

## ComSouth SERVICE REQUEST FORM

### APPLICANT INFORMATION

Name:		Cell:
Date of birth:	SSN:	Phone:
New Service address:		
City:	State:	ZIP Code:
Drivers License #:	<b>IF FAXING/EMAILING, WE NEED COPY OF LICENSE</b>	

**PLEASE PROVIDE COPY OF RENTAL OR LEASE AGREEMENT IF YOUR ARE NOT A HOMEOWNER**

**BILLING ADDRESS IF DIFFERENT THAN SERVICE ADDRESS:**

### SERVICE INFORMATION

#### If you are requesting Cable Services

Basic Cable: <input type="checkbox"/>	Expanded Cable: <input type="checkbox"/>	Digital Cable: <input type="checkbox"/>	_____ How many receivers?
High Definition Cable: <input type="checkbox"/>	_____ How many receivers?	Premium Movie Channels: <input type="checkbox"/>	_____

**#1. If requesting Phone Service Please complete this Section**

What type of listing do you prefer?    Listed:     Unlisted:     Published:     Non Published:

If listed how would you like it to read?

**There is a monthly fee of \$ 4.50 to have a non published number.**

Do you want your address listed:    Yes:     No:     Do you want your # to show when you call out. \_\_\_\_\_

**#2. HOW DO YOU WANT YOUR CALLER ID TO READ WHEN YOU CALL OUT? \_\_\_\_\_**

**OPTIONAL Phone Features :**

**Please ask CSR for prices of features. Please ask if there is a feature you need not listed.**

caller id:     Call waiting:     Voice mail:     Anonymous call rejection:     Speed dialing:

3-way calling:     Call forwarding:     Call return:     OR.... Calling feature package:  \$19.95

Unlimited Long Distance:     No long distance at all:     **(All features ARE NOT INCLUDED IN PKS)**

If other than Comsouth long distance, what long distance carrier do you request?

**If you are purchasing a value package. Please select the package you are interested in:**

Bronze     Web Saver     Silver     Gold     High Definition Gold     Platinum

**If purchasing a value package a device will be provided that will enable you to receive your phone and internet without you having to purchase a cable modem.**

**If you are requesting Internet please complete this section ( GREYMAIL IS YOUR SPAM PROTECION)**

STAND ALONE INTERNET SPEEDS:    2Mbps \$29.99     10 Mbps \$ 49.95     16 Mbps \$ 69.95

**If purchasing 16 Mbps or higher a Docsis 3 modem will be required. Docsis 3 modems can be purchased from Comsouth for \$ 100.00. After initial installation of any equipment we have installed, a service charge will be incurred if you decide to move your equipment to another location within your house and it no longer works. A technician will be dispatched to configure the equipment in the new location.**

If your not getting phone with us do you have your own cable modem:    Yes:     No:

If the answer is no to the question above do you want to purchase a modem from us:    Yes:     No:

Email address: _____@comsouth.net	Email Password: _____
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Email address: _____@comsouth.net	Email Password: _____
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IMPORTANT NOTE: COMSOUTH WILL RUN CABLE UP TO 300 FEET FROM POLE TO YOUR HOME.	ANY FUTHER FOOTAGE WILL BE CUSTOMERS RESPONSIBILITY WITH FREE QUOTE AVAILABLE.
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Do you have an alarm system?    Yes: <input type="checkbox"/> No: <input type="checkbox"/>	What system?
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Do you prefer statement electronically?    Yes:     No:     EMAIL ADDRESS: \_\_\_\_\_

Would you like to sign up for automatic draft from your checking or credit card account?    Yes:     No:

If yes to the above question, please ask your CSR for the correct form to fill out.

**ComSouth  
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During installation the technician may run a drop to hook up your house to our system. At that time a drop will be layed out from your house to connection point. This drop will be on the ground from 2 to 4 weeks until Comsouth's contractor can bury it. After the initial drop is buried if this line is cut by you and we have to replace it will result in an additional charge to your account.

If you miss the installation date, or if we set a time after hours to come out to your house and your not home it will result in an additional charge to your account...whether this is a TROUBLE CALL OR INSTALL.

Customers account will be charged for trouble calls that are not a direct result of a problem with Comsouth equipment or service. This includes, but not limited to: customer education, re-work installation, no adult present, or customer was not home, downgrade disconnect with equipment pick-up,

If your service is disconnected for non-pay a reconnect fee will be charged. It can take up to 2 to 3 weeks to reconnect service.

**Service Installation Contract**

Do you want to sign a contract to waive installation charges? Yes:  No:

Do you understand that breaking the contract will cost you a \$ 150.00 cancellation fee? Yes:  No:

**You authorize ComSouth and its employees, agents, contractors, and representatives to enter your premises at which the Service will be accessed (the "Premises") in order to install, bury cable lines necessary for underground utilities, configure, maintain, inspect, repair and remove the ComSouth Equipment, and to install, configure and inspect the Customer Equipment. All such access will occur during normal business hours or by appointment. You warrant that you are the owner of, or a tenant in, the Premises, and that you have the authority to enter into this Agreement. If you are not the owner of the Premises, upon request, you will supply us with the owner's name and address, evidence that you are authorized to grant access to the Premises on the owner's behalf and (if requested by Comsouth written consent from the owner of the Premises. You agree to indemnify, defend and hold harmless Comsouth and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorney fees) arising out of any breach of this Section .**

**I authorize Comsouth to verify the information provided on this form as to my credit and employment history and pull a credit report from Equifax.**

Printed Name:

Signature:

Date:

**Installation instructions**

What number do you want the technician to call before he comes out to install?

ALTERNATE NUMBER :

Do you know if your house is on a slab? Yes:  No:  or if it has a crawl space? Yes:  No:

**There is a \$ 25.00 fee for each additional outlet at the time of installation.**

Will you need any additional outlets at the time of installation? Yes:  No:  If so how many?

**ALL EQUIPMENT(TV'S, COMPUTERS, & PHONES) MUST BE ON PREMISES AT TIME OF INSTALL**

**PAYMENTS DUE THE 10<sup>TH</sup> OF MONTH \*\*\*\*\* TECHS CANNOT ENTER UNLESS 18 YRS OLD**

NOTES : \_\_\_\_\_