

Chase & Lorraine FTTH 2-Year Service Agreement – Residential Services
H&B Communications, Inc.

Terms of Service:

Upon execution of this agreement by both parties, H&B will install service to the customer location stated below, as well as complete a basic installation¹ within the household, and the Customer agrees to the charges outlined below. This agreement will stay in effect for two years from the date service is installed. Upon written notice, H&B Communications may adjust packages and/or service pricing. After the initial two-year term, the service will continue monthly until terminated.

Charges Incurred:

- New customers will be charged a one-time installation fee of \$100. This fee is non-refundable once installation of facilities at the customer premise has commenced.
- Payment for the installation and first month of services are due before construction or installation will be scheduled.

Early Termination:

A customer who cancels all services before the contract termination date will be responsible for a fee for recovery of H&B's facilities costs. Customer agrees the sum of \$500 is a reasonable approximation of those costs. The fee will be a proration of that amount, representing the number of months of paid service divided by the 24-month initial term of this contract.

Agreement Details:

CUSTOMER NAME(S): _____

BILLING ADDRESS:	_____	City, ST,	_____	ZIP:	_____
PHYSICAL ADDRESS:	_____	City, ST,	_____	ZIP:	_____
CONTACT NUMBER:	_____	E-mail	_____		
		Address:	_____		

SERVICE DETAILS: (CHECK ALL THAT APPLY)

<input type="checkbox"/> PHONE	<input type="checkbox"/> Install New Number	<input type="checkbox"/> Simplify	<input type="checkbox"/> Simplify Unlimited
	<input type="checkbox"/> Port Current Number	Current Service Provider: _____	A/C # for Current Provider _____
<input type="checkbox"/> INTERNET	<input type="checkbox"/> Starter (6 Mbps)	<input type="checkbox"/> Value (15 Mbps)	<input type="checkbox"/> Boost (50 Mbps)
	<input type="checkbox"/> Power Pak (100 Mbps)	<input type="checkbox"/> Static IP (\$10/mo ea)	<input type="checkbox"/> Managed WiFi (\$10/mo)
<input type="checkbox"/> TV NOW	Pkg: _____	# of Streams: _____	DVR Hours: _____
PYMT INFO	<input type="checkbox"/> Paid	Amount of Prepayment Req'd: _____	Payment Method: _____

Effective Date of Contract²: ____/____/20____ Termination Date of Contract: ____/____/20____

Customer Signature

Date

H&B Representative

Date

¹ Basic Installation includes (1) For Internet: any required wiring to ensure that the service is functioning. (2) For Phone: any required wiring to ensure that the service is functioning to one phone jack on the premise.

² Effective date may be after the date of signed contract and will be based upon the date the services are installed at the customer location as described in this contract. *Chase customers.