

**COMCAST ENTERPRISE SERVICES
PRODUCT-SPECIFIC ATTACHMENT
WI-FI EXTENDERS**

Attachment Identifier: Wi-Fi Extenders, Version 1.0

The following additional terms and conditions apply to Sales Orders for Comcast Business WiFi Extenders (the “WiFi Extenders” or the “Service”).

DEFINITIONS

Capitalized terms not otherwise defined herein have the meanings ascribed to them in the General Terms and Conditions.

“**Gateway**” means the gateway device provided by Comcast and located at a Service Location that serves as the primary wireless access point and controller for the Mesh Network.. For the avoidance of doubt, Gateways are Comcast Equipment.

“**Mesh**” means a wireless network topology in which the Gateway and WiFi Extenders communicate to provide a single SSID and extended WiFi coverage within the Service Location.

“**WiFi Extender**” means a Comcast wireless Mesh node designed to pair with a compatible Gateway to extend WiFi coverage within the Service Location.

ARTICLE 1. SERVICES

This attachment shall apply to WiFi Extenders. A further description of the Services is set forth in Schedule A-1 hereto which is incorporated herein by reference.

ARTICLE 2. AVAILABILITY; PROVIDER

Service is available only at qualified Service Locations within Comcast’s serviceable footprint and is subject to inventory and device compatibility.

ARTICLE 3. TERM; TERMINATION; CHANGES

3.1 Term. Unless otherwise stated in the Sales Order, the Service is provided on a month-to-month basis.

3.2 Termination by Customer. Customer may terminate the Service prospectively at any time upon thirty (30) days’ prior written notice. The Service will not be prorated for partial billing periods.

3.3 Changes; Upgrades; Swaps. Comcast may update firmware, activation flows, and User Interface / User Experience elements for operational, security, performance or other reasons without notice. Comcast may provide replacement devices as needed for

support or inventory lifecycle, which may require reactivation.

ARTICLE 4. ORDERING; QUANTITIES; PRICING MODEL

4.1 Quantities. Unless otherwise stated in the Sales Order, Customer may lease up to three (3) WiFi Extenders per Service Location, subject to Comcast approval and technical feasibility. Recommended quantities of WiFi Extenders are based on general premises size and construction; performance varies by environment.

4.2 Separate from Access. The Service is an add-on to Comcast Business Internet and is priced separately from broadband access charges. The Service is not compatible with and will not operate with WiFi Pro, Managed Router, Ethernet Dedicated Internet, Managed WLAN, or SD-WAN services unless expressly authorized by Comcast.

ARTICLE 5. PROVISIONING; ACTIVATION

5.1 Provisioning Intervals. Following acceptance of a Sales Order, Comcast will use commercially reasonable efforts to ship WiFi Extenders within standard fulfillment intervals. Delivery intervals may vary by region and inventory.

5.2 Activation. The Service is designed for self-installation using the Comcast Business mobile application. The activation flow may include checks for (a) Gateway model and firmware; (b) Gateway online status; (c) single-Gateway requirement; (d) SSID/password configuration; and (e) band steering/merged SSID. If any check fails, activation may be blocked until all prerequisites are satisfied.

5.3 Service Commencement Date. Charges commence on the earlier of (a) seven (7) days after Comcast accepts the order for the Service, or (b) the date the associated Business Internet is installed , where WiFi Extenders are ordered alongside a tech-install for Business Internet, unless otherwise specified in the Sales Order.

ARTICLE 6. TECHNICAL SPECIFICATIONS

The technical specifications applicable to the Service are set forth in Schedule A-1 hereto (“Technical Specifications”).

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**SCHEDULE A-1
SERVICE DESCRIPTIONS AND TECHNICAL SPECIFICATIONS**

WiFi Extenders will be provided in accordance with the service description and technical specifications set forth below:

A. Service Description.

Comcast Business Wi-Fi Extenders work in conjunction with a Gateway to extend the range of a WiFi network within the Service Location. The WiFi Extender receives WiFi signals from a Gateway and then re-transmits the data to wireless endpoints to create a Mesh WiFi network of multiple access points and extend the WiFi coverage area within the Service Location. WiFi Extenders will not exceed the maximum provisioned speed of your Business Internet tier of service.

