

FY1 PROGRESS REPORT FEBRUARY 29, 2016



HOUSING AUTHORITY INFORMATION:

LITTLE ROCK HOUSING AUTHORITY D/B/A
METROPOLITAN HOUSING ALLIANCE ("MHA")
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CONTACT:

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PROCUREMENT & CAPTIAL FUND PROGRAM
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CHIEF OF STAFF

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Implementation Update

The Digital Literacy effort in the Little Rock ConnectHome community has ignited great opportunities for resident families and seniors in the Department of Housing and Urban Development (HUD)-assisted housing. The growth of the Little Rock ConnectHome Initiative pilot program is largely attributed to the collaborative outreach efforts of Housing Authority of the City of Little Rock, Arkansas D/B/A Metropolitan Housing Alliance (MHA) and the City of Little Rock (CLR). Which was proven true by the success of the 2016 Digital Literacy Fair taught by Best Buy's Geek Squad Academy.

The City of Little Rock's Mayor, Mark Stodola, welcomed HUD Little Rock Field Director, Wanda Merritt, EveryoneOn National Coordinator, Amber Petty, Regional Director for the Bill, Hillary and Chelsea Clinton Foundation CMHI, Dr. Tionna Jenkins and MHA Executive Deputy Director, Dana Arnette as guest speakers to the February 16th, 2016, Digital Literacy Fair that took place at the Willie Hinton Neighborhood Resource Center located, at 3405 West 12th Street, Little Rock, Arkansas, 72204. This location is also known as the center of the Little Rock Choice Neighborhood area.

The Digital Literacy Fair served as a wonderful opening for media notice of the Little Rock ConnectHome progress efforts and it also served as a graduation day for 147 HUD-assisted housing residents. These residents previously participated in a 4-5 week basic training class, which detailed the fundamentals of computers, internet and an on-line safety course that was offered by MHA staff. The basic training classes took place, on-site, at each of the seven (7) properties owned and operated by MHA. Upon completion of the final training provided by Best Buy Geek Squad Academy, residents of K12 families were able to receive a free tablet, and residents without children, were able to purchase a low cost desktop computer for \$50.00.

For the day's event, MHA request vendors to participate in the Digital Literacy Fair event as an outreach effort to afford low cost services to HUD-assisted housing residents. Within the Little Rock ConnectHome implementation process, this was the first time an offer for low cost service, reduced cost desk top computers, and free tablets was made. The vendors included Broadband Internet, LLC and Comcast as Internet Service Provider (ISP) providers. Through the Attorney General's Office, vendors Sprint and Common Sense Media offered the "Digital You" which is a comprehensive, interactive, educational program to offer tools, tips, apps, and guidance through community education events, for people of all ages and levels to help ensure a safe and secure online experience. Vendors NovaSys Health and Centene offered health notification to aid residents who are not currently enrolled in health care coverage.

As we continue the efforts of the ConnectHome pilot program staff has begun the mission of strengthening resident relations through the Resident Section 3 training program opportunities made available. MHA Staff will continue to engage resident's assistance with maintaining ConnectHome databases, while providing computer hands on training. Staff encourage residents to submit resumes for the purpose of Computer Lab set-up and technical support and training at the various sites throughout the Little Rock ConnectHome Implementation Plan.

Connectivity Efforts

MHA's plan to connect HUD-Assisted households to high speed internet by July 2016 will include at the minimum of 35% of its 902 agency owned and managed housing stock. The exact number will include 316 residents. Staff plans to have an effect on the homes of 287 children. The survey collection data has captured the families and parents of 77 children for the last two month period. See Attachment "A", Survey results for 117 residents from December 2015 to February 2016.

Broadband Development Group, LLC, has visually surveyed the MHA sites and interacted with residents at the Digital Literacy Fair. Through their "OurConnect" Initiative their average subscription rates will anticipate to include a 50-60% success rate program.

ISP Individual Use

In keeping with MHA's mission to eliminate the digital divide gap, Broadband Development Group, LLC (BDG) has developed a service for the Little Rock ConnectHome Initiative pilot program called "OurConnect". "OurConnect" is a 12Mbps service that BDG plans to deploy a plan for \$9.95/mo. no contract, no credit check, no installation fee and Wi-Fi included (either with an included router or other delivery method). This is for Internet service only; the cost for sales taxes may not be required at this time, but this detail is under review and staff will make sure clarity for additional cost are ironed out before implementation which could be as early as two weeks.

Comcast Xfinity is an ISP that has offered to provide the Internet Essentials program for MHA residents that are currently receiving free and reduced lunch program through the Little Rock and Pulaski County Special School Districts. The option is for \$9.95 per month, with no contract term, credit check, nor installation fee. The Wi-Fi router is included in this offer. The download speed is up to 10Mbps. A copy of the right of the installation and service agreement can be found in "Attachment B"

Basic internet.com is working with T-Mobile and will make available to residents of public housing an internet plan for \$10 per month for 1.2 GB and \$20 per month for 3.2 GB. Basic Internet.com is offering an upgrade to MHA of 5 GB for \$20.00 if purchased in bulk. This offer is being made for a basic two year period.

Community Space Use

Comcast has offered the Deluxe 50 Internet package that will provide MHA with 50 Mbps (megabits) of download and 10 Mbps of upload bandwidth at each site that will be utilized strictly for Community area Wi-Fi internet service. This offer is made for \$204.80 a month for a total of 36 months. A copy of the negotiated offer from the local provider is included in "Attachment C".

Broadband Development Group, LLC (BDG) has request a valid right-of-entry agreement to a property, which will make 100Mbps Wi-Fi service available in the library at the development. This service level has an annual retail value of up to \$2400.00. Additional service levels are available (where technically feasible) at a discount of 50% of retail business rates. BDG will work with the MHA and property management to manage access to that 100Mbps service for the residents and guests. For example, a common practice is to allow any single user to access the free Wi-Fi at a rate of no greater than 1Mbps. This helps make the service available to as many users as possible. A copy of the right of entry and license agreement can be found in "Attachment D".

Remaining offers have not been solidified to draft format and will remain conditional until all agreements have been approved and placed in writing. Each point of contact is provided below:

ISP provider for Individual User Accounts

- Broadband Development Group, LLC Lou McAlister, lou@bdg.link or (501)590-8206.
- Comcast Evangeline Parker-Guest, Evangeline parker@cable.comcast.com or (501)779-6654

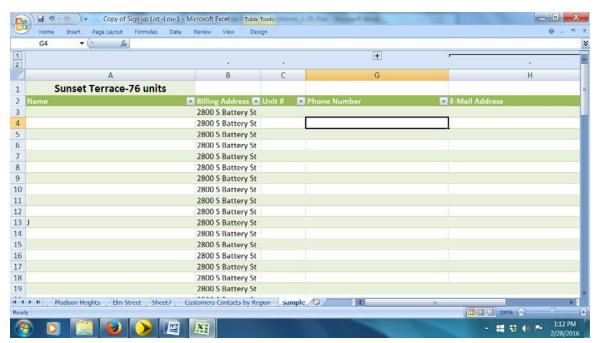
Charles Dumas, Charles Dumas@cable.comcast.com

ISP provider Community/Library Space Accounts

- Broadband Development Group, LLC Lou McAlister, <u>lou@bdg.link</u> or (501)590-8206.
- Comcast Rosa Lasker, Rosa Lasker@cable.comcast.com or (501)993-4355

Data Reporting

Staff has discussed data reporting with all of the ISP providers. Broadband Development Group has provided the sample data format from the February 16th, 2016 digital literacy fair which shows a total of 45 residents interested in signing up for service. The same offer was made from Comcast but at the time Comcast had no way of tracking the data form potential resident interest. The Comcast representative has promised to circle back after researching with Comcast Corporate office. The January 2016 goal was to connect the minimum of 94 people for the purpose of eliminating the digital divide gap.



Best Buy, the Geek Squad Academy and MHA staff conducted training to residents from beginning user to advanced user stage. The training was open to all residents of HUD-assisted housing which included and not limited to seniors and families with children K-12.

MHA staff will continue to offer training to beginning users but has committed to making sure to advance the users that have previously participated in the MHA held training programs. See "Attachment E" for beginning training curriculum and "Attachment F" for calendar and training outreach efforts.

The Metropolitan Housing Alliance Community Council ("MHACC") has contributed instrumentally with identifying the needs of digital literacy needs of the residents. As Little Rock ConnectHome Advisory Committee members this council will continue the ground work needed to aid staff in engaging resident interest for upcoming outreach efforts.

Arkansas Baptist College will assist with educating residents on internet and computer usage. A continued education program along with in house technical assistance has been discussed with Arkansas Baptist and a scheduling session is due to take place in April.

Shorter College will provide a session on how to apply and enroll in college prep and graduation programs.

Central Arkansas Libraries will provide a portal for families to access the GED prep though the Learning Express program. MHA staff will invite the library to visit the family site in an effort to increase library membership.

Goodwill Industries has joined the Little Rock ConnectHome commitment and will provide to residents workforce and job training.

Best Buy has completed its commitment to conduct a free Digital Literacy Training workshops for HUD-assisted residents in the month of February 2016. Staff will work to complete a smaller scale training workshop for residents with K- 12 families for the month of June 2016.

Outreach and Communication

MHA has enlisted the help of the City of Little Rock's Mayor's office to help with the media outreach. So far it has created a positive curiosity with residents willing to participate in free training and low cost device and ISP opportunities.

The re-launch of MHA's website in March 2016 will work as a tool to encourage the interacting with residents and partners, updating day-to-day progress while highlighting the on the ground work completed by the MHA staff and residents.

Staff has found the most effective way to reach out to residents that do not have access to internet is by way of cold calling and home visits, along with an offer to provide a free device. Staff has also found circulating flyers to keep residents with children informed of upcoming events, to be a effective method of outreach.

Foundational Milestones

GitHub has provided a donation of 160 tablet devices to the Little Rock ConnectHome residents. The tablets include a Quad Core 1.3 GHz CPU, 9 inch HD LCD screen, android 5.1 Lollipop operating system, capacitive 10 point Touch Screen, with 1GB DDR3 RAM and storage memory of 8GB with an option for a Micro SD Card Expansion. It comes with a keyboard and a very sturdy protective case.

The Little Rock School District's (LRSD) Computer for Kids Program has provided an in-kind commitment of \$30,000.00. This donation will provide the Little Rock ConnectHome residents with access low cost refurbished computers, monitors, keyboards and a mouse. The Central Processing Unit (CPU) includes the Windows operating system and Microsoft office. To date LRSD has confirmed a donation of 300 computers with a cost of only \$50.00 to residents. Along with the low cost device, an offer for a free training to parents of HUD subsidized families will be provided.

Broadband Development Group, LLC ISP provider has offered an in-kind commitment that is worth of \$14,400.00 to cover the Library common space at each of the sites.

Bill, Hillary and Chelsea Clinton Foundation has provided guidance through The Clinton Health Matters Initiative ("CHMI"), one of the initiatives of the Bill, Hillary and Chelsea Clinton Foundation, works to improve the health of all people by activating individuals, communities, and organizations to make meaningful contributions to the health of others.

CHMI has supported in the launch of the Little Rock ConnectHome Initiative by serving as a neutral convener, a connecter, a local broker of resources and overall increase awareness through the CHMI network of partners. The Little Rock ConnectHome has gained recognition from this partnership which has collaboratively worked to achieve goals. Additionally, this will serve as a promising practice for other regionally based efforts that desire to address technology, educational and economic gaps within the system.

The Attorney General's office staff have committed to designate time to deliver more information about the "Digital You" program, which was officially launched nationally in August 2015. Their training efforts will add plans to engage the Little Rock ConnectHome pilot program in learning opportunities.

The MHA's "early wins" was one that is afforded to the MHACC for their early participation and resident feedback in Little Rock ConnectHome Initiative pilot program. With aid from our LRSD Partner, MHA staff delivered five desktop computers to the MHACC residents in November 2015. The value of this wonderful donation is well over \$500.00. The desk top computers include the monitor, keyboard and mouse for a simple transition for usage. The maintenance of the computer will be guided directly by education department director of the LRSD Computers for Kids program. This training will work in conjunction continued education for our residents. The computers were equipped with Windows 7 OS along with Microsoft Office.

An additional early win included the MHACC members receiving free Wi-Fi service for the duration of their term in office. This offer was made by Broadband Development Group, LLC with the hope to be in place no later than the later part of March 2016.

Beginning December 2015 staff implemented a 4-6 weeks Digital Literacy Program training that was headed by MHA staff and partners as aforementioned previously. With each training course, MHA staff planned to engage additional residents for the purpose of enhancing the access of digital connectivity.

Program Feedback

This Digital Literacy effort has improved residents lives by improving self-sufficiency in the following ways; opening opportunities for employment, accessing information for health conditions, allowing access to government resources like the SNAP and disability benefits, applying for on-line banking and assisting parents with their outreach efforts to teachers in their child(ren)'s school. So far a few residents have benefited from the training by expressing a sense of confidence while operating the devices. They've used online banking and activated much needed email accounts. We have a resident that was featured a few years back on OWN Network "Our America", in search of healthier foods and exercise for her son. This resident attended the on-site digital training classes which included an open forum question and answer session. During this session one of her few questions was "How do I find a healthy recipe for Chili?" This goes to show the effect of digital literacy will go beyond educating residents on computer and internet use.

One of the major limitations for the residents is a reliable means of transportation. When canvasing areas to invite residents to participate in offsite events, residents were left with establishing their own means of transportation. All of the staff understood that the low attendance to afternoon sessions for the Digital Literacy fair was due to the lack of transportations.

Due to the age of the buildings and type of construction (cement block, brick and mortar), BDG may have to provide hardwired data jacks to an apartment. This usually costs BDG about \$150 - \$200 for labor and material. If the need for hardwired data jacks, MHA may need to reconsider the offer and figure out the best way to approach the situation, which may require BDG to request an exclusive agreement to continue their commitment.

