

Acct #: \_\_\_\_\_

Acct Name: \_\_\_\_\_

Score: \_\_\_\_\_



☐ High Speed Internet  
☐ TV  
☐ PAKS  
☐ WiFi

## NEW CASTLE APPLICATION FOR SERVICE

This is an application whereby you agree to purchase telecommunications and entertainment services from Citizens Telephone Cooperative Inc or one of its subsidiaries (Citizens Cablevision Inc and SelecTec Inc). The cooperative and subsidiaries, hereinafter individually and jointly referred to as "Company", are all organized under the laws of the State of Virginia. For the purposes of this application the term "Member" shall apply when purchasing services from the cooperative and the term "Applicant" will apply otherwise. A Member may be an individual, firm, association, corporation, or a body politic as defined in Section 1(b) of the cooperative bylaws and an Applicant may also be an individual, firm, association, corporation, or a body politic. As a Member, capital credits will accrue on member defined services to be paid out by the Cooperative as determined by the Board of Directors.

All accounts/services are in default if they are unpaid by the due date. Upon disconnection of services, Citizens owned equipment will be billed to the account. When the equipment is returned in working condition credit will be given. If the services were in a contract, Early Termination Fees will be billed when the service is disconnected.

Any default of contract(s), customer agreement(s), or failure to pay for services rendered shall give us the right to proceed to terminate the agreement(s), contract(s), or service(s) and to exercise all other rights and remedies as provided by law. You agree that, in such event, you shall be obligated to pay our reasonable collection expenses which may include but not be limited to, court costs, collection fees which are charged by our collection agency at such time as the account is turned over to said collection agency, and attorney's fees of twenty-five (25) percent of any unpaid balance at such time as the account is turned over to an attorney for collection. You further agree that all collection fees as mentioned herein shall not be deemed to be in the nature of a penalty for your default, but instead shall be deemed to be liquidated damages. It is understood that said account will accrue interest until paid in full in accordance with Code of Virginia and Federal Statutes. Signature also gives permission to submit cell phone numbers for collection purposes upon default of terms.

\*Additional charges are covered under the Code of Virginia, Section 6.1-330.77. *Charges by sellers of goods or services*; Section 6.1-330.53. Legal rate of interest; and under Federal Statutes, 15 U.S.C. 1601, et seq

The undersigned hereby applies to Citizens service in accordance with the terms and conditions of the Application set forth above

Request: ☐ New Service OR ☐ Change to Account: \_\_\_\_\_ ☐ \*\*Name Change ☐ \*Transfer Service ☐ Permission to Act  
 \*\* Capital Credit Form and Name Change Form required

Type of service: ☐ Residence ☐ Business ☐ New Construction

### Customer Information:

Applicant Name/Business Name (print) \_\_\_\_\_ SSN \_\_\_\_\_  
First Middle Last SSN# or Fed Id#

DOB \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Member/Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

Member/Applicant Mailing Address: \_\_\_\_\_

E911 Address of Service (if different from above) \_\_\_\_\_ County \_\_\_\_\_

Contact Phone# \_\_\_\_\_ Cell Phone # \_\_\_\_\_ Work Phone # \_\_\_\_\_

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

**Security:** Security Password \_\_\_\_\_ Reminder Question \_\_\_\_\_

**Credit:** Employer/Address \_\_\_\_\_ Contact # \_\_\_\_\_

**Property Information:** ☐ Own or ☐ Rent - If renting, property owner's name \_\_\_\_\_

If known, name of previous resident \_\_\_\_\_ Do you need jacks installed? \_\_\_\_ phone \_\_\_\_ internet \_\_\_\_ tv

Additional Site Info (directions, road #, type of dwelling, neighbors, etc.) \_\_\_\_\_

**Permission to Act (PTA) on Account:** This permission includes making changes, adding/removing services, disconnecting, making payments, receiving account balance information and answering Citizens' questions on my behalf. PTA must provide CPNI password, as set by primary account holder, in order to make changes or inquire about account. *Primary account holder is assuming liability of changes made by PTA. Citizens has the right to refuse individuals who are in bad debt or delinquent status; SSN is required for this reason. Certain restrictions apply which may include credit credentials of PTA.*

Permission to Act\*: (print) \_\_\_\_\_ SSN \_\_\_\_\_  
First Middle Last SSN#

☐ **Lifeline Credit Applicant:** In order to be eligible for the discount, the applicant must participate in one of seven programs or be Income Eligible: Medicaid, Food Stamps (SNAP), Supplemental Security Income (SSI), Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance for Needy Families (TANF), Federal Public Housing Assistance, or National School Lunch Program's free lunch program to receive Lifeline assistance. Additional documents must be completed for approval.

