Ellsworth FTTH 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 installation[1] within the household, and the Customer agrees to the charges outlined below. Upon written notice, H&B Communications may adjust packages and/or service pricing. After the initial term, the service will continue monthly until terminated.

- □ **Aerial Drop:** This agreement will stay in effect for two years from the date service is installed.
- □ **Buried Drop[2]:** This agreement will stay in effect for three years from the date service is installed.

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 either $500 (aerial drop) or $1,500 (buried drop) 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 (aerial drop) or 36-month (buried drop) 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)

□ **PHONE**	□ Install New Number	□ Simplify	□ Simplify Unlimited
	□ Port Current Number[3] _____	Current Service Provider: _____	A/C # for Current Provider _____
□ **INTERNET**	□ Starter (50 Mbps)	□ Boost (100 Mbps)	□ Need for Speed (1 Gbps)
	□ Static IP		□ Managed WiFi
□ **TVNOW**	Pkg: _____	# of Streams: _____	DVR Hours: _____
PYMT INFO	□ Paid Amount of Pre-payment Req'd:	_____	Payment Method: _____

Effective Date of Contract[4]: _____/_____/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] Buried drops will be installed only when an H&B Communications technician deems it necessary based on extenuating circumstances.
[3] A Letter of Authorization and a copy of the most recent bill from your current provider is required in order to process the port.
[4] 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.