

Customer Premise Equipment Agreement

Updated 10/22/2024

As part of the Customer Premise Equipment Agreement, the customer understands and agrees to the following:

The customer premise equipment (CPE) includes but is not limited to modem, radio, power supply, antennas, set top boxes, or any other equipment that may apply and that the CPE is the property of Green Hills.

Upon disconnection of service, Green Hills has the customer's permission to remove any outside equipment from the customer's premise that is owned by Green Hills. The customer agrees to return any equipment inside their premises. Furthermore, they understand that a charge will be applied to the final invoice to be collected for payment unless the customer premise equipment is retrieved by Green Hills. The customer has 30 days to arrange the return of the working equipment to receive credit for the charge.

Customers agree to pay for service, maintenance, repair, or replacement due to any equipment loss resulting from damage other than normal usage such as damage due to misuse, abuse, fire, flooding, other natural catastrophe, or intentional acts.

Customer agrees to indemnify and hold Green Hills harmless from liability to any third parties, including the owner of the Applicant's premises, for damage to the premises resulting from the installation, repair, maintenance and removal of customer premise equipment.

Green Hills' and its subsidiaries' entire liability under any provision of this agreement shall be limited to direct damages which shall not exceed the pro rate of the monthly charges for the service for the period during which the service provided pursuant to this agreement is inoperative, not to exceed in total the customer's monthly charge for the service.

The customer makes an application for the above service and equipment, and for such additional service or equipment as may be ordered later and agrees to pay established rates for all such service and equipment, as set forth in the exchange tariff of the company.