Service Selection: Please select Bundle or Alacarte service of your choice.

## TV & INTERNET BUNDLES

<input type="checkbox"/> 1 Mbps Internet & Basic Analog TV	\$29.90	<input type="checkbox"/> 1 Mbps Internet & Standard Analog TV	\$ 53.90
<input type="checkbox"/> 5 Mbps Internet & Basic Analog TV	\$45.90	<input type="checkbox"/> 5 Mbps Internet & Standard Analog TV	\$ 69.90
<input type="checkbox"/> 10 Mbps Internet & Basic Analog TV	\$55.90	<input type="checkbox"/> 10 Mbps Internet & Standard Analog TV	\$ 79.90
<input type="checkbox"/> 15 Mbps Internet & Basic Analog TV	\$65.90	<input type="checkbox"/> 15 Mbps Internet & Standard Analog TV	\$ 89.90

## A LA CARTE TV

<input type="checkbox"/> Basic Analog TV	20+ of the most requested networks including local channels	\$15.95
<input type="checkbox"/> Standard Analog TV	50+ of the most popular programming channels	\$39.95

## A la carte Movie Channels

<input type="checkbox"/> Cinemax \$ 9.95	<input type="checkbox"/> Showtime \$ 11.95	<input type="checkbox"/> HBO \$ 16.95
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## A LA CARTE INTERNET

<input type="checkbox"/> 15 Mbps Download/3 Mbps Upload	\$79.95	<input type="checkbox"/> 10 Mbps Download/2 Mbps Upload	\$59.95
<input type="checkbox"/> 5 Mbps Download/1 Mbps Upload	\$39.95	<input type="checkbox"/> 1 Mbps Download/1 Mbps Upload	\$19.95

Email 1: \_\_\_\_\_

Email 2: \_\_\_\_\_

Username: \_\_\_\_\_ (max 12 characters)

Username: \_\_\_\_\_ (max 12)

Password: \_\_\_\_\_ (max. 12 characters)

Password: \_\_\_\_\_ (max. 12)

## Added Value Services

<input type="checkbox"/> PC Protection	\$3.95 a month
<input type="checkbox"/> PC Protection Plus	\$4.95 a month
<input type="checkbox"/> WiFi	\$4.95 a month

Interested in:

- |                                      |                                           |
|--------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Web Hosting | <input type="checkbox"/> E-Commerce       |
| <input type="checkbox"/> Web Design  | <input type="checkbox"/> PC Repair/Techno |
| <input type="checkbox"/> Cellular    |                                           |

**Auto Payment (Requires Authorization Form):** ☐ Yes ☐ No

**Service Agreement (required to waive service installation fees)\*\*:** ☐ 24-month ☐ 12-month ☐ Promotion: \_\_\_\_\_

*\*\* Based upon credit credentials*

Services not available in all areas. Actual Internet connection speed may vary due to various factors including network congestion and distance from subscriber to Citizens' facilities. Electrical surge protection is strongly recommended. Internet system requirement: any operating system that supports your NIC (Ethernet card), Windows 98SE or higher, Mac OS9 or higher. Federal, state, local taxes, and service fees are not included in pricing. Some restrictions may apply and subject to pre-approval.

By signing below, customer acknowledges receipt of service terms and conditions.

Member/Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Permission to Act Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\*Permission to act provides authorization for individual other than account holder to make account inquiries, make payments, and make service changes to the account. Permission to Act status does not provide access to capital credits on this account.

**Please Return Completed Form To:**  
**CITIZENS**  
**P.O. BOX 137 FLOYD, VA 24091**  
**ATTN: Customer Care**