

**SMARTOFFICE ADDENDUM  
TO  
BUSINESS SERVICES CUSTOMER TERMS AND CONDITIONS**

*The Customer named on the Business Service Order Agreement and Comcast agree that the Business Services Customer Terms and Conditions (with the Business Service Order Agreement, the “Agreement”) and the below supplemental SmartOffice Addendum terms and conditions (“Addendum”) constitute the terms under which Comcast will provide the Smart Office Services selected by Customer. Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Agreement.*

1. **Changes to the SmartOffice Addendum.** Comcast may, at its sole option, change or modify these Addendum terms and conditions and any related policies from time to time (“**Revisions**”) by posting such Revisions to the Comcast website located at <http://business.comcast.com/terms-conditions-smb>.
2. **Provider.** SmartOffice Service is provided by Comcast Business Class Security, LLC d/b/a Comcast Business SmartOffice. All general references to “Comcast” in the Agreement shall also refer to Comcast Business Class Security, LLC.
3. **SmartOffice Service.** Subject to the terms and conditions of this Addendum, Comcast agrees to provide Customer with video equipment and monitoring capabilities (“**SmartOffice Service**”) selected by Customer as further described on the Comcast Business Service Order Agreement (the “**Service Order**”). For purposes of the Agreement, references to “Service” shall also include “SmartOffice Service,” and “Comcast Equipment” shall also include the video equipment provided hereunder, as applicable.
4. **Service Term.** The initial service term for SmartOffice Service shall be one to three (3) years (“Service Term”) as identified on the Service Order. SmartOffice Service shall be subject to the Termination Charges identified in Article 5 of the Agreement if the service is terminated for convenience by Customer or for cause by Comcast during the Term. Notwithstanding anything to the contrary in the Agreement, SmartOffice Service shall, upon the expiration of the initial Service Term, automatically renew on a month-to-month basis until either party terminates such SmartOffice Service in accordance with the procedure set forth in Article 4.2 of the Business Services Customer Terms and Conditions. For clarity, the SmartOffice Service shall automatically renew independently from any other Services by which it might be accompanied on a Service Order Agreement.
5. **Third Parties.** Customer acknowledges and understands that Comcast may use third parties to provide the SmartOffice Service or any or all of the components of the SmartOffice Services, including, without limitation, installation, services, equipment, infrastructure or content. Comcast shall not be bound by any undertaking, representation or warranty made by third party

providers and suppliers in connection with the installation, maintenance or provision of the SmartOffice Service, if that undertaking, representation or warranty is inconsistent with this Addendum, the Service Order Agreement or the Business Services Customer Terms and Conditions.

6. **Additional Terms.** In addition to the terms and conditions set forth in the Agreement, the following terms are specifically applicable to SmartOffice Service offered by Comcast:
  - a. **Limitation of Liability.** IF COMCAST OR ANY OF ITS ASSOCIATED PARTIES ARE FOUND LIABLE FOR ANY LOSS OR DAMAGE DUE TO ITS OR THEIR NEGLIGENCE OR THE FAILURE TO PERFORM ITS OR THEIR OBLIGATIONS UNDER THIS ADDENDUM, IN ANY RESPECT AT ALL, THE MAXIMUM LIABILITY (INCLUDING JOINT AND SEVERAL LIABILITY) WILL BE \$250.00. THIS AMOUNT IS THE AGREED UPON DAMAGES, IS NOT A PENALTY AND SHALL BE CUSTOMER'S EXCLUSIVE REMEDY.
  - b. **Indemnification.** CUSTOMER ACKNOWLEDGES AND AGREES THAT NEITHER COMCAST NOR ITS ASSOCIATED PARTIES WILL BE LIABLE FOR ANY DAMAGES ARISING OUT OF THE USE OF THE SMARTOFFICE SERVICE. Customer shall indemnify, defend and hold harmless Comcast and its Associated Parties from and against any and all claims, suits, judgments and causes of action which relate to the SmartOffice Service provided by Comcast, including without limitation, claims brought against Comcast by Customer's insurance company. This indemnification obligation applies to all claims regardless of whether they arise under contract, warranty, negligence, or any other theory of liability. Customer's obligation to indemnify Comcast extends to claims asserting Comcast's own negligence, except for injuries to third parties and/or their property that occur while Comcast is installing SmartOffice Service at the Service Location, and are directly related to and solely caused by Comcast's installation activities.
  - c. **Comcast Equipment provided with SmartOffice Service.** Customer acknowledges that Comcast will install the Comcast Equipment associated with the Smart Office Service at the direction of Customer, and Customer shall be solely responsible for such direction and location of the Comcast Equipment. Comcast Equipment will not be installed in bathrooms or dressing rooms or other locations where an individual would have a reasonable expectation of privacy.
  - d. **Compliance with Laws applicable to use of SmartOffice Service.** Customer will not use the SmartOffice Service or related Comcast Equipment to engage in any unlawful activity, or to transmit or store any information, data or material in violation of any U.S. federal, state or local regulation or law. Further Customer will not use the SmartOffice Service or related Comcast Equipment to transmit content

that is obscene, unlawful, threatening, defamatory, or that infringes the privacy or intellectual property of any person or company. Customer is solely liable for compliance with all laws applicable to Customer's use of the SmartOffice Service and Comcast Equipment, including placement of the cameras in the Customer's premises.

- e. **Order of Precedence.** In the event of an explicit conflict between this Addendum and the terms of the Business Services Customer Terms and Conditions, this Addendum will control.
  
7. **Licenses.** The following state licenses have been granted to Comcast to provide SmartOffice Service: **Comcast Business SmartOffice Licenses:** **AL:** 001785, 001789 Complaints may be directed to the Alabama Electronic Security Board of Licensure, 7956 Vaughn Road, PMB 392 Montgomery, AL 36116, (334) 264-9388; **AR:** 2536 Regulated by the Department of Arkansas State Police, 1 State Police Plaza Drive Little Rock, Arkansas 72209, (501) 618-8600; **AZ:** ROC 307346, BTR 18286-0; **CA:** CSLB 1028256, ACO 7677 Alarm company operators are licensed and regulated by the Bureau of Security and Investigative Services, Department of Consumer Affairs, 2420 Del Paso Road, Suite 270, Sacramento, CA 95834, <https://www.bsis.ca.gov>; **CT:** ELC 0189754- C5, ELC 0202487-C5; **DE:** SSPS 13-225; **FL:** EF0000279; **GA:** LVU406354; **IL:** PACA 127-001555; **LA:** F2257; **MA:** 1499A1, 7067C, SS-002525; **MD:** 107-1937; **ME:** LM50017039; **MI:** 3601206519; **MN:** TS674413; **MS:** **15030170**; **NC:** 1937-CSA, 3101 Industrial Drive, Suite 104 Raleigh, NC 27609, (919) 788-5320; **NJ:** Burglar Alarm Business Lic. # 34BF00052000; **NM:** 379095; **NY:** licensed by the N.Y.S. Department of State 12000317423; **OR:** CCB 199939; **SC:** BAC-13662; **TN:** ACL 2006, ACL 2002; **TX:** B18966 Licensed by the Texas Department of Public Safety Private Security Board, P.O. Box 4087, Austin, TX 78773, (512) 424-7293; **UT:** 8788186-6501; **VA:** 2705151177, DCJS 11-15181; **VT:** ES-02366; **WA:** COMCABS846NU; **WASHINGTON, DC:** ECS 904217, BBL 602517000001; **WV:** WV051524. Valid 1/1/21. See <https://business.comcast.com/smartoffice> for current list.