Comcast's perspective has noted that MHA's internal wiring is old, damaged, out of date, and failing on a regular basis and it will need to be replaced. Comcast proposes to completely rewire each of the high-rise properties as a 100% expense to Comcast only. Previous estimates were approximately \$450k worth of cost to rewire each of the three (3) buildings, and this investment would be completely handled by Comcast. This is a great opportunity to provide residents with Comcast services, unfortunately in our high-rise developments residents will not have access to low cost service due to the requirements of children's participation in the free and reduced lunch program.

The City of Little Rock Mayor's office is task with a community wide effort of a Digital Inclusion Strategy/Plan. Understanding the Strategy/Plan would affect all residents in the Little Rock area. MHA staff has discussed with Mayor Stodola a simplified approach that will focus on the Digital Inclusion Strategy of 5 key goals for the success of the plan. The plan aims to focus on the following;

Digital Inclusion Strategy/Plan Focus

- Raise awareness of how and where people can access the internet
- Target the most vulnerable digitally excluded groups and provide greater access and support
- Pursue funding opportunities to further develop digital inclusion facilities and initiatives
- Support the increased use of the internet locally
- Work more closely with partners to increase digital inclusion within Little Rock

After review of the updated plan, Mayor Stodola has agreed to send the Strategy/Plan for attorney review.

To continue in the success of this wonderful endeavor, it would be a great benefit to have HUD provide additional funds for Wi-Fi connections and routers that will be used for the MHA residents' individual home connection. Additionally, funding to support resident training outside of the partnership donations should be allotted and should include resident travel expenses. Finally, this program has a trajectory to accomplish wonderful resident outcomes, it would be an awesome consideration if HUD would provide MHA with an additional funding source to staff an individual to work the Little Rock ConnectHome exclusively as an onsite Coordinator/Director.

Attachment "A"

Survey and Survey Results



1.	Do you (or anyone in your household) have internet access in your home (including by Smartphone)? □ Yes (go to #2) □ No (go to #4)
2.	How do you (or anyone in your household) access the Internet in your home? Please check all that apply. □ Though a high-speed Internet subscription (such as or Comcast or AT & T) Who is your provider? □ Through a cellular data plan Who is your provider? □ Through a telephone dial-up connection □ Through WiFi based outside of your home (such as public access or from a neighbor) □ Other:
3.	Which devices do you (or anyone in your household) use to access the Internet in your home? Please check all that apply. Smartphone Desktop computer Laptop or netbook (such as Chromebook or HP Mini) Tablet (such as iPad or Amazon Fire) Gaming console Smart TV Other:
4.	If you don't have internet in your home, what are the reasons? Please check all that apply. Cost of Internet access Cost of Devices (computers, laptops, etc.) My housing unit or building isn't wired for service Tried to sign up for service but couldn't Not comfortable using computers or technology Not interested Other, please describe
5.	If you are not interested in Internet access, what would help to change your mind? Please check all that apply. □ Free Internet access □ Free Devices (computers, laptops, etc.) □ Training □ Other:





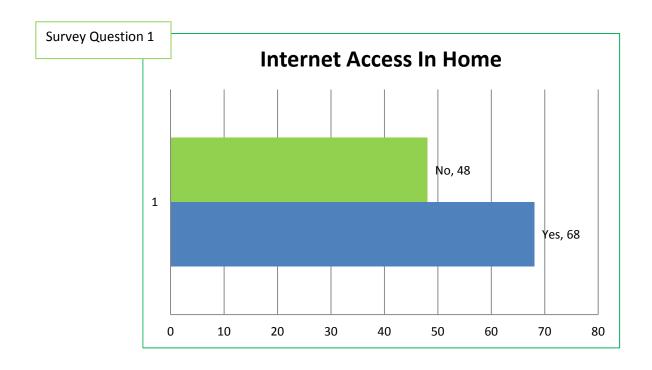
Notice of Informed Consent

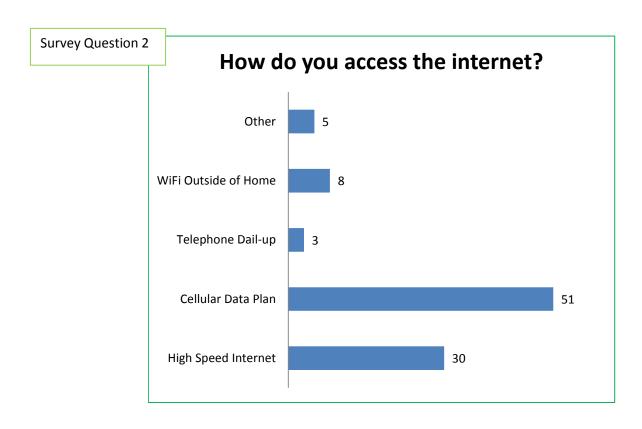
This survey is part of a baseline data collection effort to help track the performance of ConnectHome and increasing the number of assisted households who have high-speed internet access. This data collection effort is sponsored by the U.S. Department of Housing and Urban Development.

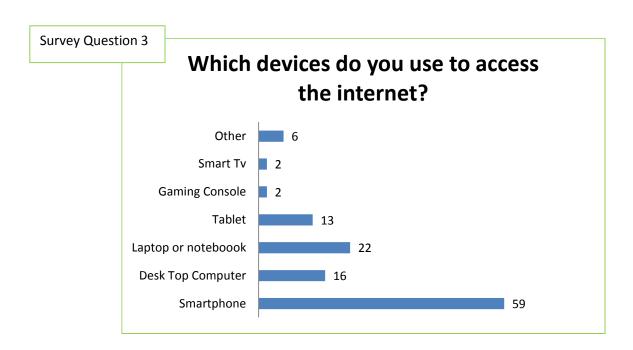
This survey is voluntary, which means that you don't have to participate and you can decide not to answer any specific questions. It will take about 2-5 minutes. The information you provide will be confidential, and will not be shared with anyone except for research staff working on the study. Everyone who works on this survey has signed a legal document stating they will not reveal any of your personal information and can be severely penalized if they do. Additionally, we will not share your first name, telephone number, or email address with anyone other than the research staff. If you choose to participate in the survey, the number on the survey will be associated with your first name, telephone number and email address for entry into a lottery for prizes such as computer tablets and gift cards.

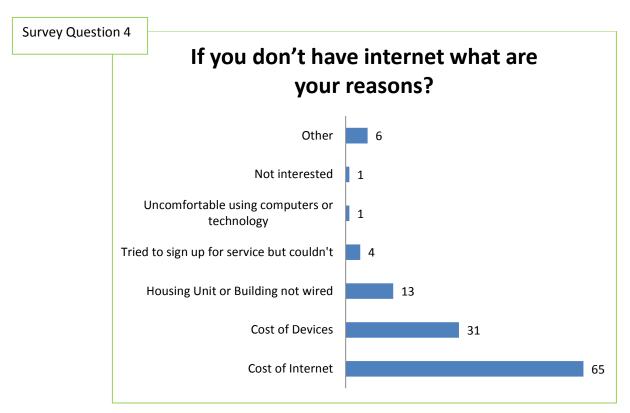
Are you will	ling to be contacted by phone for a bi	iet tollow-up survey?	
Yes	Telephone Number:	Email:	
No			
Name:			
Signature:		Date:	

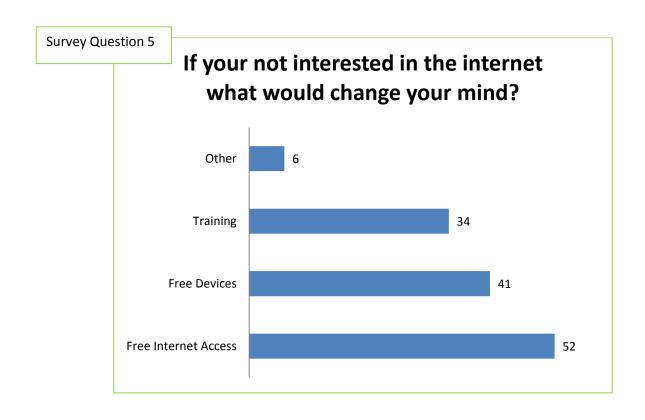


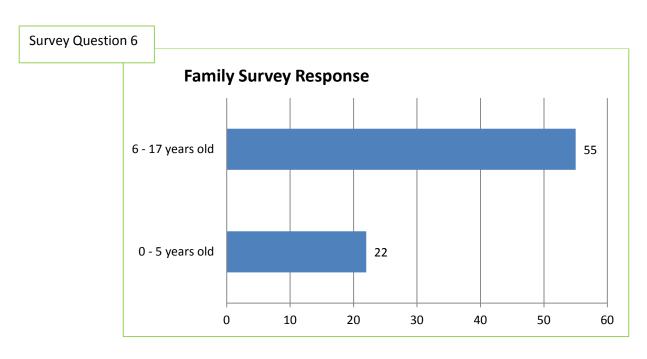












Attachment "B"

Comcast Installation and Service Agreement

INSTALLATION AND SERVICES AGREEMENT

THIS INSTALLATION AND SERVICES AGREEMENT (this "Agreement") is made
and entered into on, by and between Comcast of Little Rock, Inc. (the "Company")
and Little Rock Housing Authority (the "Owner") who owns or has control over certain real
estate and improvements thereon located at 1010 Wolfe St Little Rock, AR 72202
(the "Premises"), commonly known as "Jesse Powell Towers," consisting of 169 residential units
plus any units added or constructed in the future.

The Company has been granted a franchise by an authorized governmental agency (the "Franchise Authority") to construct and operate a cable communications system in Little Rock, Arkansas (the "Franchise Area"). The Owner desires to provide broadband services to the Premises, including, but not limited to, multi-channel video, high speed data, information and voice services (collectively, the "Services") and the Company is willing to install, maintain and operate a broadband communications system for such purposes on the Premises in accordance with the terms and conditions below.

The parties, for good and valuable consideration, intending to be legally bound, agree as follows:

1. Wiring.

- The Company has installed all facilities necessary to Premises Wiring. a) transmit the Services to the Premises, including, but not limited to, distribution cables, amplifiers, pedestals, lock boxes, equipment and appurtenant devices up to and including the Company's tap (collectively, the "Company Wiring"). All work shall be done by the Company in a proper and workmanlike manner in accordance with Federal Communications Commission ("FCC") regulations, industry standards and local codes, unless otherwise provided in this Agreement. The cable home run wiring consisting of the coaxial wiring after the Company's tap to the first splitter within each unit and the cable home wiring consisting of the coaxial wiring after the first splitter within each unit have been installed at the Premises. The Company will reinstall those portions of the Company Wiring and the cable home run wiring and cable home wiring necessary for the Company to distribute the Services to the Premises. The Owner shall cooperate with the Company in the Company's construction and installation of the wiring as set forth in this Section. The Company will be responsible for obtaining all necessary permits, licenses and approvals in connection with the Company's operation of the wiring as set forth in this Section.
- b) <u>The System</u>. The System shall consist of the Company Wiring and the cable home run wiring and cable home wiring.
- c) <u>Use and Maintenance of Wiring</u>. The Owner has the authority to grant and does hereby grant to the Company during the term hereof the right, at Company's expense, to operate, maintain, repair and replace, as necessary, the System on the Premises. Neither the Owner nor any third party shall tap into, use or otherwise interfere with the System or any portion thereof for any purpose. The Company shall have the right to interconnect with and use any telephony wiring owned or controlled by the Owner within the units that may become necessary or useful for

the provision of the Services to the residents, whether or not such facilities are owned, installed, controlled or maintained by the Company.

- d) <u>Damages to Premises</u>. The Company, at its expense, agrees to repair and/or replace any damage to the Premises resulting from the operation, maintenance or repair of the System and any installation of wiring by the Company as provided for in paragraph (a) of this Section except as otherwise provided in this Agreement.
- e) <u>Ownership of Wiring</u>. The Company Wiring is and will remain the personal property of the Company. The cable home run wiring and cable home wiring is and will remain the property of the Owner.
- 2. <u>Easement</u>. The Owner has the authority to grant and does hereby grant to the Company non-exclusive easement to operate the Company Wiring (the "Easement"). The Owner hereby agrees to execute the form of easement attached hereto as Exhibit A.
- 3. Access. The Owner shall allow Company personnel to enter all common areas of the Premises for the purposes of auditing, selling, connecting, or disconnecting service, and installing, maintaining, repairing, replacing or removing equipment and apparatus connected with the provision of the Services, and shall use reasonable efforts to assure the Company access to any parts of the Premises over which it does not have control for the same purposes. The Owner shall supply the name and unit numbers of residents at reasonable intervals. The Owner shall cooperate with the Company to prevent (i) the unauthorized possession of converters or channel selectors and (ii) the unauthorized reception of the Services.
- 4. <u>Delivery of Services</u>. The Owner has the authority to grant and does hereby grant to the Company during the term hereof the right to deliver the Services to the Premises, unless otherwise required by applicable law. The Owner shall not enter into a bulk services agreement with another service provider to provide services similar to the Services during the term of this Agreement regardless of the method used to deliver such services to the Premises.
- 5. <u>Fees and Charges for Services.</u> The terms, conditions, charges and fees for the Services provided to residents at the Premises shall be contained in contracts between the Company and individual residents. The Owner assumes no liability or responsibility for service charges contracted for by residents. All billing and collections from residents will be accomplished by the Company.
- 6. <u>Customer Service</u>. The Company shall provide customer service in accordance with its franchise agreement with the Franchise Authority. The Company will maintain a local or toll-free telephone number which will be available to its subscribers 24 hours a day, 7 days a week. The Company representatives will be available to respond to customer telephone inquiries during normal business hours. The Company will begin working on service interruptions promptly and in no event later than the next business day after notification of the service problem, excluding conditions beyond the control of the Company.

