



CPNI PASSWORD AND SECURITY QUESTION

The FCC has implemented new rules to protect the privacy of information contained in your telephone account. Effective December 8, 2007, we are not allowed to discuss some account information like details of your calls and services with anyone but the person listed on the account. We also must be able to verify that the person who accesses your account information is in fact you, so we are requiring a password and security question to be placed on your account.

1. _____ 2. _____
Name Phone Number

3. Password (may be alpha or numeric with a minimum of 4 characters and a maximum of 10 characters)

4. Security Question (Please choose one and write the answer):

- () What is your favorite color? _____
- () What is your favorite restaurant? _____
- () What is your favorite pet's name? _____
- () Where was your first place of employment? _____
- () What is your father's middle name? _____

Twin Lakes Broadband Agreement - Residential/Business

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

Early Termination: If the customer elects to take the FREE Installation, the customer agrees to maintain Twin Lakes Broadband service as well as phone service for a twelve (12) month period at the address listed below. Should the customer discontinue Twin Lakes Broadband service or phone service within the twelve (12) month period they will be liable for and will be billed on their next statement an early termination fee of \$25.00.

1. Based upon network availability, Twin Lakes Broadband is a "best efforts" service, which can provide Up Stream & Down Stream speeds selected by the customer. The actual speed experienced by customers may vary and depend on several factors not limited to but including customer location, the destination on the Internet, traffic on the Internet, interference with a high frequency spectrum on the customer's telephone line and other devices that may be attached to the same cable pair. No minimum level of speed is guaranteed without a specific service agreement.
2. The company is not responsible for any external intrusion to the customer's network equipment. The customer is responsible for providing firewall protection in an effort to help prevent intrusions. Since this service is an "Always On" connection, it is the company's recommendation that each customer has appropriate firewall protection on their equipment when using Twin Lakes Broadband service.
3. The company is not responsible for any personal computer or network malfunctions and/or damage to the customer's hardware or software.
4. The company is providing Broadband service on a retail basis to the customer. The customer agrees to utilize the service exclusively and not to provide access to third parties either through "sharing" or "resale."
5. Web Page HOSTING and caching are services prohibited with your Broadband connection.

Any evidence of the services prohibited within this agreement would be a breach of this agreement and termination of the Broadband connection would occur upon determination of these services being offered.

Address: _____

Contact/Work Number: _____

Package: 4.0, 12.0, 16.0, 25.0, 50.0, 100.0, 250.0, 500.0, 1000.0 Other: _____

Modem/Router _____ Mac _____ COID _____

Username: _____ Password: _____

Customer Signature: _____ Date: _____

Updated 10-11-2016