



**COMCAST BUSINESS SERVICES  
BUSINESS VOICEEDGE™ Call Detail Records Reporting  
TRIAL AGREEMENT**

**TRIAL SERVICE DESCRIPTION**

This Comcast Business VoiceEdge™ Call Detail Records Trial Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide Call Detail Records Reporting through Business VoiceEdge™ (as further described in the Trial Services Description located at [business.comcast.com/trial-services](http://business.comcast.com/trial-services)) on a trial basis (the "Trial Services") to the commercial customer identified below ("Customer") during the trial period, ending no later than September 30, 2017 ("Trial"). Customer must have and retain Comcast Business VoiceEdge™ service during the trial in order to receive the Trial Services. If the Trial is not terminated on or before September 30, 2017, Trial Services will continue on a month to month basis unless and until either party provides the other party with written notice of termination at least thirty (30) days prior to the requested termination date. Customer's continued use of the Trial Services following the Trial shall be pursuant to the current Terms and Conditions referenced below. The notice requirement identified in this Agreement may be satisfied via email notification to the email address provided.

**GENERAL TERMS & CONDITIONS**

Except as otherwise described below, Comcast will provide the Trial Services pursuant to the Business Services Customer Terms and Conditions located at [business.comcast.com/terms-conditions-smb](http://business.comcast.com/terms-conditions-smb) ("Terms and Conditions"). As with any trial, Customer understands that there may be occasional technical problems that may limit or otherwise adversely affect the Trial Services. Support will be available to Customer by telephone and email. Because Comcast cannot anticipate what issues may arise, Comcast cannot guarantee how long it may take to fix a problem once reported, and restore service.

**NONDISCLOSURE**

Without the prior written approval of Comcast, Customer agrees not to provide any information or opinions about the Trial or Trial Services to any party other than Comcast. Customer acknowledges that Comcast will be entitled to injunctive relief to protect itself against unauthorized disclosure by Customer. This obligation will survive the expiration or termination of the Trial.

**PARTICIPATION**

There is no additional charge to Customer for using the Trial Service during the Trial; however, the Customer will be responsible for paying charges identified on any and all applicable Customer Business Service Order Agreements and invoices, including without limitation the monthly recurring charges for Business VoiceEdge™ service and all associated usage charges.



Customer agrees to use the Trial Service regularly in order to gain sufficient experience with the Trial Service to provide Comcast information, data and feedback with respect to the Trial, as requested by Comcast. Such feedback may include participation in telephone interviews, telephone or written (web-based) surveys, and the submission of written comments or communications on a trial website. It is important that Comcast be able to communicate with Customer regularly about changes to the Trial Service or other issues that arise. Accordingly, Customer agrees to provide Comcast with its applicable representatives' e-mail addresses for purposes of engaging in these types of communications and Trial support. Customer's feedback and communication will be critical for Comcast to modify and improve the service and is therefore a condition of your initial and ongoing participation in the Trial.

#### **WARRANTY; LIMITATION OF LIABILITY**

COMCAST MAKES NO WARRANTY, EXPRESSED OR IMPLIED, WITH RESPECT TO THE TRIAL SERVICES OR ANY OF THE EQUIPMENT (AS DEFINED IN THE TERMS AND CONDITIONS) PROVIDED IN CONJUNCTION WITH THE TRIAL. COMCAST WILL HAVE NO LIABILITY TO YOU OR TO ANY THIRD PARTY FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF BUSINESS OPPORTUNITIES OR PERSONAL INJURIES (INCLUDING DEATH), RESULTING DIRECTLY OR INDIRECTLY OUT OF THE INSTALLATION, MODIFICATION, REMOVAL, OR USE BY CUSTOMER OR ANY OTHER USER, OF THE TRIAL SERVICES OR EQUIPMENT.

Customer's sole and exclusive remedy for any loss, claim, damages, expenses, liabilities or costs arising directly or indirectly from the Trial or any dissatisfaction with the Trial Services is limited to terminating its participation in the Trial.

#### **TERMINATION OF TRIAL; CHANGES TO TRIAL**

Comcast reserves the right to terminate the Trial and/or Customer's participation in the Trial upon thirty (30) days prior written notice. Customer may terminate participation in the Trial at any time by notifying Comcast in writing.

With or without notice, Comcast reserves the right to change, add or delete features, functionalities or services offered through the Trial.