- 7. <u>Private Reception Devices</u>. Notwithstanding anything else in this Agreement to the contrary, the Company shall not interfere with the right of an individual resident to install or use his own private reception device.
- 8. <u>Interference</u>. If any device or facility belonging to a resident or the Owner does not comply with the technical specifications established by the FCC, including, but not limited to, signal leakage, which interferes with the Company's delivery of the Services, the Company reserves the right to discontinue the Services to the Premises or, at the Company's discretion, to the individual unit until such non-conformance is cured by the Owner or resident, as the case may be.
- 9. <u>Term.</u> This Agreement, when duly executed by both parties, shall constitute a binding agreement between the Owner and the Company and their respective successors and assigns for a term of 10 years from the date first set forth above. This Agreement shall automatically renew for successive periods of 2 years unless either party shall provide the other with a minimum 60 days notice of its intention not to renew at the end of the then current term.
- 10. <u>Insurance.</u> The Company agrees to maintain public liability insurance and property damage liability insurance as required by the Company's franchise agreement with the Franchise Authority. Upon request, the Company will provide the Owner with a certificate evidencing such insurance.
- 11. <u>Indemnification.</u> The Company shall indemnify, defend and hold harmless the Owner, its personnel, directors, agents and representatives from and against any and all claims, damage or expense arising out of the acts or omissions of the Company or its personnel, directors, agents or representatives in the operation or maintenance of the System; any installation of such wiring by the Company as provided for in Section 1 of this Agreement; the Services provided to residents at the Premises pursuant to this Agreement or a breach of this Agreement. The Owner shall indemnify, defend and hold harmless the Company, its personnel, directors, agents and representatives from and against any and all claims, damage or expense arising out of the acts or omissions of the Owner, its personnel, directors, agents and representatives in the operation or maintenance of the Premises or a breach of this Agreement.
- 12. <u>Limitation of Liability</u>. NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

13. Termination.

a) <u>Default</u>. In the event either party defaults in the performance of any of the material terms of this Agreement, the non-defaulting party shall give the defaulting party written notice specifying the nature of such default and identifying the specific provision in this Agreement which gives rise to the default. The defaulting party shall have 60 days to either (i) notify the non-defaulting party that no default occurred and provide reasonable proof thereof, (ii) cure the default, or (iii) if such default is incapable of cure within such 60 day period, commence curing the default within such 60 day period and diligently pursue such cure to completion. In the event the defaulting party fails to do so within such 60 day period, the non-defaulting party

may terminate this Agreement upon 30 days written notice without further liability of either party.

b) <u>Permanent Loss of Authority</u>. This Agreement shall terminate automatically without any further liability on the part of the Company in the event the Company lacks authority to continue to provide the Services to the Premises due to loss of governmental authorization. This clause, however, shall not apply to periods of transition, such as franchises subject to review, transfer or reapplication, or where termination is the subject of dispute.

14. Removal of Company Wiring.

- a) Upon expiration or termination of this Agreement for any reason, the Company shall have a period of 6 months during which it shall be entitled, but not required, to remove the Company Wiring. The Company shall promptly repair any damage to the Premises caused by such removal.
- b) Notwithstanding anything to the contrary contained in this Agreement, the removal period referenced in Section 14(a) shall be tolled for as long as the Company has the right under applicable law to continue to provide any or all of the Services to any or all of the units on the Premises after the termination or expiration of this Agreement, in which case the Company shall have the right to continue to own and use the Company Wiring and to interconnect with and use the cable home run wiring and cable home wiring to provide the Services. This Section shall survive the termination of this Agreement.
- 15. <u>Dispute Resolution</u>. All disputes under this Agreement shall be submitted to and settled by arbitration in accordance with the rules of the American Arbitration Association. The parties shall appoint a mutually agreeable arbitrator reasonably familiar with broadband communications systems and services. In the event the parties are unable to agree to a single arbitrator, the dispute shall be submitted to a panel of 3 arbitrators, one of which shall be reasonably familiar with broadband communications systems and services. Each party shall appoint an arbitrator and the two arbitrators so appointed shall then select a third arbitrator. The arbitrators shall apply applicable federal laws and regulations and the laws of the jurisdiction in which the Premises is located, without regard to its choice of law principles. The decision of the arbitrators shall be binding and conclusive on all parties involved, and judgment upon their decision may be entered in a court of competent jurisdiction. The prevailing party in any such arbitration shall be entitled to collect from the non-prevailing party all costs of the arbitration, including reasonable attorneys' fees.
- 16. <u>Marketing Support</u>. The term "Marketing Support" shall include, but not be limited to, the Owner's presentation of the Company's marketing materials for the Company's services, as set forth in the table below, to existing and prospective residents. Marketing materials may include, at the Company's discretion, brochures, channel lineups , door hangers, service descriptions, and information regarding prices and special offers. All marketing materials shall be provided by the Company.

The Owner agrees to participate in the Company's Xfinity Rewards For Property Professionals program.

Marketed Services	Type of Support
All services offered by the Company	Non-exclusive
at the Premises.	

17. Miscellaneous.

- a) <u>Force Majeure</u>. Neither party shall be liable for failure to perform its obligations under this Agreement due to acts of God, the failure of equipment or facilities not owned or controlled by a party (including, but not limited to, utility service), denial of access to facilities or rights-of-way essential to serving the Premises, government order or regulation or any other circumstances beyond the reasonable control of the party with the performance obligation.
- b) <u>Assignability; Binding Effect.</u> This Agreement may be assigned by either party. The assignee shall agree in writing to be bound by all the terms and conditions hereof. In the event the Owner sells, assigns, transfers or otherwise conveys the Premises to a third party, the Owner shall give the Company prior written notice of such change of ownership or control. The Owner shall cause any new owner or controlling party to expressly assume this Agreement and agree to be bound by its terms. This Agreement shall be binding upon the parties and their respective successors and assigns.
- c) <u>Applicable Law.</u> This Agreement shall be governed and construed in accordance with applicable federal laws and regulations and by the laws of the jurisdiction in which the Premises are located, without regard to its choice of law principles.
- d) <u>Invalidity</u>. If any provision of this Agreement is found to be invalid or unenforceable, the validity and enforceability of the remaining provisions of this Agreement will not be affected or impaired.
- e) <u>Recording</u>. The Company may record this Agreement (or a memorandum summarizing the material terms) in the public records of the county in which the Premises are located.
- f) <u>Notices</u>. All notices, demands, requests or other communications given under this Agreement shall be in writing and be given by personal delivery, United States Postal Service, or nationally recognized overnight courier service to the address set forth below or as may subsequently in writing be requested.

If to the Owner:

Little Rock Housing Authority
201 E. Roosevelt Rd.
Little Rock, AR 72206
Attn.:

If to the Company	<u>/</u> :
Comcast	of Little Rock, Inc.
Attn.:	

With a copy to:

Comcast Cable Communications, LLC One Comcast Center Philadelphia, PA 19103 Attn.: General Counsel

- g) <u>Confidentiality</u>. Subject to the recording of this Agreement (or a memorandum summarizing the material terms) as set forth above and except as otherwise required by applicable law, each party agrees to keep the terms and conditions of this Agreement in strict confidence and shall not divulge any specifics of the same to any third party except current and prospective lenders, purchasers, attorneys, accountants, financial advisors, partners and/or others with a need to know for the Owner or the Company to reasonably conduct its business.
- h) <u>Entire Agreement; Amendments.</u> All recitals set forth above are hereby incorporated into the body of this Agreement. This Agreement, including all exhibits attached hereto, constitutes the entire agreement between the parties and supersedes all prior agreements, promises and understandings, whether oral or written. This Agreement shall not be modified, amended, supplemented or revised, except by a written document signed by both parties.
- i) <u>Authority.</u> Each party represents to the other that the person signing on its behalf has the legal right and authority to execute, enter into and bind such party to the commitments and obligations set forth herein.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date first written above.

	OWNER
WITNESS/ATTEST:	Little Rock Housing Authority
	By:
Name:	Name: Title:
	COMPANY
ATTEST:	Comcast of Little Rock, Inc.
	By:
Name:	Name:
	Title:

STATE OF)			
COUNTY OF)			
				•
The foregoing instrument was	acknowledged before	ore me this	day of	, 201_
by Housing Authority, on behalf	, the	1 ' 11	of l	Little Rock
Housing Authority, on behalf	of said entity. He/s	he is personall	y known to me o	r has presented
(type	e of identification) a	is identification	n and did/did not	take an oatn.
Witness my hand and o	official seal			
withess my hand and c	official scal.			
			Nota	ry Public
		(Print Nam		-y - we
		`	,	
My commission expires:				
-				
STATE OF)			
) ss.				
COUNTY OF)			
The foregoing instrument was	aaknowladgad hafe	ra ma this	day of	201
The foregoing instrument was	the	ne me uns	uay or	, 201_ Comcast of
by Little Rock, Inc., on behalf of	, uic said entity He/She	is personally	known to me or l	has presented
oath.	(0) p 0 01 1001101110		• • • • • • • • • • • • • • • • • • •	<u> </u>
Witness my hand and o	official seal.			
•				
		No	tary Public	
	(Print Name	2)		
My Commission expires:				

EXHIBIT A (see attached)

THIS PAGE LEFT BLANK INTENTIONALLY

GRANT OF EASEMENT

This Grant of Easement (this "Easement") dated, is made by and between
Comcast of Little Rock, Inc., with an address of,, its
successors and assigns, hereinafter referred to as "Grantee" and Little Rock Housing Authority,
with an address of 201 E. Roosevelt Rd, Little Rock ,AR 72206 hereinafter
referred to as "Grantor."
The Grantor and the Grantee are parties to a(n) Installation and Services Agreement dated
, pursuant to which the Grantee provides certain broadband communications services
to the Premises described below.
In consideration of One Dollar (\$1.00), the Grantor(s), owner(s) of the Premises
described below, hereby grant(s) to the Grantee, its successors and assigns, a non-exclusive
easement in gross and right-of-way to construct, use, maintain, operate, alter, add to, repair,
replace, reconstruct, inspect and remove at any time and from time to time a broadband
communications system (hereinafter referred to as the "Company Wiring") consisting of wires,
underground conduits, cables, pedestals, vaults, and including but not limited to above ground
enclosures, markers and concrete pads or other appurtenant fixtures and equipment necessary or
useful for distributing broadband services and other like communications, in, on, over, under,
across and along that certain real property (the "Premises") located at 1010 Wolfe St,
Little Rock, AR 72202 in Pulaski County, Arkansas described as follows:

LEGAL DESCRIPTION:

(See Attached)

The Grantor(s) agree(s) for itself and its heirs and assigns that the Company Wiring on the Premises shall be and remain the personal property of the Grantee and may not be altered, obstructed or removed without the express written consent of the Grantee. The Grantee, and its contractors, agents and employees, shall have the right to trim or cut trees and/or roots which may endanger or interfere with said Company Wiring and shall have free access to said Company Wiring and every part thereof, at all times for the purpose of exercising the rights herein granted; provided, however, that in making any excavation on said Premises of the Grantor, the Grantee shall make the same in such manner as will cause the least injury to the surface of the ground around such excavation, and shall replace the earth so removed by it and restore the area to as near the same condition as it was prior to such excavation as is practical. This Easement shall run with the land for so long as the Grantee, its successors or assigns provides broadband service to the Premises.

IN WITNESS WHEREOF, the parties hereto have caused this Easement to be executed by their duly authorized representatives as of the date first written above.

	GRANTOR	
WITNESS/ATTEST:	Little Rock Housing Authority	
	By:	
Name:		_
	GRANTEE	
ATTEST:	Comcast of Little Rock, Inc.	
	By:	
Name:	Name:	
	Title:	

STATE OF)	
COUNTY OF) ss.	
by, the Housing Authority, on behalf of said entity. F	before me this day of, 201_ of Little Rock He/she is personally known to me or has presented on) as identification and did/did not take an oath.
My commission expires:	Notary Public (Print Name)
STATE OF)) ss. COUNTY OF)	
by, the Little Rock, Inc., on behalf of said entity. He/	before me this day of, 201_ of Comcast of /She is personally known to me or has presented ication) as identification and did/did not take an
Witness my hand and official seal.	
My Commission expires:	Notary Public (Print Name)

LEGAL DESCRIPTION

[see attached]

Attachment "C"

Comcast Agreement for Library/Common space



BUSINESS SERVICE ORDER AGREEMENT

Parris Towers Comm. Center-WIFI ID#: 8834121

					000 1121
	CL	ISTOMER INFORMATION	ON (Service Location)		
Address 1	Address 1 1800 BROADWAY ST		City	LITTLE ROCK	
Address 2	ss 2 OFC		 State	AR	
Primary Contact Name	Primary Contact Name Jada Johnson		ZIP Code	72206	
Business Phone	Business Phone (501) 340-4834		— County		
Cell Phone	(501) 779-0	0952	— Email Address	jjohnson@mhapha	a.org
Pager Number			Primary Fax Number		
Technical Contact Name			Tech Contact On-Site?	No	
Technical Contact Business Phone			Technical Contact Email		
Property Manager Contact Name			Property Mgr. Phone		
•		COMCAST BUSINE	ESS SERVICES		
		Selection (X)			
Business Voice					
Business Internet		Х			
Business TV		X			1
			Service Term (M	onths)	36
	С	OMCAST BUSINESS	SERVICES DETAILS		
Duainese Vales*			Compact Business Backens		

Rusiness	Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Tota	I Cost
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Comodet Bueinet	oo r aonagoo	
Package Name:		
	PACKAGE DESCRIPTION	

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	Х	\$109.95
Equipment Fee	Х	\$14.95

*Business Internet speed tier selections not available in all markets. With the exception of Basic Connect, all Business Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased seperately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	Х	Included
Web Hosting - Starter	X	Included
Static IP V4/V6 - 1	Χ	\$19.95
Wi-Fi - Business Wifi Standard	Х	\$0.00

Business TV*

TV SELECTIONS	Selection(X)	Tota	l Cost
Basic			
Select			
Information & Entertainment			
Variety			
Standard	Х	\$5	9.95
Preferred			
Music Choice Standalone			
TV OPTIONS	Selection	Tota	l Cost
Sports Pack**			
Music Choice W/Comcast Business			
Canales Selecto			
Other Programming			
Other Programming			
Other Programming			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets	0	\$9.95	\$0.00
HD Outlet Charges	0	\$5.00	\$0.00

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

Page 1 of 4 OrderForm Version v30

^{*} Voice offers & options not available in all markets.

