

Cable TV Service Application

Customer's Name _____
Street Address _____
City, State, Zip _____

Home Phone Number _____
Daytime Phone Number _____
Billing Address _____
City, State, Zip _____

Rent my home/apartment

Own my home/apartment

(Written permission from owner must be received in our office before outlets or wiring is done)

I would like the following services:

- Broadcast...**\$15.12/mth
- Basic...**\$39.54/mth (includes Broadcast & Basic Channels)
- Choice...**\$9.04/mth (must have Basic) (requires a DCT, HD Box or DVR)
- HBO Package...**\$13.95/mth (includes Channels 400, 401, 402, 403) (requires a DCT, HD Box or DVR)
- Cinemax Package...**\$6.95/mth (includes Channels 404 & 405) (requires a DCT, HD Box or DVR)
- HBO/MAX Plus...**\$18.95/mth (requires a DCT, HD Box or DVR)
- Encore/Starz Plus...**\$10.95/mth (requires a DCT, HD Box or DVR)
- The Works...**\$74.06/mth (includes Broadcast, Basic, Choice, HBO/MAX Plus,
and Encore/Starz Plus Channels) (requires a DCT, HD Box or DVR)
- DCT...**\$5.00/mth per box # of boxes requested
- HD Box...**\$9.00/mth per box
- DVR...**\$12.00/mth per box (one box per customer)
- Outlet(s) installed** # of outlets requested (billed on time & materials used)

Please connect my service on the following date: _____
(service will be connected as close as possible to the requested date)

Customer's Signature _____

Date _____

A \$35.00 Connect Fee is required along with the paperwork to connect your service.

Thank you for choosing our service!

SERVICE AGREEMENT

If you are choosing *Choice*, *movie channels* or *The Works*, RTA will provide you with the Digital Consumer Terminal (DCT), HD Box or DVR and remote control necessary to enjoy the Service for a monthly rental fee per box. The DCT, HD Box or DVR is not for sale, and is legally available from us solely for the use of our services. It is and remains the personal property of RTA.

DELIVERY and RIGHT OF ENTRY

You are either the owner of the premises on which RTA's equipment is to be installed or you shall obtain such permission from the owner of the premises in which you reside. You agree to allow us to enter your installation address, at any reasonable time, to inspect, repair, replace or remove the equipment. You hereby grant RTA right of way by the shortest practical route over your premises to provide cable service to me. All work done by RTA on your premises, including installation & removal of equipment, shall be done in a workmanlike manner. You agree not to remove the equipment from that address except to return it to us.

CUSTOMER USE, CARE AND REPLACEMENT OF EQUIPMENT

You agree to take reasonable care of the equipment and agree not to open the equipment (except to change batteries in remote control devices), take apart, or alter it in any way. If you notify us of equipment failure (except for damage caused by misuse or abuse) we will repair it or exchange it for properly functioning equipment. PLEASE NOTE: The manufacturer recommends NOT placing any other equipment directly underneath or directly on top of the DCT, HD Box or DVR (i.e., Do not stack it directly with your VCR or stereo). You are responsible for all damage to the equipment, beyond reasonable wear from normal use, which occurs before you return or surrender it to us. The equipment must be in a fully usable condition when returned. If you fail to return the equipment to us in a timely manner in accordance with your commitment herein, you understand and agree that the costs and damages we will incur are not readily ascertainable and are difficult to predict or calculate at this time. You agree that a reasonable estimate of our damages is \$200.00 for the DCT or HD Box, \$500.00 for the DVR and \$70.00 for the analog converter box and \$15.00 for the remote control. You understand and agree that such amount includes consideration of the future availability and replacement value of the equipment, loss of revenues associated with the equipment, the possible use of the equipment for unauthorized interception activities by others, costs associated with our attempts to recover the equipment from you and other factors.

PAYMENT FOR USE OF SERVICE AND FAILURE TO COMPLY WITH AGREEMENT

Your use of the equipment and the services you receive are subject to the various policies of RTA. Such policies and practices are subject to change from time to time. Monthly fees for use of the equipment and services are billed in advance. If you receive merchandise in connection with cable service, RTA shall not be liable for its quality, or for the representations or warranties of its sellers and/or manufacturer, or for any damage or injury resulting from its use that is not caused by the direct negligence of RTA. You understand and agree if you fail to comply with your commitments contained herein or with any term of the agreements under which you are receiving services from us, we may do any combination of one or more of the following:

- (1) terminate your right to use the equipment;
- (2) terminate your right to receive services from us;
- (3) recover the equipment;
- (4) bring legal or other action (according to Minnesota Statute 609.52) for return of the equipment and any amounts due to us hereunder, together with liquidated damages for failure to return our equipment as required herein.

