



## 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 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. 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 the 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.

**Type of service:** ☐ **Residence** ☐ **Business** ☐ **New Service** **Effective Date:** \_\_\_\_\_

**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.*

**Applicant Name (print)** \_\_\_\_\_  
First Middle Last

**Applicant Date of Birth** \_\_\_\_\_ **Applicant SSN** \_\_\_\_\_

**Business Name (print)** \_\_\_\_\_ **Federal ID** \_\_\_\_\_

**Applicant Mailing Address** \_\_\_\_\_

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

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

**Email Address** \_\_\_\_\_

**Employer** \_\_\_\_\_ **Contact #** \_\_\_\_\_

**Employer Address:** \_\_\_\_\_

**Account Security:** Password \_\_\_\_\_ **Password Hint** (should relate to Security Password) \_\_\_\_\_

**Property Information:** ☐ **Own** ☐ **New Construction** ☐ **Multi-story home** ☐ **Single story home**

☐ **Rent** If renting, property owner's name: \_\_\_\_\_

**Property owner's contact #:** \_\_\_\_\_ **Property owner's email:** \_\_\_\_\_

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

☐ **Enroll in Auto Pay:** ☐ **Accept** ☐ **Decline** **E-Bill (Receive bill via Email):** ☐ **Accept** ☐ **Decline**

☐ **Lifeline Credit Applicant:** In order 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.**



☐ **Request to Port your telephone number to Citizens**      **Number to port:** \_\_\_\_\_  
**Phone provider:** \_\_\_\_\_      **Account #:** \_\_\_\_\_

**Directory Name Listing** \_\_\_\_\_ **Address** \_\_\_\_\_  
(Complete only if requesting something other than Customer Name (Doe, John) and Mailing Address)

- ☐ Published    ☐ Non List (Not printed in directory; will display on Caller ID \$1.25 monthly)  
☐ Non-Published (ONLY released to E911 \$1.75 monthly)

### Service Agreement

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 included for one computer/location only. **Internet system requirements:** any operating system that supports your NIC (Ethernet card), Windows 98SE or higher, Mac OS 9 or higher. Federal, state, local taxes, and service fees are not included in pricing. Some restrictions may apply and are subject to pre-approval. Service Agreement required to waive installation fees. Soft credit score required, and credit terms apply

- ☐ I have reviewed and read the Terms and Conditions associated with this service (below) and acknowledge I can access 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. ☐

- ☐ **Permission to Act (PTA) on Account:** The person listed is authorized to discuss this account, including making changes, adding/removing services, disconnecting, making payments, receiving account balance information, and answering Citizens' questions on my behalf. PTA must provide a CPNI password, as set by the primary account holder, in order to make changes or inquire about the account. *The primary account holder is assuming liability for 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 the PTA's credit credentials.*

### Permission to Act\*:

(print) \_\_\_\_\_  
First Middle Last

SSN \_\_\_\_\_ PTA Contact Number: \_\_\_\_\_

Address if other than Primary Account Holder: \_\_\_\_\_

City State Zip PTA Email: \_\_\_\_\_

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

*Signature verifies that all information above is correct.*

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



## SERVICE AGREEMENT TERMS AND CONDITIONS:

This is your copy of "Citizens Service Agreement" between Citizens' Telephone Cooperative, Inc., and/or Cablevision Inc., hereafter either independently or jointly referred to as "Citizens", and you as a customer of Citizens. Please keep it for your records. Allowing Citizens to install its services indicates your acceptance of these terms, and they are legally binding on you.

- ☐ I understand that if I disconnect my service for any reason, I will be billed for any equipment. Standard rates and fees apply.
- ☐ I may receive discounted pricing by fulfilling the terms of this agreement. I understand that if I decline renewal, a la carte pricing will apply.
- ☐ I agree to receive installation and equipment at no charge from Citizens in return for keeping Citizens' service for the selected term - applies to Business services.
- ☐ If I choose not to enter into a Business contract, I understand that installation fees will apply.

This contract is non-transferable and is unavailable in conjunction with any other promotion. Offer is subject to change without notice. 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. 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, 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 the equipment.

### EQUIPMENT COST:

|                 |          |                                       |               |
|-----------------|----------|---------------------------------------|---------------|
| FTTH ONT        | \$300.00 | Outdoor WiFi Unit - based on unit     | \$300 - \$150 |
| Modem           | \$ 95.00 | Advanced WiFi Pod (per pod/mesh unit) | \$ 99.00      |
| Surge Protector | \$ 25.00 | Battery Backup                        | \$ 50.00      |

**NO TRANSFER:** No Service or Citizens equipment may be transferred to another person without the prior written 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, in any related agreement, or otherwise, including, but not limited to, any warranty regarding the merchantability, fitness for any particular purpose, design, condition, 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 a 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 telephone is not a lifeline service; therefore, operation may be interrupted due to a power outage or other natural disasters.

**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.

**DISCOUNT TERMS AND CONDITIONS:** Federal, state, local taxes, and utility service fees are not included in the price. Price includes a \$3.00 discount for using electronic billing and a \$1.50 discount for auto-payment from a bank or credit card account. If a paper invoice is requested, a \$3.00 fee applies. A \$1.50 fee also applies if auto payment is not used. Not all services are available in all areas.

**STANDARD DIGITAL INSTALLATION:** \*Installation includes CAT 5 wiring pulled to one central location where the Internet modem is located and/or to one computer location. Standard installation also includes an Internet Modem, a Splitter, one surge protector, one 6-port surface mount box, and CAT 5 wiring and connectors. Citizens will install up to four outlets and replace as many working receivers as the customer has installed by their satellite provider at no charge, up to the limits of our capacity at that location. Citizens will fish one wall at no charge up to 14 inches high from the floor (standard receptacle height). Additional signal extenders 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.



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

**VALUE ADDED SERVICES:** Citizens offers Value Added Services to enhance the use of your Citizens products:

- ☐ Advanced WiFi powered by Plume HomePass® adaptive WiFi for your entire home. Additional pods @ \$4.95 ea.
- ☐ SFN TV Now streaming TV service.
- ☐ Unlimited Long Distance\*\* can be added to any residential landline or digital phone service.
- ☐ Notify Plus App: Replace a Call Tree with Notify Plus only \$9.99 a month. Call, Text, Email from this convenient App. Requires Citizens landline or digital phone service.
- ☐ Business Surveillance: See Citizens for details and site evaluation. DCJS #11-9804.
- ☐ 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. Standard monthly price is \$50/monthly.

**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 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 30 days after the due date. If in a contract and it is defaulted on 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, 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 your Citizens residential or business service, simply return your equipment and deactivate service within 30 days of installation and activation for 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.