



Residential Agreement Expanded Package & HD Video Promotion

This Agreement is made by the individual or authorized person of the organization (“customer”) identified below and Twin Lakes Telephone Cooperative (company). The company and customer agree to the following conditions concerning Video service provided by the company to the customer.

Select applicable promotion:

- Expanded Video Promotion - \$33.00 x 3 Months (\$99.00 Discount)
- High Definition Promotion - BUY 3, SAVE \$3
- Waive TLTV Installation for 2 boxes

Expanded Video Promotion Early Termination: If the customer elects to take the Expanded Video Promotion, the customer agrees to maintain Twin Lakes Expanded Video Package, as well as phone service, for a twenty-four month period. Should the customer discontinue Twin Lakes Expanded video service within the twenty-four (24) month period they will be liable for the early termination fee of **\$100.00**

High Definition Promotion Early Termination: If the customer elects to take the High Definition Promotion, the customer agrees to maintain Twin Lakes High Definition service, as well as phone service, for a twenty-four month period. Should the customer discontinue Twin Lakes High Definition service within the twenty-four (24) month period they will be liable for the early termination fee of **\$25.00**

TLTV Installation Early Termination: By signing the TLTV agreement, the customer agrees to maintain TLTV service as well as phone service for a twenty-four month period at the address listed below. Should the customer discontinue TLTV service or phone service within the twenty-four (24) month period they will be liable for and will be billed on their next statement a **\$250.00 early termination fee.**

I understand all set top boxes, remotes (except RF remotes), DVR, and 8 port switches are the property of Twin Lakes. I understand that these items are leased to customer by Twin Lakes and additional charges may apply to these items per month. After twenty-four (24) months, this agreement will automatically renew unless the customer notifies the company.

Programming Changes: Twin Lakes uses all reasonable measures to notify customers of price changes, programming or package changes, but changes may be made by affiliates in a time frame that does not permit Twin Lakes enough time for notification. All programming on the Twin Lakes lineup is subject to change.

WORRY FREE TLTV: The Worry Free TLTV Plan is included in the \$5.99 Set Top Box Fee. Covered Items: The Company’s Worry Free TLTV Plan covers set top boxes, remote controls, DVR, HPNA and HomePlug by Twin Lakes. This covers the costs of all parts necessary to repair any problems due to functional part failures such as the set top box, remote control. Parts used to repair any product may be new, remanufactured, or used at TLTV’s sole discretion.

___ WORRY FREE ROUTER: \$4.99 The Company’s Worry Free Plan covers routers supplied by Twin Lakes. If your TL Router is declared faulty after trouble shooting has been completed, TL will provide you with a replacement router. If a trouble ticket is placed with TL Repair Service and one of our technicians makes an on-site visit and the trouble is ruled to be the customer’s equipment or wiring, you will be subject to a Premise Visit Charge of \$25.00 The company is not responsible for any equipment except the router provided by TL. The company also recommends that our routers be on a surge protector to protect the equipment. This plan does not cover Acts of God such as fire, windstorms, flood or other similar acts such as misuse or negligence. After twenty-four (24) months, the Worry Free Plan will automatically renew unless requested by the customer.

Exclusions from Coverage: The Company’s Worry Free TLTV Plan does not cover: service, maintenance, repair or replacement due to misuse, abuse, insect or other infestation, fire, water, foreign substances, windstorm, hail, earthquake, theft, lightning, or negligence is not covered. Any item covered under this that has been tampered with or otherwise accessed by anyone other than a Twin Lakes employee or authorized contractor of TLTV causes this plan to be void. If the service technician determines the problem is not covered under this plan, the customer will be responsible for the cost of the repairs. If a trouble ticket is placed with Twin Lakes Repair Service and one of our technicians makes an on-site, in-home visit and the trouble is ruled to be the customer’s equipment or wiring, you will be subject to an additional Premise Visit Charge of \$25.00. The company is only responsible for equipment outlined above. Twin Lakes is not responsible for any equipment such as personal computers, televisions or network malfunctions and/or damage to the customer’s hardware or software. I agree to return the equipment in good working condition should service be discontinued. I understand that the cost of any Twin Lakes provided equipment that is not returned or is in non-working condition upon discontinuation of service will be applied to my bill within 7 days of that discontinuance. All charges are subject to applicable state and local sales tax and franchise fees. All charges are subject to change without notice.

Name: _____ Phone Number: _____

Address: _____

Customer Signature: _____ Date: _____

Post Office Box 67 Gainesboro, Tennessee 38562 Telephone: 931-268-2121 Fax: 931-268-3722