^{*} Internet selections & options not available in all markets.

^{*} Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

^{**} Available for Standard & Preferred TV offers only.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Parris Towers Comm. Center-WIFI ID#: 8834121

	COMCAST	BUSIN	ESS TO	TAL SERV	ICE CHARGES	
Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost		
Installation Fee	Х		\$0.00	\$0.00	Total Monthly Service Charge	\$204.80
Voice Activation Fee*						ψ204.00
Auto-Attendant Setup Fee					Promotional Code (if applicable)	InstallNRCPromo_WVI23
Voice Jack Fee					Discount On Internet(if applicable)	
Toll Free Activation Fee					Discount On Video(if applicable)	
Directory Listing Suppression Fee					Discount On Voice(if applicable)	
* Per line activation fee, up to four (4) line maximum charge.					Total Discount	\$0.00
Total Installation	Charges:*			\$0.00	Total Recurring Monthly Bill:	* \$204.80

GENERAL SPECIAL INSTRUCTIONS

Promotion Code InstallNRCPromo_WVI23 - If 2 year term and a double or triple play of Business Internet, Business Voice or Business TV, Standard installation charge is reduced to \$49. If 3 year term and a double or triple play of Business Internet, Business Voice, Business TV, Standard Installation charge is waived. 1 year contracts or Single play Orders not eligible.

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^{*} Does not include Custom Installation Fees.

^{*} Applicable federal, state, and local taxes and fees may apply.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Parris Towers Comm. Center-WIFI ID#: 8834121

	CO	MCAST BUSINESS INTER	<u> INE</u>	ET CO	<u>ONFIGURATIO</u>	<u>N DETAILS</u>			
Transfer Existing Comca	st.net Email	No	I	Equi	pment Selection		1	Business Wireless	 S
Number of Static IPs*		1	7 I	Busi	ness Web Hosti	ng	,	Yes	
If 5 or more Static IPs are requested	a STATIC IP JUSTII	FICATION FORM is required.							
		COMCAST BUSINESS T	/ C(ONF	IGURATION D	ETAILS			
Outlet Details		Location			Outlet Type	Additional	l Commer	nts:	
Outlet 1 - Primary		Outlet - 1			Digital				
Outlet 2 - Additional									
Outlet 3 - Additional									
Outlet 4 - Additional						OUTLETS	9 & UP	QUANTIT	 Y
Outlet 5 - Additional						Digital			
Outlet 6 - Additional						HDTV			
Outlet 7 - Additional						DTA			
Outlet 8 - Additional									
	<u> </u>	COMCAST BUSINESS VOI	CE	CON	<u>IFIGURATION</u>				
Phone #		Туре			Voicemail		r Equipm		(1)
						Phone Syste	m Type (K	ey System, PBX, Ot	iner)
						<u> </u>			
						Phone Syste	m Manufac	turer	
						Fax Machine	Manufactu	rer	
						Alarm Syster	n Vendor		
						Point of Sale	Device		
				_					
						Telco Closet	Location		
						Hunt Gro	up Confi	guration Details	
						_		equested (Yes/No)	
						Hunt Group (Configuration	on Type	
						Hunt Group I	Pilot Numbe	er er	
Toll Free #	Calli	ing Origination Area		Ass	ociated TN				
Directory Listing Detai	ls								
Directory Listing (Published, Non-F	Published, Unlisted)		<u> </u>	Addi	tional Voice De	tails	•		
Directory Listing Phone Nun	nber		_][Caller	ID (Yes/No)				
Directory Listing Display Na	me		_ c	Caller	ID Display Name (max 15 char.)			
DA/DL Header Text Informa	tion		[[Intern	ational Dialing (Ye	s/No)	No		
DA/DL Header Code Inform	ation		_[Call Bl	ocking (Yes/No)				
Standard Industry Code Info	ormation		[Auto-A	ttendant (Yes/No)		No		
			_				•		

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BUSINESS SERVICE ORDER AGREEMENT

Account Name: Parris Towers Comm. Center-WIFI ID#: 8834121

	CUSTOMER BILLING IN	NFORMATION	
Billing Account Name	Parris Towers Comm. Center-WIFI	City	LITTLE ROCK
Billing Name (3rd Party Accounts)		State	AR
Address 1	100 S Arch St.	ZIP Code	72201
Address 2		Billing Contact Email	jjohnson@mhapha.org
Billing Contact Name	Jada Johnson	Billing Contact Phone	(501) 340-4834
Tax Exempt?*	Yes	Billing Fax Number	
* If yes, pleas	e provide and attach tax exemption certificate.		

AGREEMENT

- 1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (http://business.comcast.com/terms-conditions/index.aspx). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), both of which Comcast may update from time to time.
- 2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.
- 4. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.
- 5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.
- 6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx.
Signature:
Print:
Title:
Date:

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BUSINESS SERVICE ORDER AGREEMENT

Cumberland Towers- Community Center ID#: 9920725

Account Name. Cumperianc	i ioweis	- Community Center	ID#. 0029733			r. <u>6629733</u>
	CI	JSTOMER INFORMA	TION (S	Service Location)		
Address 1	311 E 8TH	ST		City	Little Rock	
Address 2	Conference	e Room		State	AR	
Primary Contact Name	Jada John	son		ZIP Code	72202	
Business Phone	(501) 340-	4834		County		
Cell Phone	(501) 779-	0952		Email Address	jjohnson@mhapha.org	
Pager Number				Primary Fax Number		
Technical Contact Name				Tech Contact On-Site?	No	
Technical Contact Business Phone				Technical Contact Email		
Property Manager Contact Name				Property Mgr. Phone		
		COMCAST BUSI	NESS	SERVICES		
		Selection (X)				
Business Voice						
Business Internet		X				
Business TV		X				· · ·
				Service Term (M	onths)	36
	(COMCAST BUSINESS	S SER	VICES DETAILS		
Business Voice*			Com	cast Business Package	es	

Quantity	Unit Cost	Total Cost
0		
0		
Selection(X)	Tota	l Cost
0		
	0	0

Comodot Buomeco i donageo
Package Name:
PACKAGE DESCRIPTION

Business Internet*

INTERNET SELECTIONS	Selection(X) Total	
Starter		
Preferred		
Other Deluxe	Х	\$109.95
Equipment Fee	Х	\$14.95

*Business Internet speed tier selections not available in all markets. With the exception of Basic Connect, all Business Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased seperately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

Selection(X)	Total Cost
Х	Included
Χ	Included
Χ	\$19.95
Χ	\$0.00
	X X X X X

Selection(X)	Tota	l Cost
Х	\$5	9.95
Selection	Tota	l Cost
Quantity	Unit Cost	Total Cost
0	\$0.00	\$0.00
0	\$5.00	\$0.00
	X Selection Quantity 0	X \$50 Selection Tota Quantity Unit Cost 0 \$0.00

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

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^{*} Voice offers & options not available in all markets.

^{*} Internet selections & options not available in all markets.

^{*} Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

^{**} Available for Standard & Preferred TV offers only.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Cumberland Towers- Community Center ID#: 8829735

	COMCAST	BUSIN	ESS TO	TAL SERV	/ICE CHARGES	
Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost	_	
Installation Fee	X		\$0.00	\$0.00	Total Monthly Service Charge	\$204.80
Voice Activation Fee*					· · · · · · · · · · · · · · · · · · ·	ψ204.00
Auto-Attendant Setup Fee					Promotional Code (if applicable)	InstallNRCPromo_WVI23
Voice Jack Fee					Discount On Internet(if applicable)	
Toll Free Activation Fee					Discount On Video(if applicable)	
Directory Listing Suppression Fee					Discount On Voice(if applicable)	
* Per line activation fee, up to four (4) line maximum charge	э.				Total Discount	\$0.00
Total Installation	n Charges:*			\$0.00	Total Recurring Monthly Bill:	* \$204.80

GENERAL SPECIAL INSTRUCTIONS

Promotion Code InstallNRCPromo_WVI23 - If 2 year term and a double or triple play of Business Internet, Business Voice or Business TV, Standard installation charge is reduced to \$49. If 3 year term and a double or triple play of Business Internet, Business Voice, Business TV, Standard Installation charge is waived. 1 year contracts or Single play Orders not eligible.

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^{*} Does not include Custom Installation Fees.

^{*} Applicable federal, state, and local taxes and fees may apply.



BUSINESS SERVICE ORDER AGREEMENT

Account Name: Cumberland Towers- Community Center ID#: 8829735

	C	<u>OMCAST BUSINESS INTER</u>	<u>NE</u>	<u>T CONFIGURATIO</u>	N DETAILS			
Transfer Existing Comca	st.net Email	No] [Equipment Selection		В	usiness Wireless	
Number of Static IPs*		1	1	Business Web Hostir	ng	Y	es	
* If 5 or more Static IPs are requested	a STATIC IP JUS					•		
		COMCAST BUSINESS TV	/ CC	ONFIGURATION D				
Outlet Details		Location		Outlet Type	Additional	Comment	ts:	_
Outlet 1 - Primary		Outlet - 1		Digital				
Outlet 2 - Additional								
Outlet 3 - Additional								
Outlet 4 - Additional					OUTLETS	9 & UP	QUANTITY	
Outlet 5 - Additional					Digital			
Outlet 6 - Additional					HDTV			
Outlet 7 - Additional					DTA			_
Outlet 8 - Additional								
		COMCAST BUSINESS VOI	CE (CONFIGURATION				
Phone #		Туре		Voicemail		r Equipme		
					Phone Syster	m Type (Ke	y System, PBX, Othe	er)
					Phone Syster	m Manufactu	ırer	
					Fax Machine	Manufacture	er	
					Alarm Systen	n Vendor		
					Point of Sale	Device		
					Telco Closet	Location		
					Hunt Gro	un Config	uration Details	
							quested (Yes/No)	
					Tidili Giodpi	Catalog Roc	questeu (100/140)	
					Hunt Group C	`onfiguration	Type	
					Tidili Group C	orniguration	Турс	
					Hunt Group F	Pilot Number		
					Tidili Group i	not ramber		
Toll Free #	Ca	Iling Origination Area		Associated TN				
		5						
Bloods Blods Basis	• .							
Directory Listing Detai	IS T		7					
Directory Listing (Published, Non-F	ublished, Unlisted)		Ι,	Additional Voice De	ails			
Directory Listing Phone Nun	nber		⊣⊢	Caller ID (Yes/No)				
Directory Listing Display Na			⊣⊢	Caller ID Display Name (max 15 char.)			
DA/DL Header Text Informa			┪┢	nternational Dialing (Yes		No		
DA/DL Header Code Inform			⊣⊢	Call Blocking (Yes/No)	<i>3</i> ,140)	.10		
Standard Industry Code Info			┑⊢	auto-Attendant (Yes/No)		No		
			一 [2	ato Attenuant (1 85/110)		140		

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BUSINESS SERVICE ORDER AGREEMENT

Account Name: Cumberland Towers- Community Center ID#: 8829735

	CUSTOMER BILLING IN	IFORMATION	
Billing Account Name	Cumberland Towers- Community Center	City	Little Rock
Billing Name (3rd Party Accounts)		State	AR
Address 1	100 S Arch St.	ZIP Code	72201
Address 2		Billing Contact Email	jjohnson@mhapha.org
Billing Contact Name	Jada Johnson	Billing Contact Phone	(501) 340-4834
Tax Exempt?*	Yes	Billing Fax Number	
* If yes, pleas	e provide and attach tax exemption certificate.		

AGREEMENT

- 1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (http://business.comcast.com/terms-conditions/index.aspx). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), both of which Comcast may update from time to time.
- 2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.
- 4. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.
- 5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.
- 6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx.
Signature:
Print:
Title:
Date:

FOR COMCAST USE ONLY					
Sales Representative: Rosa Lasker					
Sales Representative Code:					
Sales Manager/Director Name: <u>Brian Smith - NASH</u>					
Sales Manager/Director Approval:					
Division: <u>Central</u>					
Lead ID: <u>8829735</u>					

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BUSINESS SERVICE ORDER AGREEMENT

Account Name: Powell Towers Community Center ID#: 8829786

Account Name: Towell Tow	<u> </u>	unity ochici			15/11.01	023700
	CUS	STOMER INFORMA	TION	I (Service Location)		
Address 1	1010 WOLF	E ST		City	LITTLE ROCK	
Address 2	COMM. CEN	NTER		State	AR	
Primary Contact Name	Jada Johnso	on		ZIP Code	72202	
Business Phone	(501) 340-48	334		County		
Cell Phone	(501) 779-09	952		Email Address	jjohnson@mhapha.d	org
Pager Number				Primary Fax Number		
Technical Contact Name				Tech Contact On-Site?	No	
Technical Contact Business Phone				Technical Contact Email		
Property Manager Contact Name				Property Mgr. Phone		
		COMCAST BUS	INES	S SERVICES		
		Selection (X)				
Business Voice						
Business Internet		X				
Business TV		Χ	_			
			L	Service Term (M	onths)	36
	C	OMCAST BUSINES	S SE	RVICES DETAILS		

_		
Rue	iness	Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Tota	I Cost
Voicemail	0		
Enhanced Listings			
Auto-Attendant			·

Comcast Business Packages

Package Name:
PACKAGE DESCRIPTION

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	Х	\$109.95
Equipment Fee	Х	\$14.95

*Business Internet speed tier selections not available in all markets. With the exception of Basic Connect, all Business Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased seperately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

Selection(X)	Total Cost
Х	Included
Χ	Included
Χ	\$19.95
Χ	\$0.00
	X X X X X

Business TV*

TV SELECTIONS	Selection(X)	Tota	l Cost
Basic			
Select			
Information & Entertainment			
Variety			
Standard	Х	\$5	9.95
Preferred			
Music Choice Standalone			
TV OPTIONS	Selection	Tota	l Cost
Sports Pack**			
Music Choice W/Comcast Business			
Canales Selecto			
Other Programming			
Other Programming			
Other Programming			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets	0	\$9.95	\$0.00
HD Outlet Charges	0	\$5.00	\$0.00

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

OrderForm Version v30 Page 1 of 4

^{*} Voice offers & options not available in all markets.

