

CUSTOMER/ACCOUNT INFORMATION Customer agrees that the information that is provided, and will be provided, to Parish is accurate, complete and current, including without limitation your legal name, address, and telephone number(s). Customer agrees to notify Parish promptly if there is any change in the information provided to us. Failure to provide and maintain accurate information is a breach of this agreement. If you subscribe to a call screening service, Parish will not be able to contact you by phone. Please note you must be the authorized account holder to discuss billing or make changes to an account. You may not attempt to assign or transfer the services to any other occupant or person without prior written consent from Parish.

PAYMENT POLICY

BILLING AND PAYMENT POLICY Services are billed in advance. Payment is due on or before the 14th of the month in which you are being billed. If the 14th falls on a weekend or holiday payment is due the previous business day. If full payment is not received at this time a late charge will be assessed, and you will have until the 24th of that month to make payment in full. If payment is still not received by the 24th of that month, you will be assessed a \$20.00 Collection Charge and services could be disconnected. If you choose to make a payment over the phone with a Parish Representative, a Service Fee will be assessed. Allow 7 business days when mailing payments. Parish must be notified within 30 days of your billing date of any billing discrepancies. Payment cannot be withheld while a dispute is in the process of resolution. Monthly prices and fees are subject to change.

DEPOSITS AND PREPAYMENT You may be required to pay a refundable deposit when you activate service or receive equipment in connection with service, or if you fail to pay any amounts when they are due. If your service is disconnected or we are otherwise required to refund the deposit or credit, we shall return a sum equal to the amount you paid minus any amounts due on your account, including without limitation, amounts owed for services or for any equipment that is damaged or not returned.

DISCONNECT FOR NON-PAYMENT Failure to pay all charges within the allotted time will result in disconnection of service. If you are disconnected, you will be charged for non-returned equipment, a filing fee will be added to your account and the account will be turned over to a third-party collection agency, which may negatively impact your credit report. Any subsequent reconnection will be subject to payment of a reconnect fee, back balances, cost of collection, prepayment of services and a deposit on equipment. If service is not restored within 30 days of disconnection, the restoration may be considered a new connection. Subsequent reconnect will be scheduled for the next available appointment during normal business hours. Customers disconnected for non-payment will not be eligible for any promotional offers.

SUSPENSION OF SERVICE Parish Communications may suspend or terminate service to any Customer who is using the service in a manner that interferes with or impairs the use by any other Customer, or to any Customer who interferes with or impairs the ability of Parish to offer service or support to any other Customer, or to any other Customer who is fraudulently using the service, or to any Customer who uses the service to commit illegal actions. Account is billed at full while suspended, unless otherwise cancelled. Parish is entitled to assume that any communications made through your services, or from the location of your services, are your communications or authorized by you. The person named on the account assumes responsibility for all charges or penalties that may result including, but not limited to, costs related to correcting the issue.

PREPAYMENT If you make a payment for 12 months in advance, you will receive credit for the 13th month (less taxes, fees, surcharges, etc). However, if you cancel services at any time, the 13th month will be forfeited. This offer does not apply to seasonal accounts. Once a price increase is announced your yearly payment will be subject to the new price.

REQUEST FOR DISCONNECTION Refunds are processed during the billing cycle following the month of disconnection and may take up to 45 days to be processed. No refund will be given if the credit is less than \$5.00. No refund will be given for installation or activation fees. If there is an unpaid balance on the account, a filing fee will be added and the account will be turned over to a third-party collection agency. This may negatively impact your credit report. When adding or upgrading a service you will be billed for a minimum of one month for that service, even if terminated prior to the use of the full month. This includes, but is not limited to, seasonal accounts and services.

CHECK AND BANKCARD RETURNS Parish may assess a returned item charge of \$30.00 for all returned checks, bankcard charge backs, or returned auto-payments. The returned amount plus fee must be replaced by cash or money order within 3 business days of Parish notifying customer. If a returned item is received for payment on installation or past due balance, services will be considered not paid and services will be interrupted. Parish reserves the right to refuse check, bankcard and automatic payments following the return.

CHANGES TO AUTO PAY INFORMATION Any changes that relate to your automatic payment must be reported to our office ten (10) business days prior to the scheduled date of debit. If changes are not reported in a timely manner, automatic payment will continue using the information last reported to us and you will be responsible for charges that result from lack of sufficient notice.

PAYMENT COLLECTION Monthly payments collected in the field by a technician or other authorized Parish employee are subject to a collection charge.

