



for internal office use only

Change/Add Service. Current application on file.

Account Name: _____

Account #: _____

NEW MEMBERSHIP/APPLICATION FOR SERVICE

This is an application whereby you agree to purchase telecommunications and entertainment services from Citizens' Telephone Cooperative 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 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 body politic as defined in Section 1(b) of the Cooperative bylaws, and an Applicant may also be an individual, firm, association, corporation, or 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, and collection fees that 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 like 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 per the Code of Virginia and Federal Statutes. The Member/Applicant can also 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 per the terms and conditions of the Application set forth above.

- Type of service:**
- New Residential**
 - Permission to Act Add/Change**
 - Small Business**

Effective Date: _____

***Transfer Service** **Transfer of a phone number requires a Phone Number Release form to be signed by the current account holder.*

Primary Account Holder Name	SSN	Birth Date
Business Name	Fed Tax ID	
Physical/E911 Street Address	City	State, Zip
Mailing/Billing Address (if different than physical address)	City	State, Zip
Primary Account Holder Preferred Contact # (Cell/Home/Work - circle one)	Work # (Cell/Home/Work - circle one)	Alternate # (Cell/Home/Work - circle one)
C/H/W	C/H/W	C/H/W
Primary Account Holder Email Address:		
Employer		
Employer Street Address	City	State, Zip
Permission To Act (PTA = person to act behalf of Primary Account Holder)	PTA SSN	Birth Date
PTA Street Address	City	State, Zip
PTA Preferred Contact Phone # (Cell/Home/Work - circle one)	Work # (Cell/Home/Work - circle one)	Alternate # (Cell/Home/Work - circle one)
C/H/W	C/H/W	C/H/W

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

Account Security: To protect your Citizens account, we recommended a password that you will be prompted to use when contacting Citizens regarding your account.

Password/PIN <i>up to 12 characters; letters or numbers; non-biographical</i>	Password/PIN Suggestion not equal to but should relate to Password

Property Info: Own New Construction Multi-story home Single-story home Approx. Sq
Footage _____
 Rent If renting, property owner's/landlord name: _____

Property owner's contact #: _____ Email: _____

Residential Class Service(s) Requested: Email: _____

Internet Service **WiFi** **PC Protection** Email: _____
 Phone Service **TVNow** **Unlimited Long Distance***

Telephone Directory Want a Phone Book mailed to you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>(Complete below if requesting something other than Customer Name (Doe, John) and Mailing Address).</i>		
<input type="checkbox"/> Published Listing: Name: _____		
Address: _____		
<input type="checkbox"/> Non-List: Not printed in the directory; will display on Caller ID \$1.25/mo	Establish a PIN to request Call Detail. Call Detail PIN: _____	
<input type="checkbox"/> Non-Published: Not printed in directory, not displayed on Caller ID. ONLY released to E911 \$1.75/mo		

Calling Features: See Citizens for details

- Advantage Calling Features package includes Caller ID (with Name & Number) AND Voicemail options* \$ 5.00/mo
- FREE Manage My Voicemail App available on Apple or Google Play Store FREE
- NotifyPlus - multi-message communication tool \$ 9.99/mo

**See Citizens for a full list of calling feature options*

Long Distance Carrier:

- Citizens with Unlimited Long Distance (ULD)* (Unlimited calling to anywhere in the 48 contiguous states.)
- Citizens One (Anytime, Anywhere \$.14 a min) - *Default if no Long Distance Plan is selected*
- Other Carrier _____ (list can be provided)
- No Carrier (calls can be billed by any carrier at any rate)

Residential Unlimited Long Distance: \$9.95 with Citizens phone service. Unlimited Long Distance for Business: \$24.95 per line. 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, forwarded calls, calls to 900, 986, or 700 numbers, directory assistance, 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 the user's monthly minutes of use total more than 5,000 minutes per month.

Online E-Care Access: Yes No **View & Pay Bills Online** <https://citizens.coop/myaccount/>

- Enroll in AutoPay/Discount:** Accept Decline Save \$1.50/mo
- E-Bill (Receive bill via Email)/Discount:** Accept Decline Save \$3.00/mo
- Lifeline Credit Applicant:** To be eligible for the discount, the applicant must participate in one of these programs or be Income Eligible: Medicaid, Food Stamps (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), or Veterans Pension or Survivor Pension to receive Lifeline assistance. Additional forms must be completed for approval. **Not available in all areas.** Available in ILEC only.
- ACP applicant (if funding applicable)** Yes No



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- 12-month**Service Agreement** **24-month**Service Agreement** **Month-to-Month** Service Agreement**