 $^{^{\}star}$ Internet selections & options not available in all markets.

^{*} Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

^{**} Available for Standard & Preferred TV offers only.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Powell Towers Community Center ID#: 8829786

					ICE CHARGES	
Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost	_	
Installation Fee	X		\$0.00	\$0.00	Total Monthly Service Charge	\$204.80
Voice Activation Fee*						ψ204.00
Auto-Attendant Setup Fee					Promotional Code (if applicable)	nstallNRCPromo_WVI23
Voice Jack Fee					Discount On Internet(if applicable)	
Toll Free Activation Fee					Discount On Video(if applicable)	
Directory Listing Suppression Fee					Discount On Voice(if applicable)	
* Per line activation fee, up to four (4) line maximum charge.					Total Discount	\$0.00
Total Installation	Charges:*			\$0.00	Total Recurring Monthly Bill:*	\$204.80

GENERAL SPECIAL INSTRUCTIONS

Promotion Code InstallNRCPromo_WVI23 - If 2 year term and a double or triple play of Business Internet, Business Voice or Business TV, Standard installation charge is reduced to \$49. If 3 year term and a double or triple play of Business Internet, Business Voice, Business TV, Standard Installation charge is waived. 1 year contracts or Single play Orders not eligible.

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^{*} Does not include Custom Installation Fees.

^{*} Applicable federal, state, and local taxes and fees may apply.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Powell Towers Community Center ID#: 8829786

	С	OMCAS	ST BUSIN	IESS INTE	RNET	CONFIGURATION	ON DETAILS			
Transfer Existing Comca	st.net Email		No		E	quipment Selection	l	В	usiness Wireless	
Number of Static IPs*			1		В	usiness Web Host	ing	Y	es	
* If 5 or more Static IPs are requested	a STATIC IP JUS							•		
		CON	ICAST BI	JSINESS T	V COI	NFIGURATION D	_			
Outlet Details			Locatio	n		Outlet Type	Additiona	I Commen	ts:	
Outlet 1 - Primary			Outlet - 1	1		Digital	<u> </u>			
Outlet 2 - Additional							<u> </u>			
Outlet 3 - Additional										
Outlet 4 - Additional							OUTLETS	9 & UP	QUANTITY	·
Outlet 5 - Additional							Digital			
Outlet 6 - Additional							HDTV			
Outlet 7 - Additional							DTA			
Outlet 8 - Additional										
		COMC		SINESS VO	ICE C	ONFIGURATION		- Faurina	t	
Phone #			Туре			Voicemail		r Equipme	y System, PBX, Oth	ner)
						_	- Thoric Gyste	iii rype (ite	y Gystern, i DX, Oti	ici)
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							Phone Syste	m Manuract	urer	
]			
						_	Fax Machine	Manufactur	er	
							┨ ┗━━			
							Alarm Syster	m Vendor		
] L			
							Point of Sale	Device		
							┨┖			
							Telco Closet	Location		
]			
						_	- Hunt Gro	oup Config	uration Details	
						+	Hunt Group	Features Re	quested (Yes/No)	
							- L			
							Hunt Group	Configuration	п Туре	
							-			
						+	Hunt Group	Pilot Numbe	r	
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Toll Free #	Ca	alling Or	igination	Area	A	ssociated TN	1			
					+		1			
							1			
							1			
]			
Directory Listing Detai	ls									
Directory Listing (Published, Non-F	ublished, Unlisted)					dditional Voice De	etails			
Directory Listing Phone Nun	nber				Cal	ler ID (Yes/No)				
Directory Listing Display Na	me				Cal	ler ID Display Name	(max 15 char.)			
DA/DL Header Text Informa	tion				Int	ernational Dialing (Ye	es/No)	No		
DA/DL Header Code Inform	ation				Cal	l Blocking (Yes/No)				
Standard Industry Code Info	rmation				Aut	o-Attendant (Yes/No)	No		

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BUSINESS SERVICE ORDER AGREEMENT

Account Name: Powell Towers Community Center ID#: 8829786

	CUSTOMER BILLING IN	IFORMATION	
Billing Account Name	Powell Towers Community Center	City	Little Rock
Billing Name (3rd Party Accounts)		State	AR
Address 1	100 S Arch St.	ZIP Code	72201
Address 2		Billing Contact Email	jjohnson@mhapha.org
Billing Contact Name	Jada Johnson	Billing Contact Phone	(501) 340-4834
Tax Exempt?*	Yes	Billing Fax Number	
* If yes, pleas	e provide and attach tax exemption certificate.		

AGREEMENT

- 1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (http://business.comcast.com/terms-conditions/index.aspx). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), both of which Comcast may update from time to time.
- 2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.
- 4. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.
- 5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.
- 6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx.
Signature:
Print:
Title:
Date:

FOR COMCAST USE ONLY								
Sales Representative: Rosa Lasker								
Sales Representative Code:								
Sales Manager/Director Name: Brian Smith - NASH								
Sales Manager/Director Approval:								
Division: Central								
Lead ID: <u>8829786</u>								
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BUSINESS SERVICE ORDER AGREEMENT

Sunsat Tarraca-Comm Center ID#- 9920702

Account Name. Sunset Terr	Sunset Terrace-Comm. Center			_	1D#. <u>60</u>	23132
	CU	STOMER INFORMA	TION (S	ervice Location)		
Address 1	2800 S BAT	2800 S BATTERY ST		City	Little Rock	
Address 2	new			State	AR	
Primary Contact Name	Jada Johnso	on		ZIP Code	72206	
Business Phone	(501) 340-4	834		County		
Cell Phone	(501) 779-0	952		Email Address	jjohnson@mhapha.o	rg
Pager Number				Primary Fax Number		
Technical Contact Name				Tech Contact On-Site?	No	
Technical Contact Business Phone				Technical Contact Email		
Property Manager Contact Name				Property Mgr. Phone		
-		COMCAST BUSI	INESS S	SERVICES		
		Selection (X)				
Business Voice						
Business Internet		X				
Business TV		X				T
				Service Term (M	onths)	36
	С	OMCAST BUSINES	S SERV	ICES DETAILS		

Rueinace	Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Tota	I Cost
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages Package Name:

=		
	PACKAGE DESCRIPTION	

* Voice offers & options not available in all markets.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	Х	\$109.95
Equipment Fee	Χ	\$14.95

*Business Internet speed tier selections not available in all markets. With the exception of Basic Connect, all Business Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased seperately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	Х	Included
Web Hosting - Starter	X	Included
Static IP V4/V6 - 1	Χ	\$19.95
Wi-Fi - Business Wifi Standard	Х	\$0.00

Rusinoss TV*

Business TV*				
TV SELECTIONS	Selection(X)	Tota	l Cost	
Basic				
Select				
Information & Entertainment				
Variety				
Standard	Χ	\$5	9.95	
Preferred				
Music Choice Standalone				
TV OPTIONS	Selection	Total Cost		
Sports Pack**				
Music Choice W/Comcast Business				
Canales Selecto				
Other Programming				
Other Programming				
Other Programming				
TV OUTLETS	Quantity	Unit Cost	Total Cost	
Additional Outlets	0	\$9.95	\$0.00	
HD Outlet Charges	0	\$5.00	\$0.00	

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

OrderForm Version v30 Page 1 of 4

^{*} Internet selections & options not available in all markets.

^{*} Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

^{**} Available for Standard & Preferred TV offers only.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Sunset Terrace-Comm. Center ID#: 8829792

COMCAST BUSINESS TOTAL SERVICE CHARGES									
Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost					
Installation Fee	Х		\$0.00	\$0.00	Total Monthly Service Charge	\$204.80			
Voice Activation Fee*					, , , , , , , , , , , , , , , , , , , ,	ψ204.00			
Auto-Attendant Setup Fee					Promotional Code (if applicable)	InstallNRCPromo_WVI23			
Voice Jack Fee					Discount On Internet(if applicable)				
Toll Free Activation Fee					Discount On Video(if applicable)				
Directory Listing Suppression Fee					Discount On Voice(if applicable)				
* Per line activation fee, up to four (4) line maximum charg	e.				Total Discount	\$0.00			
Total Installatio	n Charges:*	Г		\$0.00	Total Recurring Monthly Bill:	* \$204.80			

GENERAL SPECIAL INSTRUCTIONS

Promotion Code InstallNRCPromo_WVI23 - If 2 year term and a double or triple play of Business Internet, Business Voice or Business TV, Standard installation charge is reduced to \$49. If 3 year term and a double or triple play of Business Internet, Business Voice, Business TV, Standard Installation charge is waived. 1 year contracts or Single play Orders not eligible.

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 $^{^{\}star}$ Does not include Custom Installation Fees.

^{*} Applicable federal, state, and local taxes and fees may apply.

BUSINESS SERVICE ORDER AGREEMENT

Account Name: Sunset Terrace-Comm. Center ID#: 8829792

	C	OMCA	AST BUSINESS INTE	RNET	CONFIGURATION	ON DETAILS			
Transfer Existing Comcast.net Email No			\neg \vdash	1			usiness Wireless		
Number of Static IPs* 1			$\dashv \vdash$	Business Web Hosting Yes					
If 5 or more Static IPs are requested	a STATIC IP JUS	STIFICATION	ON FORM is required.						
		СО	MCAST BUSINESS T	v co	NFIGURATION I	DETAILS			
Outlet Details			Location		Outlet Type Additional Comments:				
Outlet 1 - Primary			Outlet - 1		Digital	11			
Outlet 2 - Additional						1			
Outlet 3 - Additional						1			
Outlet 4 - Additional						OUTLETS	9 & UP	QUANTITY	_
Outlet 5 - Additional						Digital			\neg
Outlet 6 - Additional						HDTV			
Outlet 7 - Additional						DTA			_
Outlet 8 - Additional						│			
	•					_			
		COM	CAST BUSINESS VO	ICE C	ONFIGURATION	DETAILS			
Phone #			Туре		Voicemail		r Equipme		
						Phone Syste	m Type (Ke	y System, PBX, Other	.)
						╡└──			
						Phone Syste	m Manufactı	ırer	
						- L			
						Fax Machine	Manufacture	er	
						Alarm Syster	n Vendor		
						-			
						Point of Sale	Device		
						Telco Closet	Location		
						-			
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								uration Details	
						Hunt Group	eatures Red	quested (Yes/No)	
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						Hunt Group	Configuration	1 Type	
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						Hunt Group	Pilot Number	•	
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Toll Free #		olling (Origination Area	Τ,	Associated TN				
TOILTIEE #	0.	anning C	origination Area	 	ASSOCIATED TH	1			
						1			
Directory Listing Detai	Is								
Directory Listing (Published, Non-F	Published, Unlisted)				LEG				
				⊸ ⊢	dditional Voice Do	etalis	1		
Directory Listing Phone Nun				\dashv \vdash	ller ID (Yes/No)	/ 15 · · ·			
Directory Listing Display Na				$\dashv\vdash$	ller ID Display Name	, ,			
DA/DL Header Text Informa				\neg \vdash	ernational Dialing (Y	es/No)	No		
DA/DL Header Code Inform				\neg I \vdash	Il Blocking (Yes/No)				
Standard Industry Code Info	ormation	<u> </u>		Au	to-Attendant (Yes/No)	No		

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BUSINESS SERVICE ORDER AGREEMENT

Account Name: Sunset Terrace-Comm. Center ID#: 8829792

CUSTOMER BILLING INFORMATION									
Billing Account Name	Sunset Terrace-Comm. Center	City	Little Rock						
Billing Name (3rd Party Accounts)		State	AR						
Address 1	100 S Arch St.	ZIP Code	72201						
Address 2		Billing Contact Email	jjohnson@mhapha.org						
Billing Contact Name	Jada Johnson	Billing Contact Phone	(501) 340-4834						
Tax Exempt?*	Yes	Billing Fax Number							
* If yes, pleas	e provide and attach tax exemption certificate.								

AGREEMENT

- 1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (http://business.comcast.com/terms-conditions/index.aspx). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at http://business.comcast.com/terms-conditions/index.aspx (or any successor URL), both of which Comcast may update from time to time.
- 2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
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CUSTOMER SIGNATURE		
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx.		
Signature:		
Print:		
Title:		
Date:		

FOR COMCAST USE ONLY
Sales Representative: Rosa Lasker
Sales Representative Code:
Sales Manager/Director Name: Brian Smith - NASH
Sales Manager/Director Approval:
Division: Central
Lead ID: <u>8829792</u>
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Broadband and Development Group Right of Entry and License Agreement

Broadband Development Group, LLC PROPERTY (PROPERTIES) RIGHT OF ENTRY AND LICENSE AGREEMENT

THIS PROPERTY RIGHT OF ENTRY AND LICENSE AGREEMENT (hereinaft			
referred to as the "Agreement"), made on thisday of	,		
("Prope	rty		
(Properties) Owner or Authorized Agent)") and Broadband Development Grou	p,		
LLC 124 W. Capitol Ave., Suite 710, Little Rock, Arkansas 72201 ("Provider").			
In consideration of the mutual covenants herein expressed, the receipt a sufficiency of which are acknowledged by the parties hereto, Property Owner a Provider hereby covenant and agree as follows:			

1. License

Property Owner hereby grants to Provider an license (the "License") in the Property(s) as detailed in **Addendum A** to this Agreement to install equipment to supply broadband Internet access services to the patrons (collectively, the "Equipment"). Nothing contained herein shall be construed as (i) granting to Provider any property or ownership rights in the real or personal property of Property Owner, (ii) granting title to Property Owner or any right, or interest in or to the Equipment, or (iii) creating a partnership, or joint venture relationship between Property Owner and Provider. Provider shall not, at any time, record or attempt to record this Agreement, any memorandum thereof, or any other instrument against the real property of Property Owner. The License granted hereby shall also permit Provider to utilize the power supplied by the property to provide power to equipment installed by Provider in the Equipment location and to market the name, location address and associated brand logo on any coverage maps of Provider or Provider supplier. Property Owner agrees to allow Provider to market its services to patrons using an agreed method to be determined by Property Owner and Provider.