SERVICE POLICY

TO ADD OR DROP A SERVICE If Customer wishes to add or drop any services, it must be done by calling the office. Any changes to the account must be made by the authorized account holder. If Customer wishes to have a second person added to the account, please call the office so that we may add that information to the account. If Parish does not receive a call, Customer's services will continue as reported in our office. There is no charge to drop services. Upgrades and the addition of services are subject to prepayment and upgrade fee. Services cannot be upgraded or added if the account is past due. Parish Communications reserves the right to refuse an upgrade on an account if the account has been past due in the last three billing cycles. When adding or upgrading a service you will be billed for a minimum of one month for that service, even if terminated prior to the use of the full month. This includes, but is not limited to, seasonal accounts and services. A maximum of three (3) service changes are permitted per calendar year.

REQUEST FOR SERVICE / INSTALLATION Requests for connection can be made by phone or at our office. Customers will be advised of installation amount and any prepayment amounts due, including payment for the installation of additional outlets. At the time of connection, the installation fee plus pre-payment are due. Billing begins on the date of physical installation and will be prorated for the month. Someone over eighteen years (18) of age with a picture ID must be home during any installation or repair of your service. If you are not the owner of the premises upon which the service is to be installed or repaired, you warrant that the owner has granted consent for Parish technicians or other authorized agents to enter the premises for the purpose of installation or repair, and will hold Parish harmless against claims of the owner following the requested visit. You authorize Parish to make preparations to the premises as necessary for the installation. Appointments cancelled by Customer less than 24 hours in advance, including those in which the technician arrives and Customer is not present at the residence, are subject to a \$25.00 cancellation charge.

SERVICE OUTAGES If at any time your service is out more than 15 minutes, please call the office to let us know immediately. The more people that call the office, the easier it will be to locate the problem. The problem may be an isolated area and may not affect your neighbor. Your cooperation can speed up our service response. If credit is assessed it will be determined by the date and time we receive a report of the problem from you.

DISRUPTION OF SERVICE Parish Communications is not liable for any inconvenience, loss, liability, or damage resulting from any interruption of services directly or indirectly caused by circumstances beyond its control (ie loss of power, third-party accidents, etc). In no event shall Parish be liable for any direct, indirect, incidental, consequential or punitive damages from whatever cause, including, but not limited to, loss of business or wages.

SUSPENSION OF SERVICE Parish Communications may suspend or terminate service for any Customer who is using the service in a manner that interferes with or impairs the use by any other customer, or for any Customer who is fraudulently using the service, or for any Customer who knowingly or unknowingly shares services with a non-Customer, or for any Customer who uses the service to commit illegal actions, even if done inadvertently. Account is billed while suspended unless otherwise cancelled, and may be subject to a fee to restore services. Parish is entitled to assume that any communications made through your services, or from the location of your services, are your communications or authorized by you. The person named on the account assumes responsibility for all charges/penalties that may result. Each subscriber and account holder agrees that, if he or she is terminated pursuant to this policy, he or she will not attempt to establish a new account with Parish under any name, real or assumed.

CORRESPONDENCE Do not mail written correspondence with your billing statement. Changes in services and requests for service calls must be done by contacting the office by phone or in person. Written correspondence is ignored. Also, Parish will not process credit card information that is left as voicemail. It is Customer's responsibility to contact office personnel to make payment if Customer elects to pay by credit or debit card.

REQUEST FOR DISCONNECTION / EQUIPMENT RETURN Request for disconnects may be made at Parish's main office in person or by phone. A disconnect becomes effective and billing stops the day that all services are terminated at the requested address and all cable equipment is returned. In accordance with your service agreement,

which was signed at installation, failure to return the equipment within fifteen days of the requested disconnect date will make you liable for the charges outlined in the service and equipment agreement, plus any cost of collection. The charge for not returning a converter or modem may be up to \$400.00. Do not leave the equipment in your vacant home or with anyone else. Allow up to 5 business days for any changes to occur in services after contacting the office. Customer agrees that Parish has no responsibility to visit customer's home upon termination to reconfigure computers, TVs, antenna, phone, VCRs, DVD players, etc. Modems may not be kept inactive for more than consecutive six (6) months.

EQUIPMENT Any equipment provided to Customer by Parish Communications shall remain on the premises and is property of Parish Communications. Customers may not transfer or assign their cable modems or other equipment without the consent of Parish. Customer agrees that he/she will not disturb, alter, or remove any portion of the company's equipment or material; will adequately safeguard the company's property against other; will not share or enable others to access services for which they have not paid; and will not hire or permit anyone other than authorized personnel to perform work on Parish's equipment or materials. Customer assumes the risk of loss, theft or damage to the equipment at all times prior to the removal of the equipment by Parish or return of the equipment by Customer. Parish is not responsible for damage that occurs due to acts of nature. Customer agrees to unplug power and coaxial cable from Parish's equipment during electrical storms. Parish Communications will repair and/or replace any defective system components including cable modems or other such devices at no charge unless Customer necessitates such repair due to alteration or abuse. In this case, a reasonable charge will be assessed.

