

Acct #: _____

Acct Name: _____

Score: _____



- _____ Telephone
- _____ High Speed Internet
- _____ WiFi
- _____ Digital/Analog TV
- _____ PVR
- _____ Security
- _____ Smart Solutions

FLOYD MEMBERSHIP/APPLICATION FOR SERVICE

This is an application whereby you agree to purchase telecommunications and entertainment services from Citizens' Telephone Co-operative or one of its subsidiaries (Citizens Cablevision, Inc. and SelecTec, Inc). The Cooperative and subsidiaries, hereinafter individually, each and/or 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, Company 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 the Company 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. The Member/Applicant agrees that, in such event, the Member/Applicant 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 the Company 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. The Member/Applicant further agrees that all collection fees as mentioned herein shall not be deemed to be in the nature of a penalty for 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. The Member/Applicant 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 6.2-311. *Charges by sellers of goods or services*; Section 6.2-301; 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
 *Transfer of a phone number requires a Phone Number Release form to be signed by current account holder.

** 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: _____

Directory Listing: Published Non List (Not printed in directory but will display on Caller-ID) Non-Published (ONLY released to 911)
 Directory listings default to Customer Name (Doe, John) and Customer Mailing Address as listed above unless specified differently:

Directory Name Listing: _____ Address: _____

Long Distance Carrier: Citizens Other _____ (list can be provided) No Carrier (calls can be billed by any carrier at any rate)

Credit: Employer/Address _____ Contact # _____

Security: Security Password _____ Reminder Question (should relate to Security Password) _____

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.

Bundle YOUR Way. Please select the services of your choice

Landline Telephone (includes unlimited local calling)

Calling Features: Advantage Bundle Caller ID **Or** Voice mail (plus choose up to 10 other select features)
 Ultimate Bundle Caller ID **And** Voice mail (plus choose any other select features)

Add Unlimited Long Distance to any Phone Service*

*Unlimited calling to anywhere in the 48 contiguous states. Requires Citizens local or digital residential phone service AND Citizens Long Distance. For direct-dialed domestic voice calls only. Not intended for data and commercial use. Service does not include multi-party conference calls, call forwarded calls, calls to 900, 986, 700 numbers, directory assistance, calling card, operator services, international calling or toll free calling. Citizens reserves the right to immediately suspend, restrict, bill usage charges or cancel service without prior notice if Citizens determines that usage is not consistent with residential customer voice usage. Usage not consistent with typical domestic long distance residential voice usage occurs when user's monthly minutes of use total more than 5,000 minutes per month.

High Speed Internet Options (Where Available):

- | | | |
|---|---|---|
| SPEED | <i>(Safetyline not available in all areas)</i> | <input type="checkbox"/> Rapid Response |
| <input type="checkbox"/> 1.5Mbps | Includes a SafetyLine – Calls to 911 and incoming calls only | <input type="checkbox"/> WiFi Internet Access |
| <input type="checkbox"/> 3.0Mbps | Includes a SafetyLine – Calls to 911 and incoming calls only | <input type="checkbox"/> PC Protection |
| <input type="checkbox"/> 6.0Mbps | Includes a SafetyLine – Calls to 911 and incoming calls only | <input type="checkbox"/> PC Protection Plus |
| <input type="checkbox"/> Citizip 5Mbps ** | | |
| <input type="checkbox"/> Citizip 10Mbps** | **Not available in all areas. See Citizens for full details and availability | |
| <input type="checkbox"/> Citizip 25Mbps** | | |
| <input type="checkbox"/> Citizip 50Mbps** | | |

Email: Up to 5 emails available free with internet service. Username selected below will be followed by "@ swva.net".

Email Username: _____ (max 12 characters) Email Username: _____ (max 12 characters)

Password: _____ (max. 12 characters) Password: _____ (max 12 characters)

Digital TV Options (Where Available):

TV/STB Quantity _____

- | | | | | |
|---|---|---|--------------------------------------|--|
| <input type="checkbox"/> Signature TV | Over 180 of the nation's most requested programming channels plus music | | | |
| <input type="checkbox"/> Crest TV | Over 200 of the most popular programming channels with music and more | | | |
| <input type="checkbox"/> Digital TV Basic | 20+ of the most requested networks including local channels | | | |
| <input type="checkbox"/> Digital Starz/Encore | <input type="checkbox"/> Digital Cinemax | <input type="checkbox"/> Digital Showtime | <input type="checkbox"/> Digital HBO | <input type="checkbox"/> 4-Pk Premium Movie Channels |
| <input type="checkbox"/> PVR Service | <input type="checkbox"/> HD Bandwidth Access | | | |

Analog TV Options(Where Available):

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Analog Basic TV | 20+ of the most requested networks including local channels | |
| <input type="checkbox"/> Analog Standard TV | 50+ of the most popular programming channels | |
| <input type="checkbox"/> Analog Cinemax | <input type="checkbox"/> Analog Showtime | <input type="checkbox"/> Analog HBO |

Added Value Services

- | | | | |
|--|---|--|-------------------------------------|
| <input type="checkbox"/> Medical Alert | <input type="checkbox"/> Self-Monitored Security | <input type="checkbox"/> Monitored Home Security | <input type="checkbox"/> E-Commerce |
| <input type="checkbox"/> Web Design | <input type="checkbox"/> Self-Monitored Home Automation | <input type="checkbox"/> Cellular | |
| <input type="checkbox"/> Web Hosting | <input type="checkbox"/> Self-Monitored Energy Management | <input type="checkbox"/> PC Repair/Techno | |

Auto Payment (Requires Authorization Form): Yes No

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. Free installation and free modem require 12-month minimum commitment and is for one computer only. 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.

Signature verifies correct information and permission to submit cell phone numbers for collection purposes upon default of terms.

FROM TIME TO TIME WE MAY USE THE DETAILS PROVIDED ON THIS APPLICATION (Email address/ mailing address, cell or landline phone number) TO KEEP YOU INFORMED ABOUT ADDITIONAL PRODUCTS, SERVICES AND EVENTS. IF YOU DO NOT WISH TO RECEIVE SUCH INFORMATION, YOU MAY "OPT OUT" BY CHECKING THIS BOX

Service Agreement (required to waive service installation fees): 12-month 24-month

***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 CUSTOMER CARE
P.O. BOX 137 FLOYD, VA 24091**