

Service Agreement



This Time Warner Cable Business Class Service Agreement ("**Service Agreement**") in addition to the Time Warner Cable Business Class Terms and Conditions ("**Terms and Conditions**") and any Time Warner Cable Business Class Service Orders (each, a "**Service Order**"), constitute the **Master Agreement** by and between customer identified below ("**Customer**") and Time Warner Cable ("**TWC**" or "**Operator**") and is effective as of the date last signed below.

Time Warner Cable Information

Time Warner Cable Enterprises LLC
 Street: 20 Century Hill Dr
 City: Latham
 State: NY
 Zip Code: 12110
 Contact: Julie Scibelli
 Telephone: 518-640-8572
 Facsimile:

Customer Information

Customer Name (Exact Legal Name): City of Saratoga - Rec Center			Federal ID No: *****6987	
Billing Address: 474 Broadway Attn: Accounts Payabl	Suite:	City: Saratoga Springs	State: NY	Zip Code: 12866
Billing Contact Name: Kevin Kling	Phone: (518) 587-7098		E-mail: kevin_kling@saratoga-springs.org	
Authorized Contact Name: Kevin Kling	Phone: (518) 587-7098		E-mail: kevin_kling@saratoga-springs.org	

Agreement

THIS SERVICE AGREEMENT HEREBY INCORPORATES BY REFERENCE THE TERMS AND CONDITIONS (AVAILABLE AT WWW.TWCBC.COM/LEGAL), A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Electronic Signature Disclosure

Authorized Signature for Time Warner Cable Enterprises LLC	Authorized Signature for Customer
By:	By:
Name (printed):	Name (printed):
Title:	Title:
Date:	Date:

Account Executive: Julie Scibelli
 Phone: 518-640-8572 ext:
 Cell Phone:
 Fax:
 Email: julie.scibelli@twcable.com

Order # 5489557

Business Name			City of Saratoga - Rec Center	Customer Type:	
Federal Tax ID			Tax Exempt Status	Tax Exempt Certificate #	
*****6987					
Billing Address					
Attention To:			Account Number		
474 Broadway					
Attn: Accounts Payable Saratoga Springs NY 12866					
Billing Contact			Billing Contact Phone	Billing Contact Email Address	
Kevin Kling			(518) 587-7098	kevin_kling@saratoga-springs.org	
Authorized Contact			Authorized Contact Phone	Authorized Contact Email Address	
Kevin Kling			(518) 587-7098	kevin_kling@saratoga-springs.org	
Technical Contact			Technical Contact Phone	Technical Contact Email Address	

Internet and Video Order Information For 15 Vanderbilt Ave Saratoga Springs NY 12866	
Service Type	
High Speed Internet (HSD)	

New and Revised Services and Monthly Charges At 15 Vanderbilt Ave , Saratoga Springs NY 12866

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
Q3 2015 Upsell - 10M x 1M	1	\$59.99	\$59.99	36 Months
Q3 2015 Upsell - Free Wifi Lan	1	\$0.00	\$0.00	36 Months
TWC WiFi Hotspot	1	\$0.00	\$0.00	36 Months
*Total			\$59.99	

*Prices do not include taxes and fees.

One Time fees At 15 Vanderbilt Ave , Saratoga Springs NY 12866

Description	Quantity	Sales Price	Total
TWC WiFi Install	1	\$0.00	\$0.00
HSD Installation Discount	1	(\$200.00)	(\$200.00)
HSD Installation Single Play	1	\$200.00	\$200.00
Total			\$0.00

*Prices do not include taxes and fees.

Special Terms

The first sentence of the fifth bullet point on Attachment A of the Terms and Conditions is amended to read as follows:
In the event that any TWC audit reveals that Customer's usage of the Cable TV Service Exceeds Customer's rights under the Master Agreement, Customer shall pay TWC an amount equal to the Service Charges that would have been due for such excessive usage as liquidated damages and not as a penalty.

Customer agrees to be bound by the following additional terms posted at <http://business.twc.com/legal>, which are incorporated herein by this reference: (1) the Time Warner Cable Business Class Terms and Conditions; and (2) the TWC WiFi Hotspots Addendum.

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Authorized Signature for Time Warner Cable Enterprises LLC

Authorized Signature for Customer

Printed Name and Title

Printed Name and Title

Date Signed

Date Signed