You agree to indemnify and hold RTA harmless from claims or suits of any kind whatsoever including, without limitation, attorney's fees, liabilities, and other expenses for damage to person or property arising from the installation of RTA's facilities to your premises, unless such liability, damage, or expense arises out of acts or omissions of RTA, its employees, agents or servants. RTA shall have no liability for interruptions of service, except that if service is interrupted for reasons with RTA's control for more than 24 hours, RTA will give you a service credit if you request one. There shall be no charge to you for any service if you are without cable television for any reason for a period exceeding 72 hours.

IF YOU CHOOSE TO STOP USING THE EQUIPMENT

You may terminate your use of the equipment by calling our customer service number, or by writing to us. When you do so, or if we terminate your right to use the equipment as described above, we will ask you to return the equipment or we will send someone to your installation address to recover the equipment. You agree to cooperate and make yourself available to return the equipment to us.



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Hoffman, MN 56339-0336
Phone: 320-986-2013
Fax: 320-986-2050
www.runestone.net

Dear Customer:

The Federal Communications Commission (FCC) has adopted new rules for telephone companies to protect your customer information. Customer Proprietary Network Information (CPNI) includes the call detail information such as the called number, time of call, length of call, etc, as well as the types of service offerings to which you subscribe and the extent to which the services are used.

With these new FCC rules, we will be able to make changes to your account including disconnects and discuss account information with the person or persons listed on the account, additional authorized contacts listed below or legal power of attorney. If call detail is required over the phone, you will need to provide a previously set password in order for our customer service representatives to supply the requested information over the phone. You will need password verification to get call detail on your account.

Please provide a password: _____
(must be 1 – 15 characters in length)

Additional authorized contacts: _____

Please sign here and return this form to our office:

Customer(s) Signature

If you want to change your password in the future, please contact the office for a new form. Changing your password cannot be done over the phone. Keep in mind that we recommend using something other than your birth date, maiden name, social security number, account or telephone number or any common knowledge biographical information about you. You may want to keep a copy of this for your records.

Your privacy has always been important to us. We are serious about keeping your information safe. Please call the office if you have any questions about these items.

Thank you,

Runestone Telecom Association

IMPORTANT NOTICE ABOUT YOUR ACCOUNT

Under Federal law, you have a right, and Runestone Telecom Association (“Runestone”) has a duty, to protect the confidentiality of “Customer Proprietary Network Information.” This Notice is to advise you of these rights and obligations, and to request that you permit Runestone to use your Customer Proprietary Network Information for the purposes described in this Notice.

WHAT IS THIS INFORMATION?

“Customer Proprietary Network Information” or “CPNI” consists of the call, service and billing data regarding the telecommunications services you buy from Runestone.

HOW WOULD RUNESTONE USE THIS INFORMATION?

Runestone intends to use your CPNI to identify and offer to you other Runestone communications services that we think will be of interest to you. Runestone DOES NOT sell or in any way provide this information to any other company, other than when required by law or at your written consent.

WHO WILL BE ABLE TO USE THIS INFORMATION?

Only Runestone Telecom Association

WILL RUNESTONE PROTECT THIS INFORMATION?

Yes, under federal law, we have the duty to protect the confidentiality of this information. Regardless of whether you consent or not, your account will be treated confidentially.

WHAT ACTION IS NECESSARY ON MY PART TO ALLOW PERMISSION?

No action is necessary if you wish to permit Runestone to use your CPNI in order to tell you about Runestone services, new technologies, specials or possible savings to your account.

WHAT IF I DO NOT CONSENT?

You have a right to disapprove Runestone’s use of your CPNI for the purposes described in this notice, or to withdraw your consent at any time. In order to notify Runestone that you do not consent to its use of your CPNI as described in this Notice, you must notify Runestone or Runestone will assume you consent. Your disapproval for the use of your CPNI will not affect Runestone’s provision of the services you now purchase from Runestone.

CAN I CHANGE MY MIND ABOUT GIVING PERMISSION?

Yes, you have the right at any time to withdraw your approval, or to give your approval if you previously denied approval. Until you notify Runestone of your change, your permission or denial of permission remains valid.