



TLTV Agreement with Broadband

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

1. _____ Name 2. _____ 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? _____

TLTV with Broadband – 2 Year Agreement

This agreement is made by the individual or authorized person of the organization ("customer") identified below and Twin Lakes ("company") and its subsidiaries. The company and customer agree to the following conditions concerning TLTV service provided by the company to the customer. I understand that the terms may be updated and that my continued use of service constitutes acceptance of terms. This agreement waives TLTV installation charges for up to 2 set top boxes.

Early Termination: By signing the TLTV agreement, the customer agrees to maintain TLTV service as well as phone service and Broadband service for a twenty-four month period at the address listed below. Should the customer discontinue TLTV service, phone service or Broadband 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 for TV service and \$25.00 early termination fee for Broadband if terminated before the twelve (12) month period.

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.

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.

Businesses Only: _____ Free HD for Public Viewing Establishment requires TV with public viewing access, Twin Lakes signage displayed on corner of said TV and must to leave said TV on an HD channel during business hours, unless patrons have access to the remote.

Address: _____

_____ Yes, I have read and understand this agreement and that it becomes an agreement between myself (customer) and Twin Lakes when signed.

Customer Signature: _____ Date: _____

Prices are subject to change and do not include applicable taxes, franchise fees or the retransmission fee. Installation is free for up to 2 TVs only.