INTERNAL WIRING Customer understands that internal wiring (coaxial, telephone, or other) is the responsibility of the Customer. If you have someone other than Parish install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations, including protections against signal leakage. If necessary, Parish may change, replace or correct the configuration of internal wiring, at which point a charge may apply. Parish does not wallfish or crawlfish internal wiring. Technicians will install service at the desired location either by drilling a hole into the room through an outside wall or by drilling a hole up through the floor from a crawlspace or basement. If you would like an outlet wallfished or crawlfished, it is the responsibility of the customer to hire a contractor at the cost of the Customer.

SERVICE CALLS If Parish is prompted by Customer to dispatch a technician to Customer's home because of a service problem (i.e. bad reception, no reception, unable to browse the internet, etc) and it is found that the problem is in the Customer's own equipment (i.e. television set, VCR, computer, router etc) there will be a service charge, payable at the time of the service call. Someone over eighteen years (18) of age with a picture ID must be home during any installation or repair of your service. If you are not the owner of the premises upon which the service is to be installed or repaired, you warrant that the owner has granted consent for Parish technicians and other authorized agents to enter the premises for the purpose of installation or repair, and will hold Parish harmless against claims of the owner following the requested visit. You authorize Parish to make preparations to the premises as necessary for maintenance or removal of equipment and services. Appointments cancelled by Customer less than 24 hours in advance, including those in which the technician arrives and Customer is not present at the residence, are subject to a \$25.00 cancellation charge.

ACCESS TO CUSTOMER PREMISES By ordering service, Parish Communications and its authorized employees and agents are implicitly granted the right to enter upon your property to install service, and to audit, adjust, repair, replace, maintain, move or remove equipment, and check for signal leakage during reasonable times, including regular business hours. A person over the age of 18 (eighteen) years must be present with a picture ID. If you are not the owner of the home or premises you warrant that the owner has granted consent for Parish technicians to enter the premises for the purpose of repair, maintenance or installation.

INDEMNITY In requesting service, Customer agrees to hold Parish Communications harmless from and against all claims, suits, fees, and other liabilities for damage to property or injury, or death to any person arising from the installation and provision of service except such as was caused by the negligence or willful misconduct of Parish Communications or its authorized employees or agents. Crawl space covers are to be replaced by Customer. Parish Communications will not be responsible at any time for damage that may occur to the following, including but not limited to, dog fences, sprinkler systems, septic or drain fields, during the burial of cable drops. Parish Communications will contact Miss Dig to stake all utilities (the aforementioned are not on the Miss Dig system). It will be the responsibility of the Customer to inform Parish, and to expose any of the above, prior to Parish Communications burying any cable drops. If a third party sues us based on your use of our services, or based on a breach by you of any Customer Agreement(s), you will

indemnify and reimburse Parish for any losses, including reasonable attorneys' fees, that we suffer.

RIGHT OF WAY In requesting and accepting service, Customer grants Parish Communications, without fee, the easement and rights of way necessary to render services to the Customer.

THEFT OF SERVICE If you knowingly access services that you have not paid for, enable others to access services they have not paid for, or damage or alter our equipment in order to do so, you will have breached this Agreement and possibly subjected yourself to statutory damages, fines or criminal charges.

INTERNET CUSTOMER AGREEMENT

Installation fees are for Internet activation on one computer only. If you would like Parish to add additional computers or routers additional fees may apply. If there are problems with missing files, viruses or third party software at the time of activation, Parish Communications will not be responsible.

At the time of installation, Parish may provide customer with third party software (a browser and plug-ins) to enable and/or enhance the service. Parish does not support third party software and if Customer has questions regarding third party software, Customer should contact the software manufacturer directly.

Customer understands that it is the responsibility of the Customer to ensure the computer is set up in the home, in proper working condition, and compatible with the service before the time of modem installation. If the computer is not set up at the time of installation or does not meet the minimum requirements for the service, which prevents the technician from completing the installation, additional fees will apply for returned visits to the home to complete installation.

Parish is not liable for any damage, loss or destruction to Customer's premises or computer equipment during installation, or any other time, including but not limited to any damage to, loss or destruction of any software, hardware, files and data. For these reasons, the Customer acknowledges and understands the importance of backing up all files and emails to another storage mechanism.

Customer agrees that Parish has no responsibility for the operation or support, maintenance or repair of any equipment, software or services that Customers elect to use in relation to the high-speed Internet connection, including in-home networks. Customer is responsible for the security of any device connected to the service. Customer agrees that any wireless network installed by the Customer or Parish technician must be secured. If Parish detects an unsecured wireless network associated with your service, Parish will notify you to enable the security on the network device. If it remains unsecured, Parish may suspend the service. Customer agrees that improper connection or use of wireless router to the modem and/or Parish network that interferes with any other customer may result in suspension or loss of service and a charge.

