

# Citizens Seasonal Fiber Optic Application and Service Agreement

## Customer Information & Service Address

Full Name _____		Street Address _____	
City _____	Email Address _____	Home Phone _____	Cell Phone _____
Home Description - (Color, landmarks, etc. If location in a park please provide driving directions & lot number)			
_____			
_____			

## Billing Information

Full Name _____			Street Address _____	
City _____	State _____	Zip _____	Birth Date _____	Social Security # _____

## Utilities & Property Details

<b>Circle One</b> – Aerial or Underground	<b>Circle One</b> – Own or Rent
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## Telephone Service- if subscribing

<b>Circle One</b> - Residential or Business
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## Internet Service- if subscribing

<b>Circle One:</b> 5/5MB 25/4MB 50/50MB 75/75MB 100/100MB 300/100MB	<b>Install Location:</b> _____ (Example- living room)
<b>Router:</b> Will Provide My Own _____ Purchasing From Citizens _____	

## Cable Service- if subscribing

<b>Install Locations:</b> _____ (Example- bedroom)	<b>Number of Cable Outlets with Set Tops:</b> _____ (that you want installed)
<b>TV Packages:</b> Lifeline Basic Extended	<b>Premiums-</b> HBO STARZ CINEMAX
<b>Type of Set Tops + Quantity:</b> SD _____ HD _____ DVR _____	

# Citizens Fiber Optic Application and Service Agreement

## Terms and Conditions

### OWNERSHIP OF EQUIPMENT

- Title of ownership of all the equipment installed/supplied from Citizens Cablevision. to the customer shall always remain with Citizens Telephone Company.
- The customer shall use the equipment installed/supplied from Citizens Telephone Company in a careful and proper manner and return the equipment to Citizens Telephone Company in the same condition as received, reasonable wear and tear excepted. Citizens Telephone Company shall charge the customer's account for the cost of repairing or replacing equipment damaged while in the possession of the customer.
- The customer agrees that if the equipment installed/ supplied from Citizens Telephone Company is not returned on termination of service, the customer shall be liable to Citizens Telephone Company. For the costs of equipment and it's recovery. The customer also agrees to pay subject to any dispute resolution process costs and Attorney's fees arising out of any course of action to collect the above damages and any unpaid debt
- The customer may be required to leave security deposits on equipment and services. It is understood that these deposits are non-interest bearing and will be returned upon disconnection or termination of the service and when the equipment has been returned in the same condition where it was received. A full copy of Citizens Telephone Company standard terms and conditions can be provided to the customer by request.
- Citizens Telephone Company's internet service agreement requires compliance with all applicable laws and specifically prohibits the use of the
- Citizens Telephone Company's internet system for copyright infringement. Downloading copyrighted material such as music, movies, and videos without permission from the rightful owner violates the United States Copyright Act. Failure to comply may result in termination of service.

### Termination Charges PRE-INSTALLATION CHARGES

Customers are subject to whatever pre-installation charges the company has incurred up to \$350.00 for all new service orders placed and disconnected after the start of installation has begun. This includes all outside/inside pre-wiring and placement of service equipment

### SERVICE TERMINATION BY CUSTOMER

Customer may terminate this Agreement for any reason at any time by providing Citizens Telephone Company with at least twenty-four hours advance notice.

### CUSTOMER AGREEMENT

I hereby confirm that I own the property listed or have secured the approval of the owner for the installation of cable tv internet and/or telephone service, including the trimming of trees and brush that interfere with the installation and operation of services. I authorize and accept as satisfactory the installation(s) and/or repair (s) noted herein.

I agree that the customer service representative went over the above charges that will be processed prior to the installation date. Any remaining charges will be billed on my first bill. The billing period runs from the 1st to the 30th of the following month. Payments are due on the 23rd of each month.

I understand that I am entitled to pay the installation fee for service(s) that I am going to receive. I understand that any unreturned equipment will be billed to me (the customer) at replacement cost. By signing this agreement, I signify that I have read and understood the terms described in it.

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

**Citizens Telephone Company  
26 S. Main Street  
P.O. Box 217  
Hammond, NY 13646  
(315) 324-5911**

**RIGHT OF WAY EASEMENT  
&  
PROPERTY OWNER PERMISSION FORM**

\_\_\_\_\_ being the property owner, does Hereby grant unto CITIZENS TELEPHONE COMPANY, MAIN STREET, HAMMOND, NEW YORK, and its successors or assigns, the right to enter upon the lands of the undersigned situated along the \_\_\_\_\_ road in the county of St. Lawrence, State of New York to construct and maintain anchors, poles, wired, and to cut and trim trees and brush that interfere with or threaten to endanger the operation and maintenance of above in order to provide said location with Cable TV, Telephone and High Speed Internet service. This agreement provides permission to enter private road way right of ways of subscribers when accessing dwellings removed from public highways.

The undersigned agree(s) that all poles, wires, and other facilities installed on the above route at the company's expense shall remain the property of the corporation, removable at the option of the company.

Furthermore, this agreement allows Citizens Telephone Company to install cable/internet/telephone service to the said property. The owner/tenant is solely responsible for any costs associated with installation of the services including but not limited to internal wiring, jacks etc.

The installation shall be done in accordance with Citizens Telephone Company's standard installation specifications and may involve, without limitation, drilling holes in exterior/interior walls for cable runs and mounting a junction/ ONT on the outside of the premises.

*Signature* \_\_\_\_\_ *Date* \_\_\_\_\_

*Print Name* \_\_\_\_\_

CITIZENS TELEPHONE COMPANY  
SEASONAL FTTH SUSPENSION PLAN

Put your services on our Seasonal Suspension Plan while you are away for a low price

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Seasonal Dates: (Please choose one)

\_\_\_\_\_ Nov 1- May 1 or \_\_\_\_\_ Dec 1- May 1

**\*A one-week notice must be given prior to any changes in the seasonal suspend/reconnect dates. A reconnect charge up to \$40.00 will apply.**

Please suspend my Citizens Telephone service at:

ADDRESS: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

**BILLING ADDRESS:**

ADDRESS: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PRIMARY CONTACT NUMBER: (\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

SERVICE ADDRESS NUMBER: (\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

**SEASONAL PLAN FEES:**

**You will be charged \$5.00 per month for cable TV and or internet service for the five- or six-month period your services are suspended. This charge will be billed in advance and will appear on your November or December 1, bill.**

**Telephone customer will be charged a \$19.83 reconnect charge on their May 1 bill.**

Print Name: \_\_\_\_\_

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

**\*BY SIGNING THIS AGREEMENT, I AGREE TO THE TERMS AND CONDITIONS IN THE CITIZENS TELEPHONY COMPANY CONTRACT.**

**Citizens Telephone Company**

26 S. Main Street  
PO Box 217  
Hammond, NY 13646  
(315) 324-5911  
Fax (315) 324-5917

Authorization Form for Automatic Payment from Credit Card or Debit Card

\*Auto Pay runs on the first day of every month\*

**Type of Card:**

Visa \_\_\_\_\_ Mastercard \_\_\_\_\_ Discover \_\_\_\_\_ American Express \_\_\_\_\_

Name on Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ 3 Digit Security Code: \_\_\_\_\_

**Billing Information**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Your credit card will be charged by Citizens Telephone Company of Hammond, New York.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

By signing above, I authorize Citizens Telephone Company to bill my credit card account.

**Citizens Telephone Company  
"CPNI"**

**Customer Proprietary Network Information**

**Citizens Telephone Company  
26 S. Main St  
PO Box 217  
Hammond, NY 13646  
315-324-5911**

Dear Customer,

The Federal Communications Commission (FCC) has adopted new rules of Telecommunication companies to protect your customer information. Customer Proprietary Network Information (CPNI) includes customer information such as services, account balances as well as 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 account contacts may be added by providing the contacts name and date of birth below:

Authorized Contacts:

\_\_\_\_\_ Date of birth: \_\_\_\_\_ Contact Number: \_\_\_\_\_

\_\_\_\_\_ Date of birth: \_\_\_\_\_ Contact Number: \_\_\_\_\_

\_\_\_\_\_ Date of birth: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Please sign here and return this form to our office:

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

Your privacy is important to us. We are serious about keeping your information safe. Please contact our office if you have any questions.

Thank you,  
Citizens Telephone Company

# Affordable Connectivity Program

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands.

The Affordable Connectivity Program is limited to one monthly service discount per household.

## Who Is Eligible for the Affordable Connectivity Program?

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:

- Received a Federal Pell Grant during the current award year
- Meets the eligibility criteria for a participating provider's existing low-income internet program
- Participates in one of these assistance programs:
  - The National School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision
  - SNAP
  - Medicaid
  - Federal Public Housing Assistance
  - Supplemental Security Income (SSI)
  - WIC
  - Veterans Pension or Survivor Benefits
  - Or Lifeline
- Participates in one of these assistance programs and lives on Qualifying Tribal Lands:
  - Bureau of Indian Affairs General Assistance
  - Tribal TANF
  - Food Distribution Program on Indian Reservations
  - Tribal Head Start (income based)
- **Two Steps to Enroll**
  1. Go to [AffordableConnectivity.gov](https://AffordableConnectivity.gov) to submit an application or print out a mail-in application
  2. Contact Citizens Telephone Company/Castle Cable TV to select a plan and have the discount applied to your bill.

**You will need to have your Application ID, Date of birth, and the last 4 numbers of your social security number when contacting Citizens Telephone Company/ Castle Cable**

## **Internet Packages**

5/5MB.....	\$29.95
25/4MB.....	\$42.95
50/50MB.....	\$59.95
75/75MB.....	\$73.95
100/100MB.....	\$84.95
300/100MB.....	\$108.95

## **Cable Packages**

Packages are priced for 1 TV

- Lifeline Pak.....\$56.30
- Basic Value Pak.....\$87.05
- Extended Basic Pak....\$106.80

## **Premium Channels**

- HBO.....\$20.50
- Starz/Encore.....\$11.25
- Cinemax.....\$11.25

## **Internet & Cable Bundle Package**

Ext Basic & 5/5MB Internet- \$111.75 Ext  
Basic & 25/4MB Internet- \$124.75 Ext  
Basic & 50/50MB Internet- \$141.75 Ext  
Basic & 75/75MB Internet- \$155.75 Ext  
Basic & 100/100MB Internet-\$166.75  
Ext Basic & 300/100MB Internet-\$190.75

## **Office Location:**

26 South Main Street  
Hammond, NY 13646

**315-324-5911**

## **Office Hours:**

Monday- Friday 8AM-4:30PM

**\*Closed on Federal Holidays\***

\*Business rates may be slightly higher\*

\*Pricing effective 4/1/2023 and is subject to change\*

## **Save Me 300**

(Phone & Internet) Unlimited local calling, caller id, call waiting/ forwarding, 300 minutes of long distance and internet

5/5MB.....	\$65.94
25/4MB.....	\$78.94
50/50MB.....	\$95.94
75/75MB.....	\$109.94
100/100MB.....	\$120.94
300/100MB.....	\$144.94

## **Save Me 300 Plus**

(Phone, Internet & Cable) Unlimited local calling, caller id, call waiting/ forwarding, 300 minutes of long distance, internet & ext basic cable

5/5MB.....	\$152.74
25/4MB.....	\$165.74
50/50MB.....	\$182.74
75/75MB.....	\$196.74
100/100MB.....	\$207.74
300/100MB.....	\$231.74

## **Save Me 600**

(Phone & Internet) Unlimited local calling, caller id, call waiting/ forwarding, 600 minutes of long distance and internet

5/5MB.....	\$89.94
25/4MB.....	\$102.94
50/50MB.....	\$119.94
75/75MB.....	\$133.94
100/100MB.....	\$144.94
300/100MB.....	\$168.94

**Tech support is available 24/7  
1-888-324-6062**

## **Save Me 600 Plus**

(Phone, Internet & Cable) Unlimited local calling, caller id, call waiting/ forwarding, 600 minutes of long distance, internet & ext basic cable

5/5MB.....	\$176.74
25/4MB.....	\$189.74
50/50MB.....	\$206.74
75/75MB.....	\$220.74
100/100MB.....	\$231.74
300/100MB.....	\$255.74

## **Installation**

Bundle Packages.....	\$99.99 (Up to 3 TV's)
Cable TV.....	\$99.99
Telephone.....	\$19.83
Internet.....	\$49.00
Additional TV's.....	\$52.95

## **Additional**

- Wireless Router.....\$97.19
- Any time after install...\$75.00
- Service Call.....\$75.00 per hour + travel
- Router Program.....\$30.00
- Service Downgrade Charge-\$7.50

## **Monthly**

Additional SD Box.....	\$5.95
HD Box.....	\$7.95
HD DVR Box.....	\$12.95
Phone Equipment Fee.....	\$5.95



# CHANNEL LINE-UP-2023

## Lifeline Pak

Channel	Network
2	Local Information
3	FOX-WUHF
4	NewsNation
5	NBC-WDIVTV
6	PBS
7	CBS-WWNY
8	ABC-WWTI
9	Create
10	Weather Channel
11	CKWS
12	Me TV
13	QVC
14	Home Shopping
28	FOX-WWTIDT2
32	C-Span
33	C-Span-2

## Basic Value Pak- Includes Lifeline Pak

15	FX
17	ESPN
18	ESPN 2
19	
21	
23	Discovery Life
24	Outdoor
25	FS1
26	YES
27	TBS
29	CNNI
30	CNN
31	Headline News
34	Fox News
35	MSNBC
36	FXX
37	CW
38	Fox Business
39	CNBC
40	ACC
48	A&E
49	History
50	TLC
51	Animal Planet

52	Discovery
53	NGC
54	Food
55	HGTV
56	Nik
57	Disney
58	Toon
59	Disney XD
60	TV Land
61	Freeform
62	Disney Jr.
63	EWTN
64	FX Movie Channel
65	Bravo
67	E
68	True TV
69	Nat'l Geographic Wild
71	Hallmark
72	I.D.
73	Syfy
75	PARAMOUNT
76	AMC
77	TCM
78	TNT
79	USA
80	Lifetime
81	Lifetime Movie
82	Lifetime Real Women
83	Travel Channel
84	Chiller
90	MTV
91	VH-1
92	CMTV

## Extended Basic Pak- Includes Lifeline & Basic Value

16	ESPNU
20	ESPN News
22	Golf
47	Magnolia
66	Comedy Central
70	GSN
85	Viceland
86	BIO
87	Military
401-445	Music Choice

## Premium Channels

140	HBO
141	HBO2
142	HBO Family
143	HBO Signature
147	Cinemax
148	More Max
149	Action Max
154	Starz
155	Starz Kids & Family
157	Starz Edge
158	Starz Cinema
161	Encore Action
162	Encore
163	Encore Classic
164	Encore Suspense
165	Encore Black
166	Encore Westerns

## HD Channels- HD Set Top Required

201	ESPN
202	ESPN 2
203	ACC
206	NBC Sports
211	History
212	Animal Planet
213	Discovery
214	NGC
221	Food
222	HGTV
223	A&E
224	Bravo
233	USA
241	Fox Sports 1
242	SYFY
243	Motortrend
244	TLC
245	FX
246	FXX
247	WWNY- CBS