

# 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

<b>Circle One</b> – Aerial or Underground	<b>Circle One</b> – Own or Rent
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## Telephone Service- if subscribing

<b>Circle One</b> - Residential or Business
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## Internet Service- if subscribing

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

## Cable Service- if subscribing

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

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* \_\_\_\_\_

*Print Name* \_\_\_\_\_

**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

## **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](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.....\$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.....\$61.93
- Basic Value Pak.....\$95.76
- Extended Basic Pak....\$117.48

### **Premium Channels**

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

### **2024 Residential Prices**

## Bundle Packages

### **Double Play**

Includes extended pak cable & internet

5/5MB Double Play.....	\$117.69
25/4MB Double Play.....	\$131.34
50/50MB Double Play.....	\$149.19
75/75MB Double Play.....	\$163.89
100/100MB Double Play.....	\$175.44
300/100MB Double Play.....	\$200.64

### **Triple Play**

Includes telephone, extended pak cable, & internet

5/5MB Triple Play.....	\$147.45
25/4MB Triple Play.....	\$162.25
50/50MB Triple Play.....	\$179.25
75/75MB Triple Play.....	\$193.25
100/100MB Triple Play.....	\$204.25
300/100MB Triple Play.....	\$228.25

\*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