

## **EPlus Broadband Terms and Conditions of Service**

### **Wiring**

If you live in a single unit dwelling all inside wiring is your property. If you live in a multiple unit dwelling or a commercial premises, wiring is not the property of the customer unless the wiring is purchased by the customer. Ownership begins twelve (12) inches from where the wiring enters the outside of the customer's premises.

### **Customer Electronics**

As a customer, you agree EPlus Broadband is not responsible for the maintenance, operation, service or repair of any customer-owned equipment (television, computer, telephone or any device) connected to the services.

### **Equipment**

In order to receive service, EPlus Broadband may issue set top converter devices or other equipment to you for delivery of the signal requested (analog, digital, or other advanced services). This equipment is the property of EPlus Broadband at all times. You agree to be responsible for the loss, theft, or damage of any equipment listed on this form. If your set top converter device or other equipment issued to you is lost or damaged, please contact your insurance company to file a claim.

### **Access**

You as the customer agree to allow EPlus Broadband the right to enter your property for the purpose of adjusting, repairing, replacing, maintaining, moving, auditing, or removing any equipment if necessary. You also agree to allow access for the purpose of checking signal quality. As a customer you should always ask for proper identification anytime an EPlus Broadband employee requests entry to your property. If identification is not provided, do not allow access.

### **Billing and Payments**

The same billing and payment terms you have with Jackson Energy Authority for your other utility services also apply to your Broadband services. All of your utility services are provided under the Jackson Energy Authority's Rules and Regulations currently in force or as may be adopted, copies of which are available at the business office at 119 E. College Street.

### **Parental Control**

Parental control features are available for your use with the EPlus Broadband services. As a parent or guardian we encourage the use of this feature to filter or block video or Internet information that may not be appropriate for minors.

### **Service Termination or Changes**

As with all our Jackson Energy Authority services, one call to our office will take care of your service needs. Call 422.7500 should you decide to alter your services, move, or make any other changes.

### **Acceptable Use of Services**

EPlus Broadband has published acceptable use terms and conditions for its Unlimited Long Distance service and for its Internet services. These policies define the appropriate use of these services and customers who knowingly violate these terms and conditions may have their use of these services suspended or revoked. Copies of these acceptable use terms and conditions are available through the Jackson Energy Authority offices and the EPlus Broadband website, or may be provided at the time of service installation. Customers are encouraged to thoroughly read and follow the acceptable use policies, including any updates that may be published on the EPlus Broadband website. Additionally, as a customer, you may not use "Pay-Per-View" for commercial gain or public viewing without explicit authorization from EPlus Broadband. Customers are responsible for any liability or charges billed by the authorized program provider.

### **Theft of Service**

The theft of service is a cost to all of us, we the provider and you the customer. We encourage you to contact Jackson Energy Authority if you know of anyone acquiring cable service through unlawful means. We can assure you that we will prosecute theft of service to the full extent of the law.

### **Assignment**

This term of service agreement is non-assignable without the expressed written consent of Jackson Energy Authority.

### **Inquires**

We encourage you to contact us with any questions you have regarding your telecom services from Jackson Energy Authority. We have Customer Service Representatives available around the clock to answer your service questions. These representatives are Jackson Energy Authority employees who are located in Jackson, Tennessee.

### **Right to Cancel**

This agreement can be cancelled any time you become dissatisfied with the EPlus Broadband Cable Television services provided by Jackson Energy Authority.

*For important customer notification information about EPlus Broadband services, please visit [www.eplusbroadband.com](http://www.eplusbroadband.com)*