2. Use

Provider shall use the Equipment for a broadband Internet access service to patrons and other customers in and around the property. The License granted

hereby shall permit Provider its agents, contractors, affiliates or designers to access all common parts of the property, which access is deemed necessary or useful by Provider to construct, install, operate, maintain, upgrade, monitor and remove the Equipment at any time or from time to time.

3. Exclusivity

Property Owner agrees that the License granted herein is exclusive to Provider and that Property Owner shall not grant a license to any other fixed-wireless broadband Internet access service provider that uses microwave, millimeter wave, or free space optical technologies within the transmission path or spectrum utilized by Provider. Property Owner also agrees that Provider will have exclusive rights to operate a public WiFi network in the property during the term of this Agreement.

4. Construction

Prior to the commencement of any work in or near the property (including, but not limited to the periodic installation of the Equipment), Provider shall, at its sole cost and expense, prepare and deliver to Property Owner, work plans describing all proposed construction and work. Provider agrees to:

- a) Perform all such work in a safe manner consistent with the highest construction standards; and
- b) Perform all work in such a way as to minimize interference with the operation of the property; and
- c) Obtain, prior to commencement of any construction and work, all federal, state and municipal permits, licenses and approvals required in connection with such construction and work.

5. Equipment

The Equipment remains the sole risk of Provider, and Property Owner shall not be liable for damage thereto or theft, misappropriation or loss, regardless of the cause thereof, except in case of negligence, unlawful activity or willful misconduct by Property Owner or its employees or agents. At the termination of this Agreement, Provider shall, at its sole cost and expense, remove the Equipment and its personal property in the property, and repair all damage caused by such removal. All property may be removed by Provider within a reasonable amount of time after the expiration of this Agreement, not to exceed ninety (90) days. Property Owner shall not interfere with Provider's use, operation or maintenance of the Equipment. Customer will (a) provide Provider personnel with safe and reasonable access, working space and facilities, including heat, light, ventilation, electric current and outlets, rooftop access for installation and maintenance of monitoring equipment,

and access to wiring conduits, and (b) will designate a Point of Contact who will coordinate access for installation of equipment. This individual will procure, manage and direct Customer resources as requested by Provider and as defined in the Proposal. Customer will use its reasonable efforts to avoid project delays.

Property Owner shall provide Provider with reasonable access to equipment for both emergency (service outage or degradation) and routine maintenance purposes during the term of the Agreement. Access to equipment for emergency purposes to rectify a service outage or degradation shall be given in accordance with Addendum B upon request by Provider. Access to equipment for routine maintenance shall be given in accordance with Addendum B upon request by Provider.

6. Term

The term of this Agreement shall commence on the date hereof and shall terminate upon the earliest to occur of (i) fifteen (15) years from commencement; or, (ii) the date of a casualty to all or any portion of the property, the result of such casualty is to render the continued services by Provider under this Agreement impractical; or, (iii) the date of condemnation or taking of all or any continued portion of the property, the result of such condemnation or taking is to render continued services by Provider under this Agreement impractical.

7. Assignment

- a) Either party may transfer or assign in full, or as collateral, this Agreement without the consent of the other. Notwithstanding the foregoing, Property Owner hereby consents to such collateral assignment.
- b) The holder of such collateral security interest shall not be prevented or impeded by Property Owner from enforcing such security interest. Property Owner shall execute all consents to assignment and/or acknowledgments of any security interest as are requested by Provider to give effect to the foregoing.

8. Notice

All notices and other communications under this Agreement shall be in writing and sent by Registered or Certified Mail, return receipt requested, to the addresses of the Installation Company and Property Owner or its Authorized Agent as described in Addendum A.

Indemnification and Waiver

Provider shall indemnify and hold harmless, Property Owner from and against any and all loss, cost, damage and expense of whatever kind, arising directly or

indirectly from Provider's breach of this Agreement, including, but not limited to, reasonable attorney's fees and court costs. Property Owner shall indemnify, and hold harmless Provider from and against any and all loss, cost, damage and expense of whatever kind, arising directly or indirectly from Property Owner's breach of this Agreement, including, but not limited to, reasonable attorney's fees and court costs. Notwithstanding the foregoing, such indemnifications shall be limited to actual damages incurred. Provider hereby waives any claims, and releases Property Owner, with respect to any liabilities, costs, damages and expenses of whatever kind arising directly or indirectly from the operation of the Equipment in the property. The provisions of this Section shall survive termination of this Agreement.

10. Binding Arbitration

Parties agree to submit any and all controversies arising out of the terms of this Agreement or its interpretation to binding arbitration to be settled in Little Rock, Arkansas in accordance with the rules of the American Arbitration Association, and the judgment upon award may be entered in any court having jurisdiction thereof. If the parties cannot agree on the selection of an Arbitrator, then each party shall select an Arbitrator and the two (2) selected Arbitrators shall select a third Arbitrator.

10. Entire Agreement

This Agreement constitutes the entire agreement between the parties regarding its subject matter. If any provision in this contract is held by any court to be invalid, void, or unenforceable, the remaining provisions shall nevertheless continue in full force.

11. Fees

Property Owner acknowledges that the consideration received by it in connection with the grant of the License is the enhanced value of the property to current or potential patrons or occupants attributable to the installation of the Equipment. Therefore, at no time shall Property Owner charge Provider any monetary fee or assessment of any nature whatsoever in connection with this Agreement.

12. Third Parties

Property Owner acknowledges that Provider may from time to time retain third parties, including, without limitation, construction contractors or operation and maintenance providers, to perform the construction and work relating to the equipment contemplated hereby. Provider shall cause each such third party to

comply with the terms and conditions of this Agreement and shall cause the removal from the Property of any such third party to which Property Owner (acting reasonably and in good faith) objects.

13. Applicable Law

This Agreement shall be governed by the laws of the state of Arkansas, in the City of Little Rock, and County of Pulaski.

WITNESS the execution hereof as an instrument as of the date written above.		
Broadband Development Group, LLC 124 W. Capitol Ave., Suite 710		
Little Rock, AR 72201		
<u>By:</u>	By:	
Printed Name:	Printed Name:	

Addendum A Detailed Property Listing

Attachment "E"

Little Rock ConnectHome Basic Training Guide

On-site training Part 1.

Jada Johnson

Procurement and Capital Funds Coordinator
501-340-4821





What is a Computer?

http://www.gcflearnfree.org/computerbasics/1

A **computer** is an electronic device that manipulates information, or data. It has the ability to **store**, **retrieve**, and **process** data. You probably already know that you can use a computer to **type documents**, **send email**, **play games**, and **browse the Web**. You can also use it to edit or create **spreadsheets**, **presentations**, and even **videos**.



Hardware vs. software

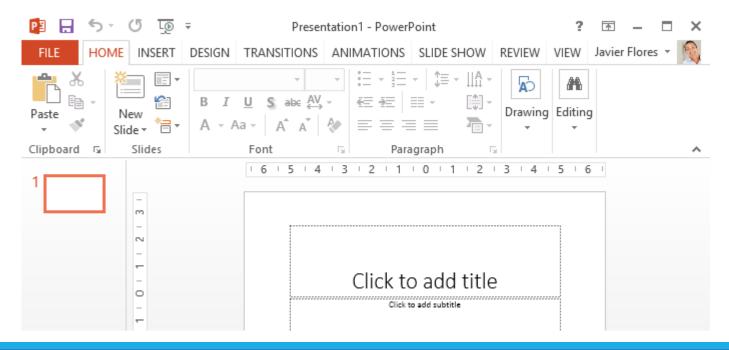
Before we talk about different types of computers, let's talk about two things all computers have in common: hardware and software.

Hardware is any part of your computer that has a physical structure, such as the keyboard or mouse. It also includes all of the computer's internal parts, which you can see in the image below.





Software is any **set of instructions** that tells the hardware what to do. It is what guides the hardware and tells it how to accomplish each task. Some examples of software include web browsers, games, and word processors. Below, you can see an image of Microsoft PowerPoint, which is used to create presentations





Everything you do on your computer will rely on both hardware and software. For example, right now you may be viewing this lesson in a **web browser** (software) and using your **mouse** (hardware) to click from page to page. As you learn about different types of computers, ask yourself about the differences in their hardware. As you progress through this tutorial, you'll see that different types of computers also often use different types of software.





What are the different types of computers?

When most people hear the word **computer**, they think of a **personal computer** such as a **desktop** or **laptop**. However, computers come in many shapes and sizes, and they perform many different functions in our daily lives. When you withdraw cash from an ATM, scan groceries at the store, or use a calculator, you're using a type of computer.



Desktop

Many people use **desktop computers** at work, home, school, or the library. They can be small, medium, or large in style, and they usually sit on a desk. Once you add a monitor, mouse, and keyboard, you have what is typically known as a desktop computer.

Most desktop computers are **easy to upgrade** and **expand** or add new parts. Another benefit of desktop computers is their **cost**. If you compare a **desktop** and **laptop** with the same features, you will most likely find that the desktop is less expensive.





Laptop computers

The second type of computer you may be familiar with is a **laptop computer**, or a laptop. Laptops are battery- or AC-powered personal computers that are **more portable** than desktop computers, allowing you to use them almost anywhere.

Because a laptop is smaller than a desktop, it's more difficult to access its internal components. This means you may not be able to upgrade them as easily as a desktop.







Tablet Computers

Tablet computers—or **tablets**—are handheld computers that are even more portable than laptops. Instead of a keyboard or touchpad, tablets use a **touch-sensitive screen** for typing and navigation. The **iPad** is an example of a tablet.

Tablets can't necessarily do anything a laptop or a desktop can do, so you may still want a desktop or laptop to run programs or create documents. But if you just want to be able to play **games**, check **email** and **social media**, or **stream** music and videos, a tablet may be a good computer replacement.





Servers

A **server** is a computer that serves up information to other computers on a network. Many businesses have **file servers** employees can use to store and share files. A server can look like a regular desktop computer, or it can be much larger. Servers also play an important role in making the Internet work: They are where **webpages** are stored. When you use your browser to click a link, a **web server** delivers the page you requested.







Other types of computers

Today, there are many everyday devices that are basically **specialized computers**, even though we don't always think of them as computers. Here are a few common examples:

- •Mobile phones: Many mobile phones can do a lot of things computers can do, such as browsing the Internet and playing games. These phones are often called **smartphones**.
- •Game consoles: A game console is a specialized kind of computer that is used for playing video games. Although they are not as fully featured as desktop computers, many newer consoles allow you to perform nongaming tasks like browsing the Web.
- •TVs: Many TVs now include applications—or apps—that let you access various types of online content. For example, you can view your Facebook News Feed or watch streaming movies on Netflix.



PCs and Macs

Personal computers come in two main styles: **PC** and **Mac**. Both are fully functional, but they have a different look and feel, and many people prefer one or the other







- •PC: This type of computer began with the original **IBM PC** that was introduced in 1981. Other companies began creating similar computers, which were called **IBM PC Compatible** (often shortened to **PC**). Today, this is the most common type of personal computer, and it typically includes the **Microsoft Windows** operating system.
- •Mac: The Macintosh computer was introduced in 1984, and it was the first widely sold personal computer with a graphical user interface, or GUI (pronounced gooey). All Macs are made by one company, Apple Inc., and they almost always use the Mac OS X operating system.





About this tutorial

This tutorial is designed to introduce you to the **components** of computers and the **process** of beginning to use them. We'll talk about **operating systems**, **applications**, and **the cloud**, as well as **setting up** and **maintaining** your computer safely. These topics will be useful to you whether you have a PC or a Mac. However, once you've learned the basics, you may want to check out one of our operating system-specific tutorials:

<u>Windows Basics</u> or <u>OS X Basics</u>.





Challenge!

- •Think about the **activities you perform** or want to perform using a computer (email, online shopping, etc.).
- •Think about all of the computers that are necessary for you to complete your **day-to-day** activities:
 - Is it a computer that controls the stoplights so you can drive to work?
 - How did the cashier scan and calculate your grocery items?
 - Does the coffee store you visit use a computer to order its inventory?
 - Is the weather map on television a computer-generated one?



On-site training Part 2.

Jada Johnson

Procurement and Capital Funds Coordinator
501-340-4821





Basic Computer Skills

A computer is more than just another household appliance. The vast amount of information and possibilities can be overwhelming. But you can accomplish a lot with a computer, and using one can be a good experience. Let's walk through getting started with your first computer.





Turning on a computer

The very first step is to turn on the computer. Make sure all the cables are plugged in correctly, and locate the power button. It's in a different place on every computer, but it will have the universal power button symbol (shown below).

Once turned on, your computer takes time before it's ready to use. You may see a few different displays flash on the screen. This process is called **booting up**, and it can take anywhere from 15 seconds to several minutes.

Once the computer has **booted up**, it may be ready to use, or it may require you to **log in**. This means identifying yourself by typing your user name or selecting your profile, then typing your password. If you've never logged in to your computer before, you may need to create an account.

•







keyboard and mouse

You interact with a computer mainly by using the **keyboard** and **mouse**, or a **trackpad** on laptops. Learning to use these devices is essential to learning to use a computer. Most people find it comfortable to place the keyboard on the desk directly in front of them and the mouse to one side of the keyboard.



