

Castle Cable Seasonal Application and Service Agreement

Customer Information			Billing Information		
<i>Full Name</i>			<i>Full Name</i>		
<i>Street Address</i>			<i>Street Address</i>		
<i>City</i>	<i>State</i>	<i>Zip</i>	<i>City</i>	<i>State</i>	<i>Zip</i>
<i>Phone Number</i>			<i>Cell Phone Number</i>		
<i>Email Address</i>			<i>Work Number</i>		
<i>Home Description</i>			<i>DOB</i> <i>S.S#</i>		
Circle One	Aerial	Underground	Subscriber Type	Monthly	
Circle one	Own	Rent			
PHONE					
<i>New Telephone Number</i>	<i>Porting Telephone Number</i>	<i>Directory Listing</i>			
1	2	3			
<i>Phone Jacks (locations)</i>					

INTERNET				
<i>Router Location:</i>		<i>Username</i>		<i>Password</i>
<i>Bandwidth (Circle One)</i>				
1Mbps/256k	5/2Mbps	25/4Mbps	50/4Mbps	100/25Mbps

CABLE					
Lifeline	Basic	Extended	HBO	Starz	Cinemax
<i>TV Package (circle one)</i>			<i>Premiums (circle all that apply)</i>		
SD HD DVR					
<i># of set boxes</i>			<i>Locations</i>		

CSR: _____

Date: _____

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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 excepted. 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 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 of 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 understand that I am responsible for the cleanup and removal of branches and debris from trimming. 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.

NO SERVICE CONTRACT WITH INSTALLATION CHARGES

By signing here, I opt out of the seasonal service contract and free installation. I understand that I am entitled to pay the installation fee for service(s) that I am going to receive. I understand that any unreturned equipment will be billed to me (the customer) at replacement cost. By signing this agreement, I signify that I have read and understood the terms described in it.

Signature: _____ Date: _____

CSR: _____ Date: _____

2019

CASTLE CABLE TV FTTH (Fiber to The Home)
SEASONAL FTTH SUSPENSION PLAN

Put your service on our Seasonal Suspension Plan while you are away for a low price.

Account Information:

First Name: _____ Last Name: _____.

Seasonal Services are suspended & reconnected during normal business hours, no weekend or holiday dates are permitted.

***A one-week notice must be given prior to any changes in the seasonal suspend/reconnect dates, \$40.00 early reconnect charge will apply.**

Please suspend my Castle Cable TV service at:

ADDRESS: _____
CITY/TOWN: _____ STATE: _____ ZIP CODE: _____.

BILLING ADDRESS:

ADDRESS: _____
CITY/TOWN: _____ STATE: _____ ZIP CODE: _____.

PRIMARY CONTACT NUMBER: (_____)- _____ - _____.

Please choose a Seasonal Start of Service Date and a Seasonal End of Service Date:

The Dates you choose will be the same dates used each year to reconnect/ disconnect your seasonal services.
Requested Seasonal Suspension date**Suspension date MUST be a minimum of 5 months from the Seasonal Start Date)

Aug 14th _____ Sep. 14th _____ Oct.14th _____ Nov.14th _____ Dec.14th _____ Jan.14th _____ Feb.14th _____.

Requested Seasonal Start Date:

March 15th _____ April 15th _____ May 15th _____ June 15th _____ July 15th _____.

Seasonal Plan fees:

I AGREE TO PAY THE FOLLOWING CHECKED SERVICES PER MONTH TO HAVE MY SERVICES SUSPENDED DURING THE DATES I HAVE INDICATED ABOVE:

- CABLE TV (\$5.00 PER MONTH)
- INTERNET (\$5.00 PER MONTH)
- TELEPHONE (\$5.00 PER MONTH)

PRINT NAME:

SIGNATURE DATE: