

**COMCAST LIFT ZONE PRODUCT-SPECIFIC ATTACHMENT:
BUSINESS INTERNET SERVICES**

The following additional terms and conditions are applicable to Comcast's Business Internet Service (the "Service").

DEFINITIONS

Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the General Terms and Conditions. The following terms shall have the meanings specified below.

"**Estimated Availability Date**" means the target date for delivery of Service.

"**Off-Net**" means geographical locations that are outside of Comcast's service area and/or geographical locations that are within Comcast's service area generally, but are not readily accessible by Comcast Network facilities. All Off-Net Services are provided by third-party service providers.

"**On-Net**" means geographical locations where Comcast currently provides Services through its Comcast Network. On-Net Services may be provisioned over a fiber optic network, or via a hybrid fiber coax network ("HFC Network"), as available through Comcast.

ARTICLE 1. PROVIDER

On-Net Service shall be provided by the operating company subsidiary of Comcast Corporation that owns and/or operates the cable television system in the applicable service area.

On-Net Service provided over the HFC Network and Off-Net Services are available in a limited number of markets. For information on service availability, contact your Program Manager

All Off-Net Services are provided by third-party service providers, and managed by Comcast.

ARTICLE 3. PROVISIONING INTERVAL

Following its acceptance of a SOA, Comcast shall notify Customer of the Estimated Availability Date(s) applicable to the Service. Comcast shall use commercially reasonable efforts to provision the Service 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.

ARTICLE 4. SERVICE COMMENCEMENT DATE

The Service Commencement Date for On-Net Services shall be the date Comcast completes installation and connection of the necessary facilities and equipment to provide the Service at a Service Location. Comcast shall inform Customer when Service is available for all Off Net locations. Charges for Service (if any) shall begin to accrue as of the Service Commencement Date.

ARTICLE 5. STATE-SPECIFIC PROVISIONS APPLICABLE TO INTERNET SERVICE.

Montgomery County, MD Customers. Under its franchise with Montgomery County, MD, Comcast has the following rebate policy: In the event of an Internet Service Interruption (loss of cable modem service) Comcast shall repair the Service Interruption as soon as possible. This obligation is satisfied if Comcast offers Customer the next available repair appointment within the 24-hour period following the Service Interruption, or at Customer's request, to a mutually convenient later time for the repair call, and successfully repairs the Service Interruption during the agreed upon appointment.