Parish does not warrant that any data, files or messages Customer sends/receives via the service will be in error free, free of viruses or other harmful components or that service will be free from unauthorized access by others or that other users will be unable to gain access to Customer's computer(s). Parish may terminate any or all services if spam, a virus or other harmful feature or software is found to be present on your computer or traced to your IP address. Parish is not required to provide you with any assistance in the removal of viruses. Customer will not use high-speed Internet for operation as an Internet service provider, a server site, telnet, rlogin, email hosting, web hosting or other similar applications, spamming, or to gain access to any company or person's computer without consent of the person. Customer understands that Customer is responsible for any and all fines/punishments resulting from illegally downloading or uploading copyrighted material, or other activities that violates local, state, federal or international law or regulation. Any of the above infractions will result in suspension or loss of service and a charge to Customer's account, none of which requires advance notice from Parish. Customer assumes responsibility for any information that is transmitted from your IP address or account, regardless of unawareness or inadvertence.

Customer acknowledges that use of the high-speed Internet does not give you ownership or other rights in any internet/on-line addresses provided to you, including but not limited to IP addresses, e-mail addresses or web addresses. Parish can modify or change these at any time without notice and will not be required to compensate you for these changes. Parish assumes no responsibility for the content and material. Anyone who accesses the content does so at his or her own risk.

Parish does not guarantee that Customer will obtain the maximum throughput rate for

the level of high-speed Internet service to which Customers subscribes at any given time or on a continuous basis. The throughput rate Customer experiences at any time will be affected by a number of factors, including the nature of the Internet and its protocols, Parish's facilities, the bandwidth Parish devotes to carriage of protocol and network information, the condition and configuration of Parish's equipment or Customer-owned equipment, whether Customer uses an in-home wi-fi network (which can significantly limit the throughput rate obtained by devices attached to it), Parish's use of network management tools, data volume and congestion on Parish's network and the Internet, the time of day Customer is using the service and the performance of the website servers Customer tries to access.

CUSTOMER PRIVACY PROTECTION NOTICE

Some forms of information personally identifying you will be collected in connection with the operation of our cable system. The information collected may include, but is not limited to, your name, billing status, mailing address, telephone number, employer, social security number, driver's license number, description of equipment, service record and complaints. Such information may not be collected or disclosed for any purposes without your consent except as described in this statement. This information, including delivery or maintenance of services and equipment, billing, accounts collection, advertising or detection of unauthorized reception of cable communications services, is necessary to render our cable service or other services to you or to conduct a legitimate business activity related to our cable system. In connection with these activities, this information may be disclosed on a day to day basis to employees or agents of our system, including, but not limited to sales or marketing personnel, billing or collection services, auditors, accountants, attorneys, lenders, programmers and regulatory agencies. Your name and address may also be disclosed to program guide suppliers or other non-cable services so that you may receive programming guides or other services. This disclosure will not indicate the extent or type of any use you make of the services we provide or of any transaction you make over the cable system. Information personally identifying you may also be disclosed if required by a court order authorizing such disclosure. Information which personally identifies you shall be maintained in our local office for as long as necessary for the purpose for which it was collected which, in any event, will be no longer than five (5) years after disconnection of service.

TERMS OF AGREEMENT Parish has the right to add to, modify, or delete any term in this Agreement. This Agreement supersedes all previous written and oral agreements. Subject to applicable law, Parish has the right to change services, equipment and rates or charges without notice. Your acceptance or continued use of services upon effectiveness of any change to this document constitutes your acceptance of such changes. If you do not agree to any change, you will immediately stop use of services and notify our office of your termination of services. This is an important contract between you and Parish. Please retain this and all accompanying documents referred to herein or regarding your services with your important papers. Your signature on the work order presented to you upon installation and/or your continued use of service is evidence of your agreement to the terms and conditions set forth herein.

INTERNET TROUBLESHOOTING INSTRUCTIONS

If you cannot get online, try the following:

- Look for loose cables on the back of the computer and modem.
- Check the lights on the modem for power. There should be 4 solid lights and 1 blinking light (the activity light).

If these lights are not on: *

- Ensure that the Standby light is not on. If Standby is on, push the button on the top of the modem. All the lights should come back up (When Standby is on, you will not be able to get on the Internet).
- Power down the computer (if you have more than one computer see below)
- Pull power cord from modem for 5 minutes.
- Put the power cord back into the modem and turn on the computer.

More than one computer with a router: *

- Power down all computers
- Pull the power cords from the back of the modem and router for 5 minutes
- Put power cord back into modem first
- Put power cord back into the router second
- Turn on the computer connected to the modem (if any), then all other computers.

* These steps may need to be done twice

** It is recommended that you do your updates and check for viruses weekly.

Please contact the office if you still experience problems after following these steps.

Annual Customer Service Agreement and Policies

November 2017

Parish Communications