

Original

## Citizens Fiber Optic Application and Service Agreement

Customer Information			Billing Information		
Full Name			Full Name		
Street Address			Street Address		
City	State	Zip	City	State	Zip
Phone Number			Cell Phone Number		
Email Address			Work Number		
Home Description			DOB		SS#

Circle One Aerial      Underground      Subscriber Type      Monthly      2 yr contract

Circle one Own      Rent

## PHONE

New Telephone Number			Porting Telephone Number			Directory Listing		
1			2			3		
Phone Jacks (locations)								

## INTERNET

Location			Username			Password		
1MB/256K	5MB/2MB	25MB/4MB	50MB/4MB	100MB/25MB				
Bandwidth (Circle one)								

## CABLE

Lifeline      Basic      Extended      HBO      Starz      Cinemax  
TV Package (circle one)      Premiums (circle all that apply)

HD	SD	DVR				
# of set boxes		Locations				

R: \_\_\_\_\_

Date: \_\_\_\_\_

[Date]

# Citizens Fiber Optic Application and Service Agreement

## Terms and Conditions

### OWNERSHIP OF EQUIPMENT

1. Title of ownership of all the equipment installed/supplied from Citizens CableVision to the customer shall remain with Citizens CableVision at all times.
2. The customer shall use the equipment installed/supplied from Citizens CableVision in a careful and proper manner and return the equipment to Citizens CableVision in the same condition as received, reasonable wear and tear excepted. Citizens CableVision 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 Citizens CableVision is not returned on termination of service, the customer shall be liable to Citizens CableVision for the costs of equipment and its 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 Citizens CableVision standard terms and conditions can be provided to the customer by request.
5. Citizens Telephone Company's internet service agreement requires compliance with all applicable laws and specifically prohibits the use of the Citizens Telephone Company's 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 Citizens CableVision 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 1st to the 30th of the following month. Payments are due on the 23rd of each month.

#### 24 MONTH SERVICE CONTRACT WITH FREE INSTALLATION

In order to receive free installation from Citizens CableVision, I agree to subscribe to Citizens CableVision cable services for 24 consecutive months. I understand that should I cancel or if my service is terminated for non-payment prior to the 24 month agreement an early termination fee of up to \$200.00 will be charged to my account. I understand that any unreturned equipment will be billed to me (the customer) at current replacement cost. By signing this agreement I signify that I have read and understood the terms described in it.

Signature \_\_\_\_\_

Date \_\_\_\_\_

#### NO SERVICE CONTRACT WITH INSTALLATION CHARGES

By signing here I opt out of the 24 month 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 \_\_\_\_\_

R: \_\_\_\_\_

Date: \_\_\_\_\_

[Date]

CITIZENS TELEPHONE COMPANY Inc.  
26 South Main St.  
P.O. Box 217  
Hammond, NY 13646

**TELEPHONE, CABLE TV, AND INTERNET LINE OF RIGHT OF WAY  
EASEMENT.**

KNOW ALL PERSON(S) BY THESE PRESENTS, that the undersigned,

---

Do-does hereby grant CITIZENS TELEPHONE COMPANY / CASTLE CABLE T.V., 26 SOUTH MAIN STREET, HAMMOND NY Inc., and to its successors or assigns, the right to enter upon the lands of the undersigned situated along the \_\_\_\_\_ road in the county of St. Lawrence **OR Jefferson (circle one)** State of New York to construct and main anchors, poles, wires, and to cut and trim trees and brush that interfere with or threaten to endanger the operation and maintenance of above address in order to provide said location with Telephone, Cable TV, or Internet Service. Furthermore, this agreement provided permission to enter private roadway right of ways of subscribers when accessing dwellings removed from public highways.

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

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

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

Date: \_\_\_\_\_

**CITIZENS TELEPHONE COMPANY**

**"CPNI"**

**Customer Proprietary Network  
Information**

Citizens Telephone Company  
26 South Main Street  
PO Box 217  
Hammond, NY 13646  
(315)-324-5911  
FAX: (315)-324-5917

Dear Customer:

The Federal Communications Commission (FCC) has adopted new rules for 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 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: _____
_____	Date of birth: _____
_____	Date of birth: _____

Please sign her and return this form to our office:

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your privacy has always been important to us. We are serious about keeping your information safe.  
Please call the office if you have any questions.

