



Terms and Conditions of Service

ACCOUNT NUMBER: _____

NAME (Subscriber): _____

1. **Responsible Party.** I am 18 years old or older and authorized to order and receive service at the Service Address.
2. **Equipment Policy.**
 - 2.1. Any Equipment not purchased by Subscriber and installed by an Inside Connect Cable, LLC ("ICC") employee or contractor ("Installer") is the property of ICC. The "Equipment" shall include but be not limited to: Cable drops, splitters, connectors, Enhanced Modem Telephone Adapter EMTA, Cable Modems, Wireless Routers, Converter Boxes or other rented devices.
 - 2.2. Any failure, malfunction, or breakdown of Equipment caused by neglect, accident, abuse or natural disaster, may subject Subscriber to all repair and replacement charges.
 - 2.3. Subscriber is responsible for the total retail value replacement cost, of Equipment lost, damaged or not returned upon disconnection.
 - 2.4. Total retail replacement cost for equipment is up to the amounts as follows: DVR Converters \$500.00. Digital TV Converters \$250.00. Modems and voice terminals \$150.
3. **Repairs and service.**
 - 3.1. Subscriber shall not relocate, remove, repair, or replace any Equipment installed by Installer without contacting ICC. Should Subscriber need to make changes to any Equipment installed by ICC, the Subscriber agrees to contact ICC and arrange for an Installer to service the changes.
 - 3.2. Should the Subscriber defy any of the foregoing, and the Equipment experience failure, damage, malfunction, or work improperly, the Subscriber will be subject to the following: a) All charges for repair of Equipment including: parts and service labor by ICC, and b) payment to ICC for the total replacement retail value of the equipment should the Equipment be determined by ICC to be ineligible for repair.
 - 3.3. If an ICC tech is requested for dispatch for any issue that is not caused by ICC's equipment, lines, or services being defective, a service charge, minimum 1 hour labor, plus parts and equipment will be charged to the Subscriber.
4. **Payments and fees.**
 - 4.1. Monthly charges for service are due, in advance, on the first day of each billing period. Subscriber agrees to pay the amount due by the due date stated on each monthly bill by ICC. Should Subscriber fail to pay by the indicated due date, the account will be considered delinquent and ICC will begin collection procedures.
 - 4.2. Subscriber's account will be subject to late fee in the amount of \$9.95, Door Collection fee of \$15.00 if collected on site, and termination if payment is not received by ICC.
 - 4.3. An equipment re-activation fee of \$15.00, or service reconnect fee of \$29.95 in addition to the full past due balance, late fees owed, and services up to the next billing due date will be due to reconnect disconnected or de-activated services.
 - 4.4. Returned item fee of \$25.00 fee on Returned Check for insufficient funds or Automatic Bank Draft Debit that does not clear for insufficient funds.
5. **Acceptable Use Policy.** Subscriber acknowledges receipt of and agrees to the "Inside Connect Cable Internet Acceptable Use Policy."
6. **Quality of Service.** ICC is committed to offering the highest quality products, internet speed, and service available. Subscriber acknowledges however that ICC cannot guarantee internet speeds, uninterrupted service, or error free products inasmuch that many factors affecting quality are outside the control of ICC.
7. **Taxes.** Subscriber acknowledges that all products and services offered are subject to Federal, State, and Local taxes and fees.
8. **Price Changes.**
 - 8.1. ICC, from time to time, may adjust pricing for its products and services to Subscribers.
 - 8.2. Should a change in any price occur for products and services, ICC will provide a minimum 30 day notice in writing to Subscriber.
9. **Regulation.**
 - 9.1. Subscriber acknowledges that ICC is a service provider subject to governmental and regulatory agencies.
 - 9.2. Subscriber agrees to abide by and be bound by all governmental, regulatory agencies and all reasonable regulations of ICC.
10. **Promotional Services.**
 - 10.1. Subscriber may receive programming or Equipment rental ("Promotional Services") at an abated rate ("Promotional Period").
 - 10.2. Subscriber acknowledges that upon the termination of the Promotional Period, billing will initiate at the current rate of Promotional Services at the time of expiration.
 - 10.3. Should Subscriber wish not to be charged regular pricing for Promotional Services, Subscriber must contact our customer service department prior to the expiration of Promotional Period to have Promotional Services discontinued, to prevent being charged full price.
11. **Termination and disconnection**
 - 11.1. Termination of services by requested by a Subscriber require a 30-day verbal or written notice.
 - 11.2. All equipment defined in section 2 must be returned to the nearest ICC office before a disconnect will be ordered.
 - 11.3. Balances owed up to the date of disconnect must be paid by the due date of the final bill to prevent account being turned over to a collection agency.
12. **Collections Referral**
 - 12.1. Subscriber agrees that if this account is not paid when due, and ICC should retain an attorney or collection agency for collection, to pay all reasonable costs, including attorneys' fees, that we incur to collect amounts you owe.
 - 12.2. Subscriber agrees that a collection agency may call, email, and send mail correspondence to any and all landline, cellphone, email and mailing addresses provided to ICC for the purposes of collecting a debt that is owed.
13. **Updates.** ICC reserves the right to update this agreement from time to time as necessary to adjust fees or terms according to law. An updated copy may be requested at any time by the Subscriber.

By signing below, I agree to pay the installation fees and prorated portion of the installation month for this order and I have read, accepted, and agreed to the terms and conditions of this agreement.

Subscriber: _____

Date: _____