

APPLICATION FOR MTC CABLE PHONE SERVICE

Do you have an alarm or monitoring system on your phone line? _____
Do you have medical lifeline services? _____

NAME _____
(This is how it will appear in the directory & on Call ID.)

NON-PUBLISHED (\$1.00 Per Month) please check here: _____

MAILING ADDRESS _____

911 ADDRESS _____

PREVIOUS OCCUPANT _____

How many phones do you have? _____ Would you like us to maintain your
outlets for \$1.00 per month per outlet? Yes No

Voice Mail _____ (\$2.95) ***FREE with cable modem & digital service

To keep your existing number you will need to fill out the form on the back
of this application to port your telephone number.

Current Employer _____

Social Security # _____ Driver License# _____

E-mail _____ Installation price quoted _____

PAYMENT POLICY & SERVICE INSTALLATION AGREEMENT

All bills are due by the 23rd of the month. Payments received after the 23rd
are subject to late payment charges. Please bring or send the page from your
bill when payment is made. Payments can be made at the business office or
any of the local banks. All bills will stand correct and will not be
adjusted after the 23rd of the month of the bill. Applications are subject
to approval. The undersigned makes application for Cable Phone service as
described below and agrees to pay the rates as established for such service
and further agrees to the rules and regulations set forth.

Large Print bills are available. Check here if needed. _____

Name of people who may access your account. _____

PIN Number or Password to access your account. _____

Contact Numbers _____ Home _____ Cell _____

Signature _____ Date _____

We are looking forward to serving you.

Contact numbers: 845-586-2288 or 877-727-2288. Fax: 845-586-4050.

Email: mtc@catskill.net Website: www.mtctelcom.com

MTC Cable, PO Box 260,579 Main, Margaretville, NY 12455

Letter of Authorization

I want to change my telephone carrier(s) and appoint MTC Cable as agent to change my preferred carrier(s) as described:

Local Service:	MTC Cable
<u>Intra-LATA</u> (In State) Toll Service:	MTC Cable
Long Distance Service:	MTC Cable

I understand that only one telephone carrier may be designated for any one telephone number for each type of service.

Customer Name: _____

Service Address: _____

Service City: _____ State: NY Zip Code: _____

Affected Telephone Number: _____

Current Provider & Account Number _____

PIN Number or Password to access this account. _____

I hereby certify that I am 18 years or older and that I am the customer of record for the telephone number listed above. Signing this document will result in the change of telephone service provider.

Authorized Customer Name (Print)

Authorized Customer Signature

Date



MTC Cable Phone Service Installation Agreement

This Agreement is between the Subscriber (referred to as “I”, “me”, or “my”) and MTC Cable (referred to as “you” or “your”). It is part of the Service Agreement to obtain MTC Cable Phone Service (“Service”), which I will accept as part of ordering and using the Service.

1). In agreeing to have the Service installed, I understand that your employee or agent will provide installation services, including the hardware described below. I understand that I am solely responsible for providing, configuring, and maintaining all equipment and inside wiring on my premises except as otherwise stated below. I also understand that compatibility of my existing equipment and wiring is necessary for installation and provisioning of the Service. As a result, it may not be possible to install or provide the Service. I further understand that:

- In order to use the Service, Subscriber is required to provide certain equipment such as a phone handset, inside phone wiring and outlets, and a working, non-switched electrical power outlet. Subscriber agrees to keep the Multimedia Terminal Adapter (MTA) plugged into the power outlet at all times. If Subscriber does not have access to inside phone wiring in the home or apartment necessary to active all existing phone outlets, and Service is desired throughout the home, Subscriber will need to provide a compatible cordless phone. Subscriber acknowledges that certain cordless phones use electrical power and may not operate in case of a power outage.

- Cable Phone service may be connected to existing home phone wiring as long as MTC Cable has access to and the right to use such wiring. If Subscriber is not the owner of the premises upon which equipment is to be installed, Subscriber warrants that he/she has obtained the consent of the owner. If Cable Phone is to be connected to existing phone wiring, MTC Cable will perform the installation. In order to complete this connection, MTC Cable technicians must first disconnect the existing phone wiring from the network of Subscribers previous telephone provider which may disable any service from them. MTC Cable will have no obligation to provide, maintain, or service the Customer Equipment.

