



## CUSTOMER ACKNOWLEDGEMENT

Account \_\_\_\_\_ Customer Name \_\_\_\_\_

I understand and agree that I am receiving a standard installation.

**\*\*Additional charges apply for a non-standard installation.\*\***

☐ I agree to pay a required activation fee of:  
\$29.99

☐ I commit to keep the service for 12 months after  
**Fiber** Service is installed & activated in my home.

☐ I have received information printed below about  
the limitations of **Fiber** phone service in a power  
failure and about a battery backup.

☐ I commit to keep the service for 12 months after  
**Copper** Service is installed and activated in my  
home.

☐ I have 24 hours to call and cancel TV services  
**Services installed are circled**

Network Basic Expanded

**TV**

HD DVR Premiums

# \_\_\_\_\_ STB's # \_\_\_\_\_ DVR's

**INTERNET** 10 300 500 700 1000

Router Type / Qty \_\_\_\_\_

**WiFi Name (SSID)** \_\_\_\_\_

**Password** \_\_\_\_\_

### Upon early termination of this service:

☒ I agree to pay the \$240 (plus taxes) standard installation free. OR \$20/month for each remaining month left in the contract.

I understand that this installation includes a best-effort single wireless access point; speeds and coverage vary due to the strength of wireless signal. Additional charges will apply for customer wireless networking involving internet and/or video services.

Upon termination, I agree to return all Union Telephone/Amherst Communication Equipment within ten (10) days. I agree to pay the full retail cost for repairing or replacing any lost, stolen, damaged, or unreturned equipment, together with any costs incurred by Union Telephone/Amherst Communications in obtaining or attempting to regain possession of leased equipment. Call the office for a breakdown of equipment costs.

I am aware of what my estimated monthly charges for these services will be. I also understand that my first bill will be different from my monthly bill since the first payment includes connection charges and prorations depending upon my connection date.

If I am a Fiber customer, I acknowledge that I have received information about the limitations of my phone service in the event of a power failure and have received information about how to maintain my service's function during a power outage. I understand that without a backup power source, my phone service, including my ability to dial 9-1-1, may not function during a power outage. I also understand that even with a backup battery, my talk time during a power outage may be limited by multiple factors, including the condition of the battery at the time of the outage.

I understand that I/my household and/or business is responsible to visit the Union Telephone website at [www.uniontel.net](http://www.uniontel.net) to review and agree to abide by the (a) Terms and Conditions, (b) Acceptable Use Policy, and (c) Privacy Policies and that failure to abide by these set policies may result in the disconnection of services.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Technician(s) Initials: \_\_\_\_\_