

Castle Cable Fiber Optic Application and Service Agreement

Customer Information & Service Address

| | | | |
|--|---------------------|----------------------|------------------|
| Full Name _____ | | Street Address _____ | |
| City _____ | Email Address _____ | Home Phone _____ | Cell Phone _____ |
| Home Description - (Color, landmarks, etc. If location in a park please provide driving directions & lot number) | | | |
| _____ | | | |
| _____ | | | |

Billing Information

| | | | | |
|-----------------|-------------|----------------------|------------------|-------------------------|
| Full Name _____ | | Street Address _____ | | |
| City _____ | State _____ | Zip _____ | Birth Date _____ | Social Security # _____ |

Utilities & Property Details

| | |
|---|---------------------------------|
| Circle One – Aerial or Underground | Circle One – Own or Rent |
|---|---------------------------------|

Telephone Service- if subscribing

| |
|---|
| Circle One - Residential or Business |
|---|

Internet Service- if subscribing

| | |
|--|--|
| Speeds: 5/5MB 25/4MB 75/75MB 50/50MB 100/100MB 300/100MB | Install Location: _____ (Example- living room) Speed: _____ |
| Router: Will Provide My Own _____ Purchasing From Castle Cable _____ | |

Cable Service- if subscribing

| | |
|---|--|
| Install Locations: _____ (Example- bedroom) | Number of Cable Outlets with Set Tops: _____ (that you want installed) |
| TV Packages: Lifeline Basic Extended | Premiums- HBO STARZ CINEMAX |
| Type of Set Tops + Quantity: SD _____ HD _____ DVR _____ | |

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 Castel 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 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 15th to the 14th of the following month. Payments are due on the 1st 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
P.O. Box 339
Hammond, NY 13646
(315) 482-9975

**RIGHT OF WAY EASEMENT
&
PROPERTY OWNER PERMISSION FORM**

_____ being the property owner, does Hereby grant unto CASTLE CABLE TV, INC, MAIN STREET, HAMMOND, NEW YORK, and its successors or assigns, the right to enter upon the lands of the undersigned situated along the _____ road in the county of Jefferson, State of New York to construct and maintain anchors, poles, wired, and to cut and trim trees and brush that interfere with or threaten to endanger the operation and maintenance of above in order to provide said location with Cable TV, Telephone and High Speed Internet service. This agreement provides permission to enter private road way right of ways of subscribers when accessing dwellings removed from public highways.

The undersigned agree(s) that all poles, wires, and other facilities installed on the above route at the company's expense shall remain the property of the corporation, removable at the option of the company.

Furthermore, this agreement allows Castle Cable TV, Inc. to install cable/internet/telephone service to the said property. The owner/tenant is solely responsible for any costs associated with installation of the services including but not limited to internal wiring, jacks etc.

The installation shall be done in accordance with Castle Cable's standard installation specifications and may involve, without limitation, drilling holes in exterior/interior walls for cable runs and mounting a junction/ ONT on the outside of the premises.

Signature _____

Date _____

If renting please provide landlord's contact number:

Print Name _____

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

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 charged by Citizens Telephone Company of Hammond, New York.

Print Name: _____ Date: _____

Signature: _____

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

**Castle Cable TV. Inc
"CPNI"**

Customer Proprietary Network Information

**Castle Cable TV. Inc
26 S. Main St
PO Box 339
Hammond, NY 13646
315-482-9975**

Dear Customer,

The Federal Communications Commission (FCC) has adopted new rules of Telecommunication companies to protect your customer information. Customer Proprietary Network Information (CPNI) includes customer information such as services, account balances as well as types of service offerings to which you subscribe and the extent to which the services are used.

With these new FCC rules, we will be able to make changes to your account including disconnects and discuss account information with the person or persons listed on the account. Additional account contacts may be added by providing the contacts name and date of birth below:

Authorized Contacts:

_____ Date of birth: _____ Contact Number: _____

_____ Date of birth: _____ Contact Number: _____

_____ Date of birth: _____ Contact Number: _____

Please sign here and return this form to our office:

Customer Signature

Your privacy is important to us. We are serious about keeping your information safe. Please contact our office if you have any questions.

Thank you,
Castle Cable TV. Inc

Available Services

Telephone Service.....\$44.95

Only available when subscribing to cable and or internet service

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

Internet Packages

| | |
|----------------|----------|
| 5/5MB..... | \$29.95 |
| 25/4MB..... | \$42.95 |
| 50/50MB..... | \$59.95 |
| 75/75MB..... | \$73.95 |
| 100/100MB..... | \$84.95 |
| 300/100MB..... | \$108.95 |

Cable Packages

Packages are priced for 1 TV

- Lifeline Pak.....\$56.30
- Basic Value Pak.....\$87.05
- Extended Basic Pak....\$106.80