Services are not available in all areas. Actual Internet connection speed may vary due to various factors including network congestion and distance from subscribers to Citizens' facilities. Electrical surge protection is strongly recommended. Free installation and a free modem require a 12-month minimum commitment. Installed to one jack location only with an up-to-date operating system on the device. Federal, state, and local taxes and service fees are not included in service pricing. Some restrictions may apply and are subject to pre-approval. Service Agreement required to waive installation fees. Credit terms apply. ****Service Agreement required for Fiber to the Home services. Standard Connection fee \$399. \$299 with a 12-month Agreement; \$199 with a 24-month Agreement. Aid in Construction may apply. Certain restrictions and terms may apply.**

- I have reviewed and read the Terms and Conditions associated with this service (below) and acknowledge I can access it online at <https://citizens.coop/terms/> From time to time, Citizens may contact you regarding special offers and promotions. If you do not wish to receive such information, you may "Opt Out" by checking this box. *Renewable every 2 years*

Terms & Conditions: By signing, I agree to allow Citizens to install its services, accept the following terms, and acknowledge they will be legally binding.

1. I will receive installation and equipment without charge pending credit credentials from Citizens in return for keeping Citizens' service for the selected term.
2. I understand that if I disconnect my service for any reason, I will be billed for any equipment and billed a prorated early-term fee to cover installation/activation that I received free of charge. Standard rates and fees apply.
3. I may receive discounted pricing by fulfilling the terms of this agreement. I understand if I decline renewal, a la carte pricing will apply.
4. If I choose not to enter into a contract, I understand that installation fees will apply.
5. This contract is non-transferable and is unavailable in conjunction with any other promotion. Offer is subject to change without notice. The customer must maintain service(s) throughout the subscribed term. After the original term is met, discount pricing will continue until there is a change in the subscribed service.

EQUIPMENT: Customer acknowledges that any equipment provided by Citizens is the property of Citizens, unless Customer enters into a separate written agreement to buy it, and makes full payment of the stated price. The customer agrees not to damage or misuse Citizens equipment and to return it to Citizens when Service is terminated, in the same condition as when installed, with reasonable wear and tear accepted, and in reusable condition, consistent with any requirement of law. If there is a separate written agreement for equipment purchase or lease, that agreement governs the Customer's rights with respect to such equipment. Should equipment be destroyed by the customer, the customer is held accountable for the full cost of equipment. Equipment Cost:

Replace Remote Control	\$ 20.00	Surge Protector	\$ 25.00
Modem	\$ 95.00	Battery Backup	\$ 50.00
FTTH ONT	\$300.00	Plume Pod	\$ 99.00

STANDARD INSTALL / EARLY TERMINATION FEES:

High-Speed Internet**	\$99.95 per term	CitiZip Fiber**	\$399.00 Connection Fee
Aid in Construction pending drop requirement over 500' from Citizens splice point			

**Equipment used for Internet service may vary based on delivery method and connection with other Citizens' service (i.e. Video equipment). Additional fees may be required based on a composite credit score of 650 and under.

NONSTANDARD INSTALLATION: *Nonstandard installation includes services performed outside of Standard Installation and after initial installation; fishing walls, running and pulling wire, etc. Fishing of additional walls, where possible, is \$80.00 per hour plus material costs. Additional outlets may be installed after initial installation at a rate of \$99.00 per outlet.

NO TRANSFER: No Service, Service Agreement, or Citizens equipment may be transferred to another person without the prior consent of Citizens. Service may not be shared with any person not a part of Customer's immediate household or in Customer's office.

NO WARRANTIES: Citizens makes no warranties, express or implied, in this document, or in any related agreement or otherwise, including but not limited to any warranty regarding the merchantability, fitness for any particular purpose, design, conditions of, or quality of the material or workmanship of any service or equipment.

LIMITATION OF LIABILITY: To the maximum extent permitted by law, Citizens disclaims liability for any claim, loss, damage, or expense of any kind or nature arising from or in any manner related to the provision of the Service procured by Customer, or to any equipment, including without limitation any liability caused directly or indirectly by (i) the inadequacy of the Service or equipment to serve the Customer's purposes; (ii) any deficiency or defect in the Service or equipment; (iii) the use or performance of the Service or equipment; (iv) any interruption or loss of service, except where credit or deduction is provided for by law or regulation; and (v) any loss of business, loss of profits or revenue, or any other consequential damages of any kind, whether or not resulting from any of the foregoing. Digital (VoIP) Telephone is not a lifeline service; therefore, operation may be interrupted due to a power outage or other natural disasters. Battery Backup (8-hour standby) may be provided at the time of installation or purchased for batteries up to 24-hour standby time.

