



**CASTLE CABLE APPLICATION AND SERVICE AGREEMENT**

**TERMS AND CONDITIONS  
OWNERSHIP OF EQUIPMENT**

1. Title of ownership of all the equipment installed/supplied from Castle Cable TV. to the customer shall remain with Castle Cable TV at all times.
2. The customer shall use the equipment installed/supplied from Castle Cable TV. in a careful and proper manner and return the equipment to Castle Cable TV in the same condition as received, reasonable wear and tear expected. Castle Cable shall charge the customer's account for the cost of repairing or replacing equipment damaged while in the possession of the customer.
3. The customer agrees that if the equipment installed/supplied from Castle Cable TV is not returned on termination of service, the customer shall be liable to Castle Cable TV. For the costs of equipment and it's recovery. The customer also agrees to pay subject to any dispute resolution process costs and Attorney's fees arising out of any course of action to collect the above damages and any unpaid debt.
4. The customer may be required to leave security deposits on equipment and services. It is understood that these deposits are non-interest bearing and will be returned upon disconnection or termination of the service and when the equipment has been returned in the same condition where it was received.  
\*A full copy of Castle Cable TV's standard terms and conditions can be found at [www.castlecabletv.com](http://www.castlecabletv.com) or can be provided to the customer by request\*
5. E911 NOTICE: A power outage or broadband outage will disrupt your voice service. This means you will be unable to place or receive calls during an electrical or broadband outage, including to E911. For more information, please contact our business office at 315-482-9975.
6. Castle Cable TV's internet service agreement requires compliance with all applicable laws and specifically prohibits the use of the Castle Cable internet system for copyright infringement. Downloading copyrighted material such as music, movies, and videos without permission from the rightful owner violates the United States Copyright Act. Failure to comply may result in termination of service.

**TERMINATION CHARGES  
PRE-INSTALLATION CHARGES**

Customers are subject to whatever pre-installation charges the company has incurred up to \$350.00 for all new service orders placed and disconnected after the start on installation has begun. This includes all outside/inside pre-wiring and placement of service equipment.

**SERVICE TERMINATION BY CUSTOMER**

Customer may terminate this Agreement for any reason at any time by providing Castle Cable TV with at least twenty-four hours advance notice.

**CUSTOMER AGREEMENT**

I hereby confirm that I own the property listed or have secured the approval of the owner for the installation of cable tv, internet and/or telephone service, including the trimming of trees and brush that interfere with the installation and operation of services. I authorize and accept as satisfactory the installation(s) and/or repair(s) noted herein.

I agree that the customer service representative went over the above charges that will be processed prior to the installation date. Any remaining charges will be billed on my first bill. The billing period runs from the 15<sup>th</sup> to the 14<sup>th</sup> of the following month. Payments are due on the 1<sup>st</sup> of each month.

By signing below, I hereby acknowledge that I have read and agree to be bound by the terms and conditions as provided in the above Castle Cable application and Service Agreement Terms and Conditions

Signature \_\_\_\_\_ Date \_\_\_\_\_





**Castle Cable TV, Inc.**

26 S. Main Street  
PO Box 339  
Hammond, NY 13646  
(315) 482-9975  
Fax (315) 324-5917

Authorization Form for Automatic Payment from Credit Card or Debit Card

\*Auto Pay runs on the first day of every month\*

\*If the card is declined or expired the customer will have two business days to contact Castle Cable to make arrangements. If contact has not been made after these two business days then services will be suspended. After services are suspended, customer will have 24 hours to contact Castle Cable before services are completely disconnected. If services are fully disconnected customer is responsible to pay reconnection fees

**Type of Card:**

Visa \_\_\_\_ MasterCard \_\_\_\_ Discover \_\_\_\_ American Express \_\_\_\_

Name on Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ 3 Digit Security Code: \_\_\_\_\_

**Billing Information**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Castle Cable TV, INC. is a subsidiary of Citizens Telephone Company of Hammond, New York. Your credit card will be

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

By signing above, I authorize Castle Cable TV, Inc. to bill my credit card account.

## Available Services

### **Telephone Service.....\$48.45**

Additional Line.....**\$35.15**

- Unlimited Local & Long Distance
- Call Waiting
- Call Forwarding
- Caller ID

### **Internet Packages**

5/5MB.....\$39.95

25/4MB.....\$52.95

50/50MB.....\$69.95

75/75MB.....\$83.95

100/100MB.....\$94.95

300/100MB.....\$118.95

### **Cable Packages**

Packages are priced for 1 TV

- Lifeline Pak.....\$59.70
- Basic Value Pak.....\$92.65
- Extended Basic Pak....\$114.30

### **Premium Channels**

- HBO.....\$21.90
- Starz/Encore.....\$12.35
- Cinemax.....\$12.35

## Bundle Packages

### **Double Play**

Includes extended pak cable & internet

5MB Double Play.....\$129.25

25MB Double Play.....\$142.25

50MB Double Play.....\$155.25

75MB Double Play.....\$168.25

100MB Double Play.....\$181.25

300MB Double Play.....\$194.25

### **Triple Play**

Includes telephone, extended pak cable, & internet

5MB Triple Play.....\$159.40

25MB Triple Play.....\$172.80

50MB Triple Play.....\$186.20

75MB Triple Play.....\$199.60

100MB Triple Play.....\$213.00

300MB Triple Play.....\$226.40

Pricing effective 1/14/24 and  
is subject to change

## Fees

### **Installation**

Bundle Packages.....\$99.99  
(Up to 3 TV's)

Cable TV.....\$99.99

Telephone.....\$52.95

Internet.....\$52.95

Additional TV's.....\$52.95

### **Additional**

- Wireless Router.....\$97.19
- Any time after initial install.....\$75.00
- Service Call.....\$75.00 per  
hour + travel
- Router Program.....\$30.00
- Service Downgrade Charge-\$7.50

### **Monthly**

Additional SD Box.....\$5.95

HD Box.....\$7.95

HD DVR Box.....\$12.95

Phone Equipment Fee.....\$5.95

### **Office Location:**

26 South Main Street  
Hammond, NY 13646  
**315-482-9975**

### **Office Hours:**

Monday- Friday 8AM-4:30PM  
**\*Closed on Federal Holidays\***

Tech support is available 24/7  
1-800-482-1315