2). I agree to defend, indemnify, and hold harmless MTC Cable from and against any and all claims and expenses, including reasonable attorneys' fees, arising out of or related in any way to the installation or use of the Cable Phone Service.

3). Limitations of 911/E911

- The Service includes 911 / Enhanced 911 (E911) function which may differ from the 911 service furnished by other providers. I have carefully read the information below and acknowledge and accept any limitations of the 911/E911 function. I agree to convey these limitations to ALL persons residing in my household and others who may place calls using the Cable Phone service. Anyone with questions regarding the 911/E911 function should contact the MTC Cable Customer Service Group at (845) 586-2288 during normal business hours.
- In order for 911/E911 calls to be properly directed to emergency service, MTC Cable must have my correct service address. If I attempt to move the Service and/or MTA to another address without MTC Cable approval, 911/E911 calls may be directed to the wrong emergency authority resulting in delayed or lack of emergency service response. I agree that all changes in service address require MTC Cable prior approval.
- Cable Phone uses the electrical power in my home. If there is an electrical power outage to the MTA, 911/E911 calling may be interrupted if the battery back-up in the MTA is not installed, fails, or is exhausted after several hours of use. Furthermore, calls, and 911/E911 calls may not be completed if there is a problem with network facilities.
- I acknowledge and agree that MTC Cable will not be liable for any service outage, inability to dial 911 using the Service and/or ability to access emergency service personnel for any reason. I agree to release and defend, indemnify, and hold harmless MTC Cable and its affiliates, contractors, suppliers, subcontractors, and employees, and agents from any and all claims, suits, actions, or causes of action for damages, losses, personal injury, (including death), fines, penalties, costs, and expenses (including reasonable attorney fees) asserted by, or on behalf of, me or any third party or user of the service relating to the interruption, failure, or outage of the service, including those related to 911/E911.

4). I understand that you will install the MTA, any necessary connection from my existing cable facilities to the MTA, and any necessary connection from the MTA to the inside wire or cordless phone in my home. Additional installation charges may apply for "non-standard" installation or repair of existing phone wiring in the house.

5). I authorize you to enter my premises to install any necessary equipment and Service.

6). I authorize MTC Cable to provide my local, intra-LATA (regional) toll, and long distance service, and I agree to contact my current toll and long distance service provider

to remove any "Freezes" that would prevent MTC Cable from providing my toll and long distance service.

7). If I am switching to Cable Phone Service from another service provider and I wish to keep my current telephone number, I authorize MTC Cable to initiate the transfer of my existing telephone number from my current service provider.

8). If switching to MTC Cable Phone from another telephone provider, Subscriber may transfer his existing phone number (if any) to the MTC Cable Phone Service provided the following conditions apply:

- a). Subscriber requests the phone number be transferred when order for Service is placed.
- b). The current telephone provider releases the telephone number at Subscriber's request without delay.
- c). Transfer of the number would not violate applicable law, processes, or procedures.
- d). Subscriber acknowledges that to avoid an interruption in phone service, it is extremely important that Subscriber has the MTC installed on or before the Port Effective Date. The existing telephone service for the number that is transferring will be disconnected on the Port Effective Date; if my MTA is not yet activated, I will NOT have access to the MTC Cable Phone Service thus resulting in loss of telephone service. MTC Cable will provide an estimate of Port Effective Date at time of service ordering.

9). I will not remove or relocate the equipment without your consent.

10). I understand that the full text of the current MTC Cable Phone Service Agreement is available on-line and is incorporated by reference into this Agreement. MTC Cable may change that Agreement as indicated therein. I also understand that MTC Cable may change applicable rates from time to time upon notice to me, and that my continued use of any Service after such rate change will constitute an acceptance thereof.

11). I understand that it is my responsibility to verify cancellation of my existing long distance service AFTER MTC Cable Phone service is active.

12). I hereby certify that I am at least 18 years of age and that I am the customer of record for the telephone number listed below: