

NUCONNECT CUSTOMER AGREEMENT



v	PRE-INSTALLATION & INSTALLATION GUIDELINES
	NUconnect workers may be onsite at your location a few days before your installation date to take care of the outside work in advance. It is not necessary for you to be home for this portion of the install work.
	Workers may require access to locked areas/premises.
	Please be aware that a Network Interface Device (square 8" x 10" plastic box) may be attached to the outside of your home or building.
	An adult, 18+, who has authorization to sign for you, must be present at the location for the entire duration of the inside portion of the premise installation. NUconnect CAN NOT perform the inside installation without an adult present at ALL times.
	NUconnect may require tree trimming. If so, brush will be left in a pile for removal by landowner. Extensive trimming may require a return trip for install.
	NUconnect makes every effort to stay on schedule but there may be times that our installers are running a little behind. When this occurs, we will do our best to keep you informed as to expected arrival time.

INSTALLATION POLICY

	Install one (1) outlet per service, at no charge. Includes one (1) wall fish if applicable.
	For Video or Phone, Activate up to a total of three (3) additional existing wired outlets, at time of install, at no additional charge. (eg. 3 TV or 3 Phone or a combination of each, not to exceed 3 total additional existing wired outlets)
	Any outlets moved or additional outlets wired will incur the current published charge for that service.
	Additional (beyond the one (1)) outlets installed requiring a wall fish will incur the current published charge for that service.
	Connect simple devices to wireless (smartphone, tablet, laptop)
	NUconnect will provide one (1) remote control at no charge for each set-top box customer subscribes to. Replacement remotes are \$10.
	Customer will receive a Welcome Kit on the day of installation. Please be sure to read all terms and conditions for NUconnect services.
	We try to keep install cost as low as possible. If you miss a scheduled appointment, NU reserves the right to charge a \$40.00 trip fee. If you are unable to keep your scheduled appointment, please call us as soon as possible so that we may reassign that time.

CANCELLATION OF CUSTOMERS EXISTING SERVICES

	NUconnect is responsible to cancel Customer's existing telephone service ONLY if customer is keeping their current telephone number (ported number).
	If NUC is going to Port Customer's existing telephone number, customer is to have NO CONTACT with their current phone provider until NUC has completed the installation to eliminate the possibility of order delays.
	Customer is responsible to cancel their existing Video and Internet services with current provider. We recommend waiting until NUC Install is Complete.

VoIP (Phone) IMPORTANT INFORMATION

	I have been made aware of the FCC requirement for NUconnect to provide Customers the option of a UPS (Uninterruptable Power Supply) for the ONT for dial tone during an electric power outage for 911 access.
	_____ Customer Declines the optional UPS
	_____ Customer Accepts to include the optional UPS to be included in the installation process.

BILLING INFORMATION

	No payment is required at install.
	Any additional installation services beyond what is included in a standard installation will be added to Customer's bill.
	NUconnect services are billed in advance and are billed separately from your utilities services. No payment arrangements will be allowed.
	Because of advance billing & depending on when you are being connected, your first bill could be higher. For example, if you are connected on the 15th of the month, you will be billed from the 15th to the first day of your billing cycle PLUS one month advance service.
	Upon termination, equipment must be returned or you will be billed for full retail value of all unreturned equipment.
	Your first bill is estimated to be: _____ It will bill around the: _____ Will be due around the: _____

CONFIRMATION OF INSTALLATION

	CONFIRMATION OF INSTALLATION SCENARIO: _____ AERIAL or _____ UNDERGROUND
	ELECTRIC METER LOCATED: _____ on Home or _____ Pole. If Pole, approximate Feet from House: _____

	Customer Signature on this form signified understanding of NUconnect Installation, Service Policies, & Procedures.
	Signature: _____ Date: _____