



## SERVICE AGREEMENT

Sterling Cable agrees to install all equipment required to bring cable programming to the subscriber's television set. The equipment installed will include a roof antenna system, down converter, converter box, and miscellaneous materials to complete the connection. Both parties agree that all equipment installed by Sterling is and will remain the sole property of Sterling. Both parties agree that the subscriber will immediately surrender all equipment to Sterling in the event the subscriber discontinues services for any reason.

Sterling agrees to refund any deposit made by the subscriber upon surrender of all equipment installed by Sterling and payment of all fees owed by the subscriber. Sterling will refund any amount due the subscriber within a reasonable time following the surrender of equipment and the receipt by Sterling of all other fees due.

Sterling agrees to maintain all equipment installed by Sterling at no charge to the subscriber unless damage to the equipment is a result of misuse or negligence by the subscriber. Subscriber will file with homeowners insurance to cover damages caused by acts of God. Subscriber agrees to pay for damages, repairs, and service fees as quoted by Sterling.

The subscriber agrees that the installation of equipment by Sterling may require attaching the antenna to the roof and penetrating the walls of the subscriber's residence. Sterling's installers will take every precaution to ensure that such installation will not cause leaks or damage to subscriber's premises.

The subscriber acknowledges that due to technical problems or terrain it may not be possible for Sterling to successfully connect subscriber's home to the cable service. In such event, Sterling will refund the subscriber's installation fee, and there will be no further obligation by either party.

The subscriber acknowledges that there will be an additional charge if there is a need for additional equipment. Should these expenses exceed what the subscriber is willing to pay, Sterling will refund subscriber's installation fee and there will be no further obligation by either party.

All fees charged by Sterling are billed in advance and are due on the first day of the service month. Accounts not paid by the 10th of the service month will be considered delinquent and will be charged a late payment fee. **Accounts will be subject to disconnect if not paid by the 10th of the month. A reconnect fee will be charged to restore disconnected service. Late payment fees, disconnect dates and reconnect fees are subject to change without notice.**

Date: \_\_\_\_\_ Subscriber's Signature \_\_\_\_\_