



## 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 they 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 your Twin Lakes Router is declared faulty after trouble shooting has been completed, Twin Lakes will provide you 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, you 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.

Thank you for your business, we look forward to serving your communication needs.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

- Worry Free: \$ \_\_\_\_\_ per month
- Purchase: \$ \_\_\_\_\_ plus tax
  - Purchase Warranty Explained and Accepted: Y / N

MAC address \_\_\_\_\_

Modem or Router Serial Number \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Corporate Office: 200 Telephone Ln  
POB 67  
Gainesboro, TN 38562**