

UCEA RESIDENTIAL BROADBAND

TELECOM STANDARD INSTALLATION WAIVER SUMMARY:

I understand that an installation fee of \$300 will be waived only if the service is retained active in my name for a minimum period of 12 months continuous service. Early termination prior to the 12 month period will result in the fees being applied to my final telecommunications bill.

PLEASE SEE TERMS AND CONDITIONS OF SERVICE ON BACK:

This document outlines Union City Energy Authority's obligation as your service provider as well as your responsibility as a customer in areas such as payment, access, and equipment use. Your signature as well as that of our representative on this document signifies an agreement in principle by us as a provider and you as the customer.

AGREEMENT SUMMARY:

I understand and agree to the terms and conditions regarding my service, the use of the equipment issued to me and the telecommunications standard installation waiver as described below and on the back of this form.

The customer also understands equipment owned by UCEA, including fiber to Ethernet converter (~ \$100), router (~\$125)and range extender(s)(~\$100 ea.) is required to be returned to UCEA upon termination or cancellation of service and that customer will be charged for this equipment plus any applicable fees if not returned.

TERMS AND CONDITIONS

I agree to abide by the Rules and Regulations for utility service of Union City Energy Authority (UCEA). I also understand and agree that any of the equipment listed on this form is the property of UCEA and that I assume the full responsibility for any damage, misuse, or loss while it is assigned to this account, whether the account is active or inactive. Upon disconnection of this account, I agree to return the equipment to UCEA immediately. You may have separate terms and conditions from your Internet and telephone service provider.

WIRING: If you live in a single unit dwelling all inside wiring past our equipment is your property. If you live in a multiple unit dwelling or a commercial premises, wiring is not the property of the customer unless the wiring is purchased by the customer. Ownership begins past UCEA supplied router (if applicable).

CUSTOMER ELECTRONICS: As a customer, you agree UCEA is not responsible for the maintenance, operation, service or repair of any customer-owned equipment (television, computer, telephone or any device) connected to the services.

ACCESS: As a customer, you agree to allow UCEA the right to enter your property for the purpose of adjusting, repairing, replacing, maintaining, moving, auditing, or removing any equipment if necessary. You also agree to allow access for the purpose of checking signal quality. You should always call our office at 731-885-9212 to verify identity anytime a UCEA employee requests entry to your property. . Otherwise, do not allow access.

BILLING AND PAYMENTS: The same billing and payment terms you have with UCEA for our other utility services also apply to your broadband services. All of your utility services are provided under UCEA's Rules and Regulations currently in force or as may be adopted, copies of which are available at the UCEA office at 312 N. Division Street, Union City, TN 38261.

SERVICE TERMINATION OR CHANGES: As with all our UCEA services, one call to our office will take care of your service needs. Call 731-885-9212 should you decide to alter your services, move, or make any other changes.

ACCEPTABLE USE OF SERVICES: Union City Energy Authority has published on its website, acceptable use terms and conditions for its Internet services. These policies define the appropriate use of these services and customers who knowingly violate these terms and conditions may have their use of these services suspended or revoked. Copies of these acceptable use terms and conditions are available through UCEA's office and the UnionCityEnergy.Com website, or may be provided at the time of service installation. Customers are encouraged to thoroughly read and follow the acceptable use policies, including any updates that may be published on UnionCityEnergy.com website.

THEFT OF SERVICE: Theft of service is a cost to UCEA as well as its customers. Contact UCEA if you know of anyone acquiring cable service through unlawful means. Theft of service will be prosecuted.

ASSIGNMENT: This term of Service Agreement is non-assignable without the expressed written consent of UCEA.

INQUIRIES: We encourage you to contact UCEA with any questions you have regarding your telecommunications services. Customer service representatives are available during office hours of 7:30AM till 4:30 PM weekdays to answer your service questions. These representatives are UCEA employees who are located in Union City, Tennessee.

STANDARD INSTALLATION WAIVER: Installation of our advanced fiber infrastructure used to provide telecommunications services to your home requires us to make a significant investment. We see this investment as a mutual benefit for the customer as well as UCEA. Standard installations include but may not be limited to: fiber drops, gateways and resources used to establish internet and/or telephone services. Because of that investment, we have established standard installation fees that allow us to enable customers to contribute to the capital improvements to their property. The fees as established do not offset the entire cost of installation or communicate ownership but enable us to make that investment with confidence that mutual benefit will be achieved through use of the advanced infrastructure provided. UCEA is willing to make this investment in this infrastructure as long as the benefits are shared between both the customer and UCEA. Based on this, we have established a process that enables us to waive standard installation fees if a customer maintains active telecommunications service with UCEA for one (1) year beyond the date of service initiation. I understand that an installation fee of \$300 will be waived only if the service is retained active in my name for a minimum period of twelve (12) months continuous service. Early termination prior to the twelve (12) month period will result in the fees being applied to my final telecommunications bill.