

**COMCAST ENTERPRISE SERVICES PRODUCT-SPECIFIC ATTACHMENT  
MANAGED WI-FI NETWORK SERVICES**

1. **Service Description.** Pursuant to the terms and conditions contained in the General Terms and Conditions and this Product Specific Attachment – Managed Wi-Fi Network Services (this “PSA”), Comcast or its applicable Affiliate (“Comcast”) shall provide the services described herein (the “Wi-Fi 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 may determine in its sole discretion. As part of the Wi-Fi 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 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 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 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 Service is not guaranteed. Given the nature of the Wi-Fi 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 Service.
2. **Provisional Interval.** Following its acceptance of a SOA, Comcast shall notify Customer of the Estimated Availability Date applicable to that SOA (the “Estimated Delivery Date”). Comcast shall use commercially reasonable efforts to provision the Wi-Fi 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 Services are available for use (the “Availability Notification”).
4. **Wi-Fi Service Requirements.** In order for Comcast to provide the Wi-Fi 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 Services unless and until the Underlying Connectivity Service is being provisioned to the Service Location.
5. **RESERVED.**
6. **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.

C. Comcast will provide real-time, remote network monitoring to assure that the Wi-Fi is active. Comcast will proactively monitor the Wi-Fi Network and will use commercially reasonable efforts to proactively remedy identified issues with Wi-Fi Network.

7. **Compliance with Legal Requirements.** Each party shall comply with all material requirements of laws, statutes, treaties, ordinances, regulations, orders, judgments and decrees (“Legal Requirements”) applicable to its performance under this Agreement, including, but not limited to, the applicable terms of the local franchise, the Electronic Communications Privacy Act, and the Digital Millennium Copyright Act.

8. **Web Content Filtering.**

A. In connection with the Managed Wi-Fi Service, Comcast shall also provide a content filtering function which is designed to prevent customers’ Internet connected devices at the Service Locations from accessing malicious or unwanted Internet domains (the “Content Filtering Functionality”). Customer acknowledges and agrees that Content Filtering Functionality is not an antivirus or firewall software and will not protect against inbound attacks on Customer’s network. The Content Filtering Functionality will not block an Internet domain unless (i) Comcast has determined, in its sole discretion, that such Internet domain is potentially malicious or (ii) the web filtering policies have been configured to prevent access to such Internet domain or category of Internet domains in which such Internet domain may be included.

B. Comcast shall (i) configure the web filtering policies to prevent access to the Internet domain categories which it has determined, in its reasonable discretion, are potentially malicious or inappropriate for the Service Location (e.g., Child Abuse Images, Pornography/Sexually Explicit, etc.) and (ii) implement such configuration changes as may be reasonably requested by Customer; provided, that, Customer acknowledges and agrees that Comcast shall have no or liability with respect to the configuration of the web filtering policies, including with respect to the determination of the Internet domain categories to which access is or is not prevented.

C. The Content Filtering Functionality is designed to prevent access to applicable Internet domains solely with respect to Internet connected devices that access the Internet at the Service Location(s) through Comcast Business Internet service or Comcast’s Ethernet Dedicated Internet Service. Notwithstanding the foregoing, the Content Filtering Functionality will not prevent an Internet connected device from accessing Internet domains if such device (i) is connected to the Internet via a public Wi-Fi network, including one provided by Comcast (e.g., xfinitywifi); provided, that the Content Filtering Functionality will function if the Wi-Fi Network is a Liftzone Wi-Fi Network provided by Comcast; (ii) is connected via direct IP-to-IP communication (including via virtual private network technology) or (iii) is configured to use static DNS server(s) instead of the Comcast-provided DNS servers obtained via DHCP when the device first connects to the LiftZone Wi-Fi Network.. Additionally, certain features such as customized web filtering will not be available if connected via Comcast Business Connection Pro.

D. Customer’s third-party applications and services that use TCP/UDP port-53 (i) may not be compatible with the Content Filtering Functionality, which may result in such third-party applications and services not functioning properly and (ii) may affect Comcast Services (including Business Internet). Comcast shall not be liable for any performance issues (including with respect to Comcast Services) related to Customer’s use of such third-party applications and services.

9. **Roles and Responsibilities.** Comcast and Customer will have the additional roles and responsibilities with respect to the Wi-Fi Service:

**Comcast**

- Comcast will provide the configuration and tuning of the network
- Comcast will install access points in appropriate locations
- Comcast will run CAT6 cables from POE switches to the access points

- Comcast will install wiring at the appropriate locations
- 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 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)