B. Equipment Specifications.

Specifications for the WiFi Extenders (e.g., radio count, throughput, capacity) may vary by hardware revision and firmware release. WiFi Extenders may differ in specifications from one another and across releases.

Comcast may update WiFi Extender specifications and firmware from time to time, which may require a reboot of the Gateway, temporary service interruptions, maintenance of continuous power and internet connectivity, and reasonable cooperation to enable remote/automatic updates, provided such changes do not materially degrade the Service.

C. Activation and Service Dependencies.

To activate and maintain the WiFi Extenders, all of the following requirements must be satisfied:

1. Customer's Service Location has (or is receiving during the install of the Service) a compatible Gateway model and current firmware supporting Mesh and such Gateway is online and associated to the Customer account for the Service Location.
2. Customer has only one Gateway on its account.
3. Customer must consolidate the 2.4/5 GHz bands to create a single network name (SSID) and password.
4. Customer has access to the Comcast Business mobile application.
5. Customer must follow any activation or maintenance instructions in the self-installation kit, including use of the Comcast Business mobile application to complete activation by scanning the QR Code on the WiFi Extender, connecting to the WiFi Extender via Bluetooth connection with the device where the Comcast Business mobile application is installed, or entering the serial number listed on the WiFi Extender into the Comcast Business mobile application.

If any of the above dependencies is not met, activation may fail or Service may be degraded or unavailable.

The Service is provided only on a self-install basis and Customer will be provided a kit to complete the installation. The kit includes WiFi Extenders, power supplies, and a Quick Start guide with a QR code to the Comcast Business mobile application. Customer is responsible for installation and placement.

Comcast does not provide standard professional install for WiFi Extenders. Field technicians may, at their discretion during a Business Internet install, provide guidance to the Customer on the self-activation flow; however, any such assistance is not required and does not constitute a professional installation.

D. Placement Guidelines.

WiFi Extenders should be placed in open areas, midway between the Gateway and coverage gaps, away from sources of interference and obstructions. WiFi Extenders must be placed in an area that has access to WiFi from the Gateway to function properly. Avoid placing WiFi Extenders inside cabinets, behind metal objects, or near high-interference appliances. Coverage may be degraded or non-existent if WiFi Extenders are not placed in accordance with these guidelines.

E. Coexistence and Interoperability.

WiFi Extenders are designed to operate with compatible Gateways. Use with third-party routers, access points, or Mesh systems is not supported and may degrade performance.

F. Technical Support and Maintenance

Comcast provides a toll-free trouble reporting telephone number to the Comcast Business Services Network Operations Center that operates on a 24x7x365 basis. Comcast provides technical support for Service-related inquiries. The Comcast Business Services Network Operations Center will not offer consulting or advice on issues relating to CPE or other equipment not provided by Comcast. Comcast's standard maintenance window for Services is Sunday to Saturday from 12:00am to 6:00am local time. Scheduled maintenance for Services is performed during the maintenance window and will be coordinated between Comcast and the Customer. The scheduled maintenance date will be determined by Comcast in its sole discretion, provided, that Comcast provides a minimum of seven (7) days' notice for Service impacting planned maintenance. Emergency maintenance is performed as needed without advance notice to Customer.

G. Customer Responsibilities.

Customers have the following responsibilities related to the installation, support, and maintenance of the Service:

1. Provide an operating environment with temperatures not below fifty-five (55) or above eighty-five (85) degrees Fahrenheit. Humidity shall not exceed ninety (90) percent at eighty-five (85) degrees Fahrenheit.
2. Ensure safe and accessible AC outlets and, where used, Ethernet cabling between devices.
3. Place Gateway and WiFi Extenders in recommended locations to optimize coverage.
4. Maintain consolidated WiFi bands and a single SSID/password.
5. Customer must provide a point of contact ("POC") for installation, service activation and any maintenance activities.
6. WiFi Extenders should not mount, place, or operate any WiFi Extender outdoors, in partially enclosed outdoor areas (including patios, porches, garages without climate control, sheds, or outbuildings), or in environments exposed to weather, moisture, excessive heat or cold, direct sunlight, dust, or other conditions.