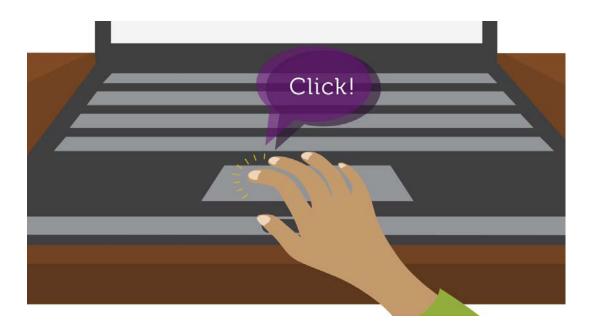


The mouse controls the **pointer** on the screen. Whenever you move the mouse across the desk, the pointer will move in a similar manner. A mouse usually has two buttons, which are referred to as the left button and the right button. You will often interact with the computer by moving the mouse pointer over something on the computer screen, then clicking one of the buttons.





On laptops, you can use the **trackpad**, located below the keyboard, instead of a mouse. Simply drag your finger across the trackpad to move the **pointer** on the screen. Some trackpads do not have buttons, so you'll either press or tap the trackpad to click





The keyboard allows you to type letters, numbers, and words into the computer. Whenever you see a flashing vertical line—called the **cursor**—you can start typing.



Note that the **mouse pointer** is also called a **cursor**, but it is shaped differently. The **keyboard cursor** is also called the **insertion point**



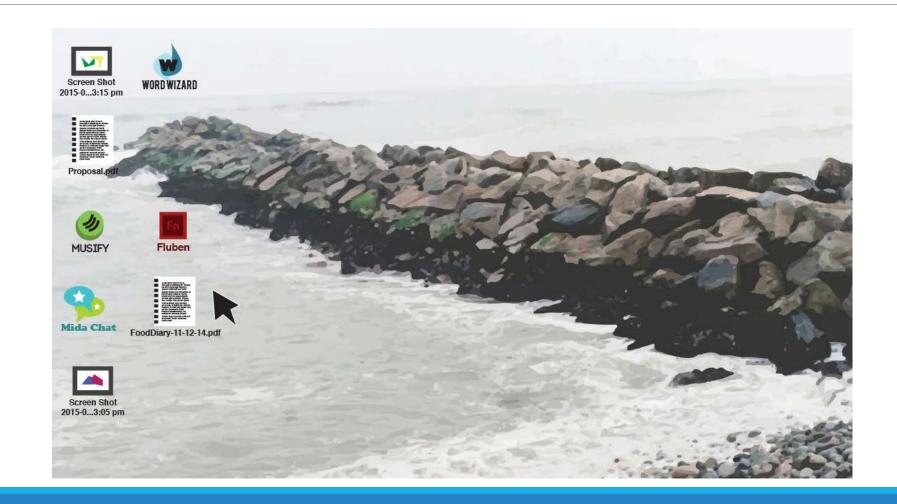


Using a computer

The main screen you'll start from is the **desktop**. This is sort of like a main menu or a table of contents. From here, you can access the programs and features you need to use your computer.

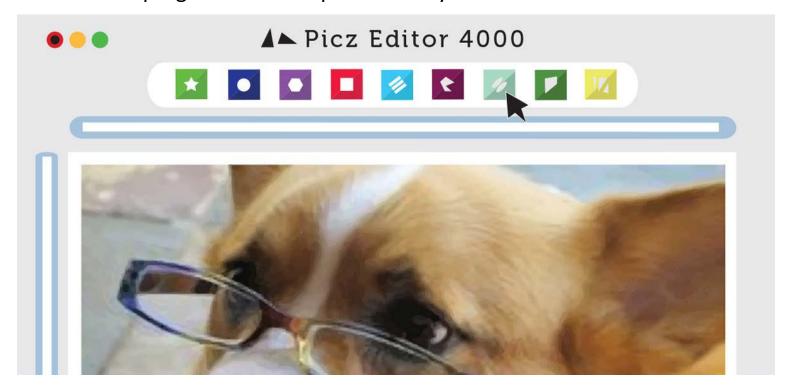
Icons are used to represent the different files, applications, and commands on your computer. An image—called an **icon**—is a small image that's intended to give you an idea at a glance of what it represents, like a logo. Double-clicking an **icon** on the desktop will open that application or file.







A **button** is a command that performs a specific function within an application. The most commonly used commands in a program will be represented by buttons.



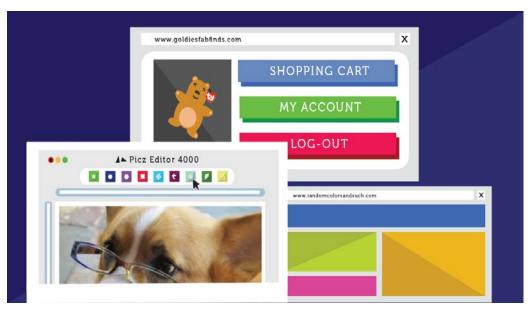


Menus are organized collections of commands and shortcuts. Click a **menu** to open it and display the commands and shortcuts within. Then click an item in the **menu** to execute it.





When you open an application or folder, it is displayed in its own **window**. A **window** is a contained area—like a picture within a picture—with its own menus and buttons specific to that program. You can rearrange multiple **windows** on the desktop and switch between them.







Linn-ux (pronounced **Linn-ux**) is a family of **open-source** operating systems, which means they can be modified and distributed by anyone around the world. This is different from **proprietary software** like Windows, which can only be modified by the company that owns it (Microsoft). The advantages of Linux are that it is **free**, and there are many different **distributions**—or versions—you can choose from. Each distribution has a different look and feel, and the most popular ones include **Ubuntu**, **Mint**, and **Fedora**.

Linux is named after **Linus Torvalds**, who created the **Linux kernel** in 1991. The **kernel** is the computer code that is the central part of an operating system.

According to <u>StatCounter Global Stats</u>, Linux users account for less than **2%** of the operating systems market as of September 2014. However, most **servers** run Linux because it's relatively easy to customize







On-site training Part 3.

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The Internet is an integral part of our everyday lives. But if you are new to the online experience, it may be a bit overwhelming. You may be wondering, "What exactly is the Internet, and how does it work?"

In this lesson, we will give a **brief overview** of the Internet, and we will talk about some fundamental concepts such as **networks**, **servers**, and **clients**.





The Internet today

In the early days, most people just used the Internet to search for information. Today's Internet is a constantly evolving tool that not only contains an amazing variety of information but that also provides **new ways of accessing, interacting, and connecting with people and content**. As a result, now terms are constantly appearing

result, new terms are constantly appearing.





What is the Internet?

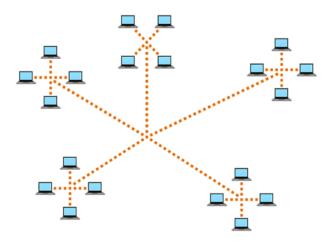
The Internet is the largest **computer network** in the world, connecting millions of computers. A **network** is a group of two or more computer systems linked together.

There are two main types of computer networks:

Local Area Network (LAN): A LAN is two or more connected computers sharing certain resources in a relatively small geographic location, often in the same building. Examples include home networks and office networks.



Wide Area Network (WAN): A WAN typically consists of two or more LANs. The computers are farther apart and are linked by telephone lines, dedicated telephone lines, or radio waves. The **Internet** is the largest Wide Area Network (WAN) in existence.





The World Wide Web

When most people think of the Internet, the first thing they think about is the **World Wide Web**. Nowadays, the terms "Internet" and "World Wide Web" are often used interchangeably—but they're actually not the same thing.

The **Internet** is the **physical network** of computers all over the world.

The **World Wide Web** is a **virtual network** of **websites** connected by **hyperlinks** (or **"links"**). Websites are stored on **servers** on the Internet, so the World Wide Web is a part of the Internet.



HTML

The backbone of the World Wide Web is made of **HTML files**, which are specially formatted documents that can contain links, as well as images and other media. All **web browsers** can read HTML files. In addition to HTML, it's common for websites to use technologies like **CSS** (Cascading Style Sheets) and JavaScript to do more advanced things.





To get to a webpage, you can type the **URL** (**Uniform Resource Locator**) into a browser. The URL, also known as the **web address**, tells the browser exactly where to find the page. However, most of the time, people get to a webpage by following a **link** from a different page or by searching for the page using a **search engine**.

blog.gcflearnfree.org/2012/01/23/mobile-device-safety-for-kids/

The World Wide Web was created in 1989 by **Tim Berners-Lee**, a software engineer. Before then, computers could communicate over the Internet, but there were no webpages.



Did you know?

The foundation of the Internet began in 1969, when the U.S. Department of Defense created **ARPAnet**, a project to allow military personnel to communicate with each other in an emergency.

By 2012, the number of Internet users worldwide reached **2.4 billion**—about one-third of the world's population.

To store all of the information that's available on the Internet, you would need more than **billion DVDs** or **200 million Blu-ray discs**.

On-site training Part 4.

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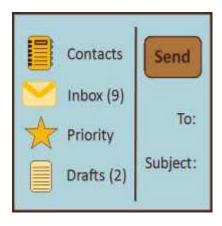




Introduction

Do you ever feel like the only person who doesn't use email? You don't have to feel left out. More than ever, email is easy to understand and use.

In this lesson, you will learn what email is, how it compares to traditional mail, and how email addresses are written. We'll also discuss various types of email providers and the features and tools they include with an email account.





Getting to know email

You may know that **email** (electronic mail) is a way to **send and receive messages** across the Internet, but do you know how individual emails are sent, or what they cost, or how email compares to traditional "snail" mail? To get a better idea of what email is all about, review the infographic below and consider how you might benefit from its use.

UNDERSTANDING EMAIL



What is Email?

Email is a way to send and receive digital messages and content over the internet.

Snail Mail vs. Email

Address	Michelle Garcia 202 Cedar Lane Raleigh, NC 27601	mgarcia212@yahoo.com
Delivery	Your envelop or package is delivered by a mail carrier Received in a home mail box or post office box	Your digital message is delivered electronically across the internet through various servers Received online in the Inbox of your email service provider (Gmail, Yahoo, Hotmail, etc.)
Time	Average of 2 days for letters Average of 3-10 days for packages	Instantly or within a few minutes if servers are busy
Contents	May include packets with documents or packages with larger items	May include attachments for digital documents, files, images, video and more
Costs	The price of stamps or shipping for larger items	Free with internet connection

Email Advantages



Productivity Tools

Email is usually packaged with a calendar, address book, instant messaging and more for convenience and productivity.



Access to Web Services

If you want to sign up for accounts like Facebook, or order products from services like Amazon, you will need an email address, so you can be safely identified and contacted.

Easy Mail Management

Email service providers have tools that allow you to file, label, prioritize, find, group, and filter your emails for easy management. You can even easily control spam, or junk email.

Private

You email is delivered to your own personal and private account with a password required for accessing and viewing emails.

Communicate with Multiple People You can send an email to multiple peo-

You can send an email to multiple people at once allowing you the option of having a conversation with several people or sending out a message to a hundred.

Acc

Access Anywhere at Anytime

You don't have to be at home to get your email. You can access it from any computer or mobile device that gets an internet connection.





Understanding email addresses

To receive emails, you will need an **email account** and an **email address**. Also, if you want to send emails to other people, you will need to obtain their email addresses. It's important to learn how to write email addresses correctly, because if you do not enter them exactly right your emails will not be delivered or might be delivered to the wrong person.

Email addresses are always written in a standard format that includes a username, the @ (at) symbol, and the **email provider's** domain. The **username** is the name you choose to identify yourself, and the email provider is the website that hosts your email account. Review the graphic for examples of how email addresses are written.







About email providers

In the past, people usually received an email account from the same companies that provided their Internet access. For example, if AOL provided your Internet connection, you'd have an AOL email address. While this is still true for some people, today it's increasingly common to use a free web-based email service, also known as webmail. Anyone can use these services, no matter who provides their Internet access.

Webmail providers

Today, the top three webmail providers are **Yahoo!**, Microsoft's **Outlook.com** (previously Hotmail), and Google's **Gmail**. These providers are popular because they allow you to access your email account from anywhere with an Internet connection. You can also access webmail on your **mobile device**.



Visit the links below to compare the features of the three top webmail providers:

Yahoo! Features

Outlook.com Features

Gmail Features





Other email providers

Many people also have an email address **hosted by their company, school, or organization**. These email addresses are usually for professional purposes. For example, the people who work for the Metropolitan Housing Alliance have email addresses that end with **@MHAPHA.org**.

Many hosted web domains end with a suffix other than .com. Depending on the organization, your provider's domain might end with a suffix like .gov (for government websites), .edu (for schools), .mil (for military branches), or .org (for nonprofit organizations).

Information management software

Many companies and organizations use an information management application, like **Microsoft Outlook**, for communicating and managing their email. This software can be used with any email provider, but is most commonly used by organizations that host their own email.

Visit the Outlook 2010 tutorial to learn more about using this application.

On-site training Part 5.

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How to set-up a gmail account

http://www.gcflearnfree.org/gmail/2



Introduction

We all know we need to stay safe while using the Internet, but we may not know just how to do that. In the past, Internet safety was mostly about protecting your computer from **viruses**. But today, the Internet's vast reach, constantly changing technologies, and growing social nature have made users more vulnerable to **identity theft**, **privacy violations**, and even **harassment**.

This lesson will introduce you to the types of **threats** you may encounter while online. It will teach you basic strategies like how to **Google yourself** and create **strong passwords**, in addition to encouraging you to adopt a **safer mindset** toward using the Internet.



Adopting a safer mindset

When it comes to the Internet, people generally believe they are safer than they actually are. Why? Often the impersonal nature of technology can give us a **false sense of security**. After all, no one can physically attack us through a computer screen.

We tend to have an **it-won't-happen-to-me attitude**. We may even believe that our computer programs and the powers that be are automatically taking care of the important Internet security stuff for us. Sometimes we just avoid it all together because, to be frank, we just don't get it. **Does this sound like you?** Consider the following the questions:

Have you ever Googled yourself to see what information can be found on you?

