



PO Box 190  
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 Rogersville, TN 37857  
 (423) 272-8821  
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 www.holstonconnect.com

**CUSTOMER AGREEMENT AND AFFIDAVIT**

HolstonConnect is pleased to make available certain fiber services, including voice, internet, and digital television. These services and those to which you specifically subscribe are more particularly described in the application for service you will sign upon subscription. It is extremely important you understand how these services are being provided to you and the rights and responsibilities you have. **By signing this agreement, you acknowledge that you have read, understand and agree in full to all terms and conditions.**

Holston Electric Cooperative owns and maintains the network access infrastructure over which you will receive these services, and as HolstonConnect is a wholly-owned subsidiary of Holston Electric Cooperative, you will be subject to all of the requirements associated with Holston Electric Cooperative. By subscribing to HolstonConnect services you will not become a member of Holston Electric Cooperative, but will become subject to all of these provisions contained in the following as they are applied:

- Standard Terms and Conditions
- Acceptable Use Policy
- Holston Electric Cooperative Bylaws and Policies
- HolstonConnect Guidelines
- Schedule of Rates
- Privacy Rights Notice
- Digital Millennium Copyright Act

All of these regulations will be made available to you through the online website or hard copy format upon request. You acknowledge receipt of the same. HolstonConnect is responsible for providing and maintaining the network over which you receive these services including the installation and repair of HolstonConnect equipment at your home or business. You will also receive your bill from HolstonConnect and you will call (423) 272-8821 anytime you need assistance with your service. HolstonConnect is responsible for providing these services to you via the arrangement we have just described.

I agree to maintain 12-months consecutive service at the same address to fulfill obligation required to have installation fee waived. Disconnection of service prior to 12 consecutive months will result in fees being added to the final bill. I also understand that monthly subscription of internet service from HolstonConnect is required to obtain subscription to HolstonTV. I must maintain the subscription to HolstonConnect’s internet service throughout duration of subscription to HolstonTV.

I authorize HolstonConnect and Holston Electric Cooperative to perform a credit check or obtain a credit report if necessary in their discretion and grant permission to any creditor, credit agency, collection agency or other individual or entity to release any credit information to HolstonConnect or Holston Electric Cooperative. By affixing his, her or their signatures hereto, customer(s) acknowledge they have granted HolstonConnect permission to perform a credit identity assessment for the purpose of confirming the identity of the customer. The Applicant(s) authorizes HolstonConnect and Holston Electric Cooperative and their representatives to contact the Applicant(s) by telephone at any telephone number associated with the debtor account, including wireless telephone numbers, which could result in charges to the debtor. HolstonConnect and Holston Electric Cooperative and their representatives may also contact debtors by sending text messages or emails, using any email address provided to HolstonConnect or Holston Electric Cooperative. Methods of contact may include using prerecorded or artificial voice messages and or the use of an automatic dialing device, as applicable. Debts may be referred to an agency for collection 31 days after the account becomes delinquent. In the event of default of payment of any bills or other charges arising hereunder, the undersigned agrees to timely pay HolstonConnect, including any associated costs incurred to collect any debt.

All bills for service are due and payable upon receipt. A bill shall be deemed delinquent if payment is not received on or before the date stated on the bill. HolstonConnect may discontinue service for a delinquent bill seven days after due date stated on bill. Upon discontinuance of service for non-payment and the customer’s request, HolstonConnect shall restore service promptly when the cause of discontinuance of services has been eliminated, applicable restoration charges paid and, if required, satisfactory credit arrangements have been made. At all times, every effort shall be made to restore service by no later than the next business day during normal business hours following the day requested by the Customer. If service has been terminated a reconnection fee will be charged as set forth.

The undersigned hereby applies for HolstonConnect service at the location listed on this agreement and agrees to pay for said services listed on this agreement as measured or equipment according to the regular schedule of rates of HolstonConnect, as may from time to time be modified. The applicant agrees that this agreement is subject to the current HolstonConnect policies and guidelines and applicable rate schedules, which may change from time to time, a copy of which is open for inspection on the company website or hard copy format upon request. Customer acknowledges that HolstonConnect has the right at any time to preempt without notice specific advertised programming and to substitute programming, which HolstonConnect deems to be comparable.

The undersigned hereby agrees that HolstonConnect is not responsible for the operation, maintenance, service or repair of Customer’s television, computer, radio or any other consumer electronics, which may, from time to time, be connected to the Service. The applicant agrees to permit authorized agents of HolstonConnect access to the premises of the applicant (or occupant) for the purpose of installing, testing, repairing, or removing property of HolstonConnect. Applicant represents that he or she has the authority to grant such access or has obtained the authority to grant such access. The applicant agrees to be responsible for the protection of agents of HolstonConnect from pets and animals which occupy the premises. Equipment and other HolstonConnect property and facilities delivered to Customer and/or installed on premises to receive the Service shall remain the property of HolstonConnect. Customer assumes the risk of loss, theft or damage to the Equipment at all times prior to the removal of the units by HolstonConnect or return by Customer.

Those subscribing to HolstonConnect telephone and voice services also agree and confirm for HolstonConnect, LLC. to be the local and long-distance telephone provider at the physical address indicated below. HolstonConnect telephone subscribers who have requested to port any and all telephone numbers acknowledge authority to perform the request and agree HolstonConnect acted upon the request and were granted full authorization to port the number.

**BY SIGNING THE AGREEMENT, CUSTOMER AGREES TO BE BOUND BY ALL OF THE TERMS OF THIS AGREEMENT (BOTH SIDES). I HAVE READ AND UNDERSTAND THIS AGREEMENT AND AGREE TO BE BOUND BY ALL OF THE TERMS. I AGREE THAT THE WORK HAS BEEN SATISFACTORILY COMPLETED AND CERTIFY THAT SERVICES ORDERED HAVE BEEN SATISFACTORILY INSTALLED. I FURTHER PROVIDE HOLSTONCONNECT ACKNOWLEDGEMENT THAT I AUTHORIZED THE WORK PERFORMED AT THE STATED ADDRESS AND HAVE THE AUTHORITY TO GRANT ACCESS TO THE PROPERTY, ORDER SERVICE AND WHILE REPRESENTING LEGAL PERMISSION WHICH ALLOWED HOLSTONCONNECT, THEIR AGENTS, OR INDEPENDENT CONTRACTORS TO INSTALL AND RUN EQUIPMENT AND LINES FOR SERVICES TO THE PROPERTY. I ACCEPT ALL LEGAL AND FINANCIAL RESPONSIBILITY FOR MODIFICATIONS TO THE PROPERTY. I HOLD HARMLESS AND INDEMNIFY HOLSTONCONNECT AND HOLSTON ELECTRIC COOPERATIVE AND THEIR EMPLOYEES, AGENTS AND INDEPENDENT CONTRACTORS AGAINST ANY LOSS, DAMAGE OR LIABILITY TO ANY PROPERTY OR PERSONS.**