Premium Channels

- HBO.....\$20.50
- Starz/Encore.....\$11.25
- Cinemax.....\$11.25

2023 Residential Prices

Bundle Packages

Double Play

Includes extended pak cable & internet

| | |
|----------------------------|----------|
| 5/5MB Double Play..... | \$111.75 |
| 25/4MB Double Play..... | \$124.75 |
| 50/50MB Double Play..... | \$141.75 |
| 75/75MB Double Play..... | \$155.75 |
| 100/100MB Double Play..... | \$166.75 |
| 300/100MB Double Play..... | \$190.75 |

Triple Play

Includes telephone, extended pak cable, & internet

| | |
|----------------------------|----------|
| 5/5MB Double Play..... | \$140.80 |
| 25/4MB Double Play..... | \$154.80 |
| 50/50MB Double Play..... | \$171.80 |
| 75/75MB Double Play..... | \$185.80 |
| 100/100MB Double Play..... | \$196.80 |
| 300/100MB Double Play..... | \$220.80 |

All packages are subject to tax, surcharges and fees

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

CHANNEL LINE-UP-2023

Lifeline Pak

| Channel | Network |
|---------|-------------------|
| 2 | Local Information |
| 3 | FOX-WUHF |
| 4 | NewsNation |
| 5 | NBC-WDIVTV |
| 6 | PBS |
| 7 | CBS-WWNY |
| 8 | ABC-WWTI |
| 9 | Create |
| 10 | Weather Channel |
| 11 | CKWS |
| 12 | Me TV |
| 13 | QVC |
| 14 | Home Shopping |
| 28 | FOX-WWTIDT2 |
| 32 | C-Span |
| 33 | C-Span-2 |

Basic Value Pak- Includes Lifeline Pak

| | |
|----|----------------|
| 15 | FX |
| 17 | ESPN |
| 18 | ESPN 2 |
| 19 | |
| 21 | |
| 23 | Discovery Life |
| 24 | Outdoor |
| 25 | FS1 |
| 26 | YES |
| 27 | TBS |
| 29 | CNNI |
| 30 | CNN |
| 31 | Headline News |
| 34 | Fox News |
| 35 | MSNBC |
| 36 | FXX |
| 37 | CW |
| 38 | Fox Business |
| 39 | CNBC |
| 40 | ACC |
| 48 | A&E |
| 49 | History |
| 50 | TLC |
| 51 | Animal Planet |

| | |
|----|-----------------------|
| 52 | Discovery |
| 53 | NGC |
| 54 | Food |
| 55 | HGTV |
| 56 | Nik |
| 57 | Disney |
| 58 | Toon |
| 59 | Disney XD |
| 60 | TV Land |
| 61 | Freeform |
| 62 | Disney Jr. |
| 63 | EWTN |
| 64 | FX Movie Channel |
| 65 | Bravo |
| 67 | E |
| 68 | True TV |
| 69 | Nat'l Geographic Wild |
| 71 | Hallmark |
| 72 | I.D. |
| 73 | Syfy |
| 75 | PARAMOUNT |
| 76 | AMC |
| 77 | TCM |
| 78 | TNT |
| 79 | USA |
| 80 | Lifetime |
| 81 | Lifetime Movie |
| 82 | Lifetime Real Women |
| 83 | Travel Channel |
| 84 | Chiller |
| 90 | MTV |
| 91 | VH-1 |
| 92 | CMTV |

Extended Basic Pak- Includes Lifeline & Basic Value

| | |
|---------|----------------|
| 16 | ESPNU |
| 20 | ESPN News |
| 22 | Golf |
| 47 | Magnolia |
| 66 | Comedy Central |
| 70 | GSN |
| 85 | Viceland |
| 86 | BIO |
| 87 | Military |
| 401-445 | Music Choice |

Premium Channels

| | |
|-----|---------------------|
| 140 | HBO |
| 141 | HBO2 |
| 142 | HBO Family |
| 143 | HBO Signature |
| 147 | Cinemax |
| 148 | More Max |
| 149 | Action Max |
| 154 | Starz |
| 155 | Starz Kids & Family |
| 157 | Starz Edge |
| 158 | Starz Cinema |
| 161 | Encore Action |
| 162 | Encore |
| 163 | Encore Classic |
| 164 | Encore Suspense |
| 165 | Encore Black |
| 166 | Encore Westerns |

HD Channels- HD Set Top Required

| | |
|-----|---------------|
| 201 | ESPN |
| 202 | ESPN 2 |
| 203 | ACC |
| 206 | NBC Sports |
| 211 | History |
| 212 | Animal Planet |
| 213 | Discovery |
| 214 | NGC |
| 221 | Food |
| 222 | HGTV |
| 223 | A&E |
| 224 | Bravo |
| 233 | USA |
| 241 | Fox Sports 1 |
| 242 | SYFY |
| 243 | Motortrend |
| 244 | TLC |
| 245 | FX |
| 246 | FXX |
| 247 | WWNY- CBS |