

Fiber-to-the-Home 2-Year Service Agreement
H&B Communications, Inc.

Terms of Service:

Upon execution of this agreement by both parties, H&B will bury fiber 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. If customer terminates a service that was part of a pricing bundle, the remaining services will be adjusted to their unbundled rates. Upon written notice, H&B Communications may adjust programming and/or service pricing. After two years, monthly fiber installation charges will be discontinued and a contract renewal will not be required.

Charges Incurred:

☐ City Customer:

Customers subscribing to at least two services will be charged a one-time installation fee of \$100. No additional charges will apply so long as the customer maintains a subscription to at least two services for the entirety of the contract. If services are discontinued during the term of this contract such that customer is only subscribing to one service, the monthly price for the cancelled services will continue to be billed to the customer for the remainder of the contract.

☐ Rural Customer Within ¼ Mile of Nearest Fiber Point:

- ☐ If subscribing to three services, customer will be charged a one-time installation fee of \$100. No additional charges will apply so long as customer maintains a subscription to three services for the entirety of the contract. If services are discontinued during the term of this contract, the monthly price for the cancelled services will continue to be billed to the customer for the remainder of the contract.
- ☐ Customers subscribing to two services and who have chosen not to pay the full installation cost up front will be billed a \$50 monthly charge for 24 months. If one of the services is discontinued during the term of this contract, the monthly price for the cancelled service will continue to be billed to the customer for the remainder of the contract (in addition to the \$50 monthly charge previously stated).

☐ Rural Customer Beyond ¼ Mile to the Nearest Fiber Point

Customer has agreed to subscribe to (circle) two / three services, an installation charge of \$_____, and/or a monthly charge of \$_____. If any services are discontinued during the term of this contract, the monthly price for the cancelled services will continue to be billed to the customer for the remainder of the contract.

Early Termination:

Customers who cancel all services prior to the contract termination date will be held responsible for the full installation cost to be determined based on actual cost to H&B for installation (averages \$2,750).

Agreement Details:

Customer Name: _____

Services Subscribing To (check all that apply):

☐ Phone ☐ Internet ☐ iTV

Physical Location of Installed Services (check one):

☐ Rural ☐ City

Address: _____

Effective Date of Contract²: ____/____/20____

Termination Date of Contract: ____/____/20____

Customer Signature

Date

H&B Representative Signature

Date

¹ Basic Installation includes (1) for iTV: wiring for 1 TV within the household. Any additional wiring will be billed at our hourly labor rate. (2) For Phone: any required wiring to ensure that the service is functioning. (3) For Internet: any required wiring to ensure that the service is functioning.

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.