CERTAIN LOSS OF SERVICE DUE TO CUSTOMER: Any loss of Service availability caused by action or inaction by Customer, or by defect or failure of Customer's equipment, will not suspend the obligation to pay for Service, and Customer shall remain liable for all applicable charges.



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DISCOUNT TERMS AND CONDITIONS: Discounts for having multiple Citizens' services may be available. Federal, state, and local taxes and utility service fees are not included in the service price. Price includes monthly discount for use of electronic billing and/or discount for auto payment from bank or credit card account. If a paper invoice is requested, a \$3.00/month fee applies. A \$1.50/month fee also applies if auto payment is not used. Not all services and delivery methods are available in all areas.

STANDARD INSTALLATION DESCRIPTION: *Internet installation includes an Internet Modem and necessary wiring pulled to one central (existing) location where the Internet modem is located. For TV service: Citizens will install up to five media players during scheduled installation. For new construction installation: Citizens will fish one wall outlet at no charge up to 14 inches high from the floor (standard receptacle height). Installation at existing or previously serviced address: service will be installed at a known working outlet. Additional outlets may be installed at the time of initial installation or scheduled at another time at a rate of \$99.00 per outlet. Credit credentials apply. Battery Backup for VoIP is available upon request.

VALUE ADDED SERVICES DESCRIPTION: Citizens offers Valued Added Services to enhance the use of your Citizens products: Unlimited Long Distance** can be added to any residential landline or digital phone service, Notify Plus App: Replace a Call Tree with Notify Plus for only \$9.99 a month. Call, Text, and Email from this convenient App. Requires Citizens landline or digital phone service. **Rapid Response:** All customers are a priority to us and our standards are to restore everyone as soon as possible. Phone and Internet services may be needed to run a business or to work from home. When there is a service outage due to inclement weather, natural disaster, or other unforeseen circumstances that deem restoration to be a priority for your business, home office, etc., you can ensure faster restoration with a Rapid Response Plan. Special first-year offer is \$30 per month. Recurring standard monthly price is \$50.

E911 ADDRESS INFORMATION: It is the mission of Citizens to provide you with quality service, excellent support, and advanced technology. While your primary residence is listed as your E911 address in our records, Citizens strongly suggests that you contact the local E911 Office at 540-745-9359 to obtain a separate address for any barns, garages, or dwellings that contain a phone line to ensure your safety. By obtaining a separate E911 address for additional phone lines located on your property, emergency services will know exactly where to respond when 911 is called in the case of an emergency. Once an E911 address is assigned, please contact Citizens at 540-745-2111 or 276-637-6485 to update your account records. Citizens has the right to refuse to maintain any line that is run from the NID/ONT to a separate structure on the property other than lines installed by Citizens. Lines installed by anyone other than Citizens will be indistinguishable from the primary residence for E911 purposes.

DELINQUENT ACCOUNT POLICY: All accounts/services are in default if they are unpaid at 30 days after the due date. If contracts are in default or otherwise breached, then the contract penalty will be billed. If there is returnable equipment for the service it will be billed to the customer when they are disconnected. Once that equipment is returned, the Customer's bill will be credited back for that amount. 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. Customer agrees that, in such event, the Customer shall be obligated to pay Citizens' reasonable collection expenses which may include but not be limited to, court costs, and collection fees which are charged by our the Company at such time as the account is turned over to said collection agency, and attorney's fees of twenty-five (25) percent on any unpaid balance at such time as the account is turned over to an attorney for collection.

Customer 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 the Code of Virginia and Federal Statutes. *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

SATISFACTION GUARANTEE: If you are not completely satisfied with the quality of your Citizens residential or business service, simply return your equipment and deactivate service within 30 days of installation and activation to avoid early termination fees and to receive a full refund*. Purchases made by cash will be refunded by cash if returned within the same business day. Purchases made by check will be refunded by a refund check. Purchases made by a credit/debit card will be refunded to a credit/debit card. Credit or debit cards must be present at the time of refund. Check refunds will be sent to the original account holder within six (6) to eight (8) weeks of return.

ACKNOWLEDGMENT AND CONSENT REGARDING RECORDING & AUTOMATED COMMUNICATION SYSTEMS

I acknowledge that upon calling Citizens, my calls may be monitored and/or recorded. I also understand that automated systems may be used to contact me via voice, text, and email based on the contact information provided to Citizens. Full disclosure of all Citizens services is available at <https://citizens.coop/terms/>.

Member/Applicant Signature: _____

Signature verifies all information above is correct

Date: _____



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