Thank you,  
Castle Cable TV. Inc.

# Monthly Service Charges:

## Internet Services

1mb/256k	\$29.95
5mb/2mb	\$42.95
25mb/4mb	\$59.95
50mb/4mb	\$129.95
100mb/25mb	\$179.95

## Cable Services

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

## Premium Channels

HBO-(4 channels)	\$20.50
Starz/Encore (10 channels)	\$111.25
Cinemax (3 channels)	\$111.25

## Bundled Internet & Cable TV Packages

Ext Basic Pak Cable/1/256 Internet-	\$111.75
Ext Basic Pak Cable/5/2 Internet-	\$124.75
Ext Basic Pak Cable/25/4 Internet-	\$141.75
Ext Basic Pak Cable/50/4 Internet-	\$211.75
Ext Basic Pak Cable/100/25 Internet-	\$261.75

Cable Pak's include 1 Standard Definition set top box at no additional charge.

**\*\*Business rates may be slightly higher.\*\***

**\*\*Telephone Service is not required for internet/cable TV services.**

# Monthly Service Charges:

## SAVE ME 300 PLAN

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 300 minutes of long distance and internet.

1/256K	\$65.94
5/2mb	\$78.94
25/4mb	\$95.94
50/4mb	\$165.94
100/25mb	\$215.94

## SAVE ME 300 PLUS

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 300 minutes of long distance internet & Extended Basic Pak Cable TV

1/256K	\$152.74
5/2mb	\$165.74
25/4mb	\$182.74
50/4mb	\$252.74
100/25mb	\$302.74

## SAVE ME 600 PLAN

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 600 minutes of long distance and internet.

1/256K	\$89.94
5/2mb	\$102.94
25/4mb	\$119.94
50/4mb	\$189.94
100/25mb	\$239.94

**\*\* Pricing effective 04/01/2021 and is subject to change. \*\***

# Monthly Service Charges:

## SAVE ME 600 PLUS

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 600 minutes of long distance, internet & Extended Basic Pak Cable TV

1/256K	\$176.74
5/2mb	\$189.74
25/4mb	\$206.74
50/4mb	\$276.74
100/25mb	\$326.74

## INSTALLATION FEES

Phone-	\$19.83
Internet-	\$49.00
Cable (up to 2 TV's)	\$99.99
Cable&Internet-(up to 2 TV's)	\$99.99
Add'l Set Top Box	\$52.95 ea

Cable pak's include one standard set top box at no additional charge or one HD box for \$7.95

Installation includes the install of up to 2 set top boxes.

## EQUIPMENT FEES-Monthly Charge

Standard Definition Set Top Box	\$5.95
HD Set Top Box-	\$7.95
HD/DVR Set Top Box	\$12.95

## WIRELESS ROUTER

Wireless Router	\$89.99
Free Installation when installed during initial service installation.	
Anytime after initial install-	\$75.00
Program Wireless Router-	\$30.00

## Seasonal Service Dates: May 1-Nov. 1 or Dec 1,

Seasonal customers who subscribe to cable and or internet will be charged a monthly fee of \$5.00 for each service for the six months the service is suspended. The six month fee will be billed in November or December, according to your chosen suspension date.

# CHANNEL LINE-UP-2021

	<b>Lifeline Pak</b>
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
	<b>Basic Value Pak- Includes Lifeline Pak</b>
15	FX
17	ESPN
18	ESPN 2
19	ESPN Classics
21	NBC Sports
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
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
	<b>Extended Basic Pak Includes Lifeline &amp; Basic Value</b>
16	ESPNU
20	ESPN News
22	Golf
47	DIY
66	Comedy Central
70	GSN
85	Viceland
86	BIO
87	Military

401-445	Music Choice
	<b>Premium Channels</b>
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
	<b>HD Channels HD Set Top Required</b>
201	ESPN
202	ESPN 2
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	Velocity
244	TLC
245	FX
246	FXX