
Application for Membership and for Telecommunications Service

The undersigned (hereinafter called "Applicant") applies for membership in and agrees to take telecommunications services from Twin Lakes Telephone Cooperative Corporation, (hereinafter called the "Cooperative"), upon the following terms and conditions:

1. The Applicant will pay a non-refundable service order and installation charge. In addition, the Applicant will be charged a membership fee of \$10.00. The membership fee constitutes the Applicant's first equity investment in the Cooperative and shall be refundable when the Applicant terminates all services with the Cooperative.
2. The Applicant grants to the Cooperative a permanent right-of-way easement to construct, operate and maintain a telecommunications line, cable or system on the Applicant's land, or upon all streets, roads or highways abutting said land. Such easement shall be granted for the purpose of serving the Applicant or other members of the Cooperative when such easement is necessary to provide telecommunications services.
3. The Applicant will take from the Cooperative telecommunications services to be used on the premises described below and will pay therefor monthly at rates to be determined from time to time in accord with applicable tariffs and bylaws of the Cooperative. The Applicant will also pay to the Cooperative all just and proper charges accruing to long distance carriers who employ the services of the Cooperative for billing and collecting purposes. All amounts paid by the Applicant in excess of operating costs and expenses of the Cooperative and in excess of funds remitted to other carriers by virtue of traffic agreements are furnished by the Applicant as equity capital in the Cooperative from the moment of receipt of such amounts. The Applicant shall be credited with the capital so furnished as provided for in the bylaws.
4. The Applicant will comply with and be bound by the provisions of the charter and bylaws of the Cooperative, and such rules and regulations as may from time to time be adopted by the board or management of the Cooperative.
5. The Applicant, by becoming a member, assumes no personal liability or responsibility for any and all debts or liabilities of the Cooperative, and it is expressly understood that Applicant's private property is exempt from execution for any such debts or liabilities.
6. Any refund due member will be made, less any debt that the member owes the Cooperative.

This application is made in consideration of similar applications by other members and is understood to be an agreement with the other members of the Cooperative and the Cooperative corporation itself.

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.

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 customer 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 customer's 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.

Worry Free Plan 2 Year Agreement

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 the Worry Free Plan provided by the company to the customer.

Early Termination: If the customer elects to take Twin Lakes' Worry Free Plan, the customer agrees to maintain Twin Lakes' broadband service, as well as phone service, for a twenty-four (24) month period. Should the customer discontinue Twin Lakes' broadband service or phone service within the twenty-four (24) month period customer will be liable for, and will be billed on their next statement, a **\$50.00 early termination fee**.

1. The company's Worry Free Plan covers modems or modem/routers supplied by Twin Lakes. If the customer's Twin Lakes Router is declared faulty after trouble shooting has been completed, Twin Lakes will provide customer with a replacement router. If a trouble ticket is placed with Twin Lakes' Repair Service and one of our technicians makes an on-site premise visit and the trouble is ruled to be the customer's equipment or wiring, customer will be subject to a Premise Visit Charge of \$25.00.
2. The company is not responsible for any equipment except for the modem or modem/router provided by Twin Lakes. The company also recommends that our modems or modem/routers be on a surge protector to protect the equipment.
3. The company is not responsible for any personal computer, other networked devices in the home or network malfunctions.
4. The Worry Free 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.
5. After twenty-four (24) months, the Worry Free Plan will automatically renew unless the customer requests the plan be removed from their account.

Expanded Package & HD Video Promotion - Residential

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.

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 (24) month period. Should the customer discontinue Twin Lakes' Expanded video service within the twenty-four (24) month period customer 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 (24) month period. Should the customer discontinue Twin Lakes High Definition service within the twenty-four (24) month period customer 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 (24) month period at the address listed below. Should the customer discontinue TLTV service or phone service within the twenty-four (24) month period customer will be liable for, and will be billed on their next statement, a **\$250.00 early termination fee**.

Customer understands all set top boxes, remotes (except RF remotes), DVR, and 8 port switches are the property of Twin Lakes. Customer understands 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, and/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. 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. Any item covered under the Worry Free TLTV Plan 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, customer 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. Customer agrees to return all equipment in good working condition should service be discontinued. Customer understands 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 customer's 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.
