location to address service issues.
 - B. Comcast will maintain a local or toll-free telephone number which will be available to Customer and site facility managers or other property management personnel for service inquiries 24 hours a day, seven days a week. End Users may not contact Comcast directly and Comcast may only be contacted by Customer or the applicable site facility manager or management personnel to address any service issues.
6. **Additional Roles and Responsibilities.** Comcast and Customer will have the additional roles and responsibilities with respect to the Wi-Fi Pro Service:

Comcast

- Comcast will provide the configuration of the network
- Comcast will install the access point(s) in appropriate locations
- Comcast will run ethernet cables from POE switches to the access points
- Comcast will be responsible for maintaining the cabling from POE switches to the access points
- Comcast will have discretion over the access rules and policies for all End Users, including, but not limited to, the Comcast terms and conditions and other policies which may apply to an End User's use of the Wi-Fi at the Service Location
- Comcast may provide signage/awareness materials

Customer

- Customer will provide access to the Service Location and the access point mounting sites for the purposes of provisioning the Wi-Fi Pro Services, including, but not limited to, providing Comcast with access (i) to IDF data closets as required and (ii) for the purpose of performing field services
- To the extent available at the Service Location, Customer will, at no cost, provide appropriate equipment for Comcast to access the Wi-Fi Network equipment, including, but not limited to, ladders and lifts
- Customer will provide AC power / electricity for the Wi-Fi Network
- To the extent Comcast provides signage/awareness materials, Customer will be responsible for distributing and displaying such materials at the Service Location
- Customer will provide project manager through course of installation activities
- Customer will provide a point of contact to communicate operational changes or issues
- Customer will provide "remote hands" support for basic on-site troubleshooting /issue repair (e.g., re-booting on-site hardware)