Have you set your computer's security program to make sure you are getting regular updates?

Do you have an external backup source for your computer?

Are you enticed by emails or advertisements with special discount offers?

•



When shopping online, do you check a website's security status before entering your billing information?

Have you customized your privacy settings for your social networking accounts like Facebook, Twitter, and Skype?

Do these questions make you nervous? Don't worry. This tutorial is not meant to scold or scare you but instead to make you realize that **there are precautions we should all be taking on a regular basis** to maintain our **personal safety** and **protect our computers** while using the Internet.

Think of the Internet as you would a shopping mall

Generally, a mall is not considered a dangerous place. We go there to shop, run errands, and meet people, but we also take precautions while there. We wouldn't leave our car unlocked in the parking lot or walk around with our wallet hanging out of our purse. We wouldn't tell a sales clerk our Social Security Number or give our address to a stranger we just met.

The same applies when we are online. We need not fear our every mouse click, but we should take precautions to ensure our safety.



Understanding Internet threats

Before we can learn how to protect ourselves, we need to understand what the threats are on the Internet. Click the buttons in the interactive below to learn common **Internet safety terms** that pertain to our computers and identity theft.



http://weborb.gcflearnfree.org/weborbassets/uploads/ID 116/ /ThreatsTagCloud.jpg

For the latest Internet terms and text and chat acronyms, visit NetLingo.com.



Internet safety and privacy

In the past, Internet safety generally referred to threats to computer hardware or identity theft, but now with the Internet becoming more and more social, **privacy** has become a significant safety concern. Privacy violations can especially affect our **mental and physical well-being**, thus creating distress or harm from the following:

Undesired advertisements that can be annoying

Embarrassing or humiliating photos or videos

Legal entanglements from libelous posts

Cyberharassment or cyberstalking

Identity theft

Offline or real-world crimes



Additional Internet Safety Tips

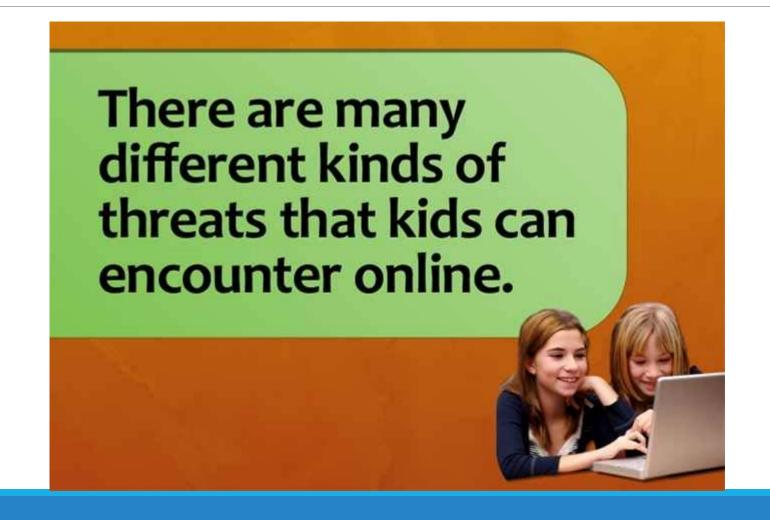
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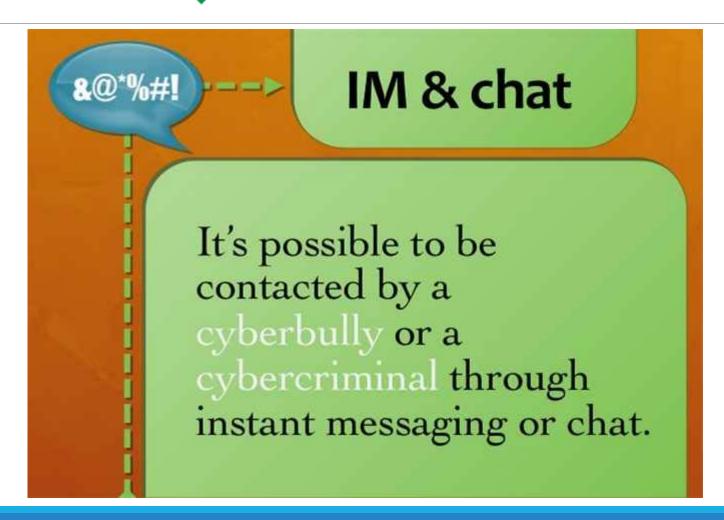
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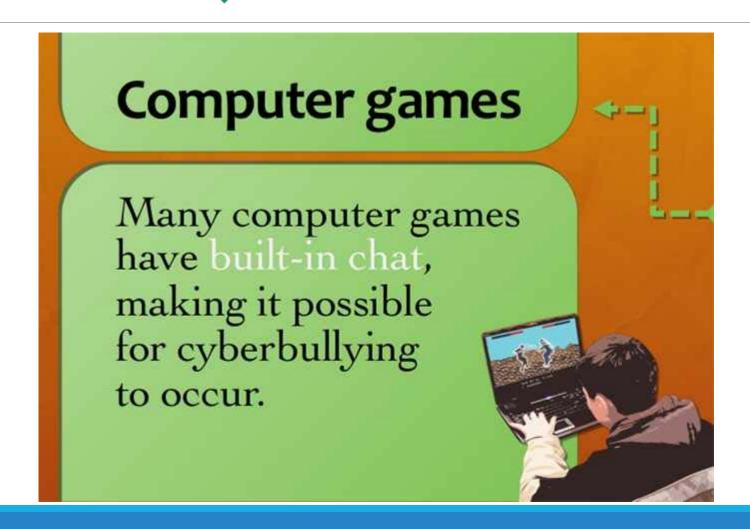
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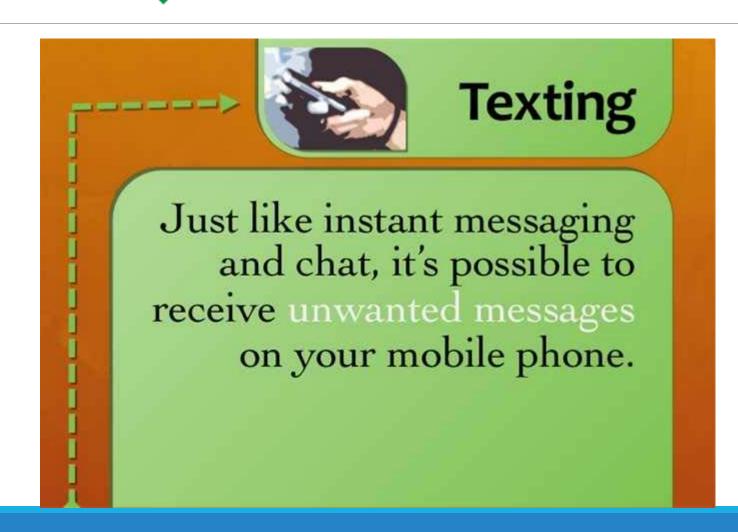
Where Are Kids at Risk Online?

from www.GCFLearnFree.org/internetsafetyforkids



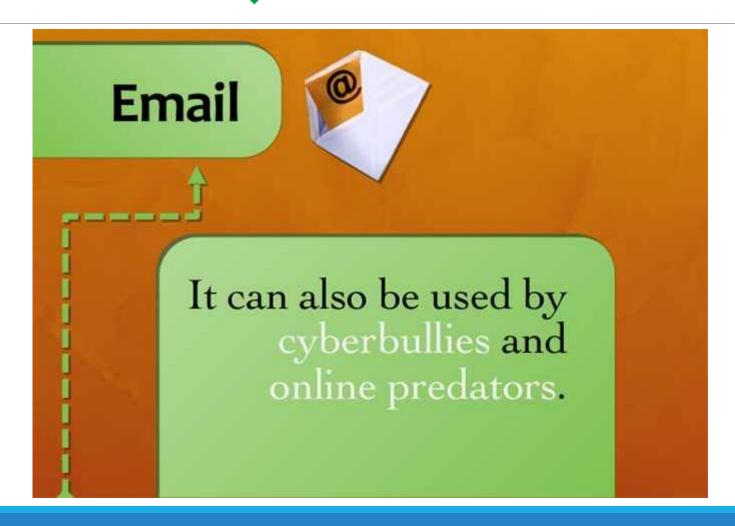
















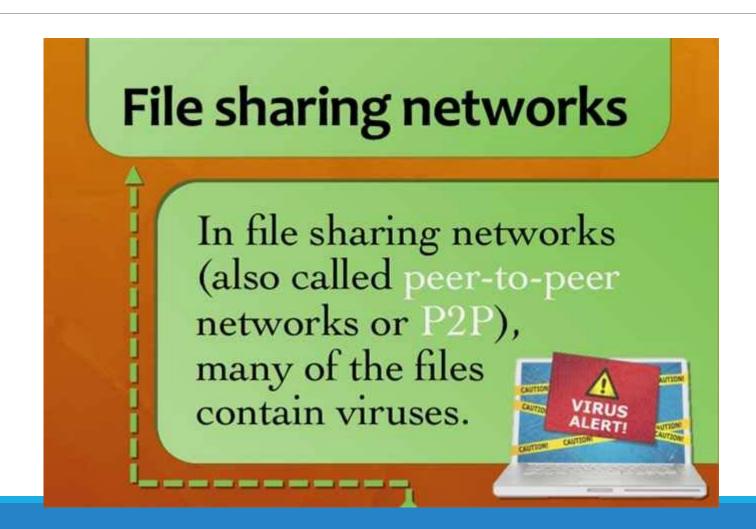














Guidelines for keeping your kids safe

It can be difficult to keep your kids completely safe online. Even if you set up parental controls on your home computer, your kids will use many other computers that don't have parental controls. To keep your kids safe, you'll need to teach them to make good decisions online—even when you're not around.

Below are some general tips you can use when teaching your kids about online safety:

Learn everything you can about the Internet. Being familiar with the Internet will not only help you understand the risks, but it will also help you talk to your kids.

Set standards for what your kids can and cannot do online. It's important to make rules for your kids so they know what's expected of them. Don't wait until something bad happens to start creating guidelines.



Teach your kids to use social networking sites safely. Sites like Facebook allow kids—and adults—to share photos and videos of themselves, as well as have conversations with friends and strangers. If your kids share something with friends, it's still possible for it to get into the wrong hands. Generally, they should only post something online if they're comfortable with everyone in the world seeing it.

Encourage your kids to come to you if they encounter a problem. If your child gets into trouble online, you'll want him or her to come to you instead of hiding it. Keep in mind that your kids could accidentally encounter a bad site, even if they're doing everything right.

Talk to your kids about Internet use. Talk to your kids regularly about how they use the Internet. If they're in the habit of talking to you about the Internet, they'll be more willing to come to you if there's a problem.



Minimizing risks at home

If you have a home computer your kids use, there are some **extra precautions** you can take to make it safer. Remember that your kids will probably use many other computers, and these precautions won't keep them safe when they're not at home. Also, keep in mind that these are merely suggestions; depending on your parenting style and your kids' ages, you may choose not to use all of them.

Keep the computer in the living room or in another common area. By putting the computer in a common area of the house, you can reduce the chance that they'll talk to strangers or visit inappropriate websites. For teens, you may choose to give them more freedom about where they use the computer (especially if they have their own computers).

Install antivirus software. Viruses and other malware are a risk for any computer (although Macs are slightly safer). To protect your computer, you can install antivirus software such as BitDefender, Norton, or Kaspersky.



Install antivirus software. Viruses and other malware are a risk for any computer (although Macs are slightly safer). To protect your computer, you can install antivirus software such as BitDefender, Norton, or Kaspersky.

Use a kid-friendly search engine. Regular search engines may return results with inappropriate content you don't want your kids to see. However, there are some search engines that are designed to only return kid-friendly results (although there is still the possibility of inappropriate results getting through). Examples include <u>KidsClick!</u>, <u>KidTopia</u>, and <u>KidRex.org</u>.

Use parental controls. Windows and Mac OS X allow you to add parental controls to user accounts. These include **time limits**, **website restrictions**, and controlling which **applications** can be opened. You can also buy parental control software like <u>Net Nanny</u>, which has versions for Windows and Mac.



Creating an Internet safety contract

Once you've established Internet guidelines, you may want to put them in writing. You can create an Internet safety contract your kids can sign, and then you can keep a copy of it near the computer.

There are also premade contracts you can download and print. One example is the **Family Online Safety Contract**, which you can download from the <u>Family Online Safety Institute</u>. In addition to a contract, it includes a contract for parents, which contains guidelines you may find helpful

Attachment "F"

Little Rock ConnectHome March and April Calendar



March 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat			
		1	2	3 Goodwill Outreach	4	5			
6	7 A beginner'sguide to using theInternet	8 International Women's Day Access Medical information online	9	10 LRSD Outreach	11	12			
13 Daylight Saving Time Begins	14	15 Basic Computer Skills for the work place	16	17 Saint Patrick's Day Attorney Generals Office lutreach	18	19			
20 Spring Begins	21	22 A parents guide to the internet	23	24 Beginner training Outreach	25 Good Friday	26			
27 Easter	28	29 How to use email	30	31	Notes:				

More Calendars with US Holidays: 2016, 2017, PDF Calendar



April 2016

■ March 2016 April 2016 May 2016 May 2016									
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
					1	2			
3	4	5 GED online prep training	6	7 Arkansas Bapist College Outreach	8	9			
10	11	12 Access to LRSD EDLINE	13	14 Beginner Training Outreach and Big Brother Big Sister outreach	15 Tax Day (Taxes Due)	16			
17	18	19 Local area Hiring sites	20	21 Central Arkansas Librabry Outreach	22 Earth Day	23			
24	25	26 Local children activities for summer activities	27 Administrative Professionals' Day	28	29 Arbor Day	30			

More Calendars with US Holidays: 2016, 2017, PDF Calendar