



# Amherst COMMUNICATIONS

## CUSTOMER ACKNOWLEDGMENT

Account: \_\_\_\_\_

Customer Name: \_\_\_\_\_

\_\_\_\_\_

- I understand and agree that my order includes a standard installation. Additional charges may apply for a non-standard installation.
- I agree to pay the required activation fee of \$29.99.
- I commit to keep the Internet service installed for a minimum of 12 months after it is installed and activated in my home.
- I understand that canceling this service early will result in an early termination fee of \$20 per remaining month, up to \$240, plus applicable taxes.
- I understand that I have 24 hours to call and cancel TV services.
- I acknowledge I have received and reviewed the information provided below regarding Fiber Phone service limitations during a power outage, including details about battery backup.

**Services Installed Today:**  
(Technician will mark the service you have)

**Internet**

Copper Mbps: 10  
Fiber Mbps: 300 500 700 1,000

**TV**

Plan: Network Basic Expanded  
Add Ons:  DVR # of STBs \_\_\_\_\_  
Premium Channels: Yes No

**Phone**

- Unlimited Long-Distance
- Voicemail
- Call Waiting
- Caller ID

Your WiFi Network Name (SSID):

\_\_\_\_\_

Password:

\_\_\_\_\_

I understand that this installation includes one best-effort wireless access point. Wireless speeds and coverage may vary depending on signal strength and home or building layout. Additional charges may apply for customer-requested wireless networking for Internet and/or TV services.

**Equipment Return & Responsibility**

Upon termination of service, I agree to return all Amherst Communications equipment within ten (10) days. I understand I'm responsible for the full retail cost to repair or replace equipment that is lost, stolen, damaged, or not returned, as well as any costs incurred by Amherst Communications to recover leased equipment. I may contact the office for a breakdown of equipment costs.

**Billing & First Statement**

I understand my estimated monthly charges for these services. I also understand that my first bill may differ from my regular monthly bill and may include connection charges and prorated amounts based on my service activation date.

**Fiber Phone & Power Outages**

If I am a Fiber customer, I acknowledge that I have received information regarding phone service limitations during a power outage, including the use of battery backup. I understand that without backup power, 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, available talk time may be limited based on several factors, including the battery's condition at the time of the outage.

**Policies & Terms**

I understand that I (and my household or business) am responsible for reviewing and agreeing to abide by Amherst Communications' Terms and Conditions, Acceptable Use Policy, and Privacy Policy, available at amherstcomm.net. I understand that failure to comply with these policies may result in service suspension or disconnection.

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

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

Add'l Customer Signature: \_\_\_\_\_

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

Technician Initials: \_\_\_\_\_