

# Business Services Agreement

## Customer Information

Business: \_\_\_\_\_ Rep./Agent: \_\_\_\_\_

Physical: \_\_\_\_\_ Billing: \_\_\_\_\_

Location: \_\_\_\_\_ Address: \_\_\_\_\_

Primary Contact's Name & Number \_\_\_\_\_ Fed. Tax ID or SSN (Rqd. with no Credit History) \_\_\_\_\_ Customer's Home Address (Rqd. with no Credit History) \_\_\_\_\_

Secondary Contact's Name & Number \_\_\_\_\_ Customer's Date of Birth \_\_\_\_\_ State, ZIP & Phone # (Rqd. with no Credit History) \_\_\_\_\_

1. shall provide the services listed below to Business Owner/Manager (Subscriber) at the above listed location (Premises) for the monthly fee set forth below.

1. **Services.** shall provide the following services to Subscriber in the manner set forth herein.

### Bundled Services & Packages

	Base Price: _____	Extd Price: _____	Term: _____	<b>Special Instructions</b> Throttle account
<b>PON</b> Package: <u>1Mb</u>				
Package: _____	Base Price: _____	Extd. Price: _____	Term: _____ mos.	
<b>HFC</b> Package: _____	Base Price: _____	Extd Price: _____	Term: _____ mos.	
Package: _____	Base Price: _____	Extd Price: _____	Term: _____ mos.	

### Telephone Product

Lines: ___ @ _____ Long Distance Rate: ___/min. ____ IntraLATA ____ InterLATA ____ International	Features _____ _____ _____ _____ _____	@ _____ @ _____ @ _____ @ _____ @ _____	Installation Charges Standard: _____ Custom: _____ Constrctn: _____	<b>Special Instructions</b>
Discount Plans: <input type="checkbox"/> 12 mos. <input type="checkbox"/> 24 mos. <input type="checkbox"/> 36 mos.	<b>Notes/Comments:</b> _____			

### Internet Product

### Cable Product

Desk Top <input type="checkbox"/> Lap Top <input type="checkbox"/> # of PC's _____ # of Emails _____ Price _____ <input type="checkbox"/> Single User _____ <input type="checkbox"/> Multiuser Dynamic _____ <input type="checkbox"/> Multiuser Static _____ <input type="checkbox"/> Triple Crown _____ # of Fixed IP's _____ Price: _____ Installation Charges: _____ MAC: _____ Modem Rental/Other Charges: _____ MAC: _____ Promotions: _____ Internet Term: <input type="checkbox"/> 12 mos. <input type="checkbox"/> 24 mos. <input type="checkbox"/> 36 mos. Notes: _____	<b>Web Hosting</b> <input type="checkbox"/> Click _____ <input type="checkbox"/> Email _____ <input type="checkbox"/> Other _____	<b>Business Rate</b> Basic* _____ Digital _____ Music _____ Addl. Dig. Box ___ @ _____ # of Outlets ___ @ _____ Installation Charges: _____ * Includes one outlet Cable Term: <input type="checkbox"/> 12 mos. <input type="checkbox"/> 24 mos. <input type="checkbox"/> 36 mos. Notes: _____	<b>Occupancy – Bar/Rest. Rate</b> <input type="checkbox"/> 1-50 _____ <input type="checkbox"/> 51-100 _____ <input type="checkbox"/> 101-150 _____ <input type="checkbox"/> 151-200 _____ <input type="checkbox"/> 200+ _____
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### Matrix or iPlex Product

Item	Description	Qty	Unit Cost	Ext. Cost	Additional Charges
1	Matrix Service – Base Charge over Fiber			\$0.00	<b>Matrix or iPlex Installation Charges:</b> _____
2	Matrix Service – Base Charge over Cable Modem			\$0.00	
3	Digital Voice Port w/voicemail (LD*)			\$0.00	
4	Digital Voice Port w/voicemail & unlimited LD			\$0.00	
5	Matrix Management fee (per port)			\$0.00	<b>Special Notes</b>
6	ACD Queue with Reports			\$0.00	
7	ACD Agent			\$0.00	
8	Softphone			\$0.00	
9	Toll Free Number Service Fee** (Matrix or iPlex)			\$0.00	
10	Console Assistant			\$0.00	
11	iPlex – Base Charge***			\$0.00	
12	iPlex - Each Additional 1 Mb Internet Access			\$0.00	
13	iPlex - SIP Trunk			\$0.00	
14	iPlex - DID Numbers			\$0.00	
15					
Base Monthly Recurring Charges				\$0.00	

See Page 2 for asterisk items

- \* 5¢/min. Long Distance Rate, \*\* 5¢/min. Long Distance Rate, Matrix Service Includes: Email, PBX Telephone Features, On-Line Billing, Local Dial Tone and two free remote configurations every month (Additional configs. \$25/ea).
- Matrix Service over Fiber includes 2 Mb of Data Access
- POTS Line for E911 access in the event of a power failure is requested:  Yes  No \_\_\_\_\_ (Customer Initialed)
- \*\*\* Includes iPlex Long Distance @ 2.5¢/min., Inbound Toll Free Long Distance charges @ 5¢/min.

Fee* Summary Table				
Monthly Recurring Fees*		Non-recurring Fees*		Billing Notes
<b>HFC</b>		<b>HFC</b>		
Package	_____	Package	_____	
Phone	_____	Phone	_____	
Cable	_____	Cable	_____	
Internet	_____	Internet	_____	
<b>PON</b>	150.00	<b>PON</b>	NC	
<b>Matrix</b>	_____	<b>Matrix</b>	_____	
<b>iPlex</b>	_____	<b>iPlex</b>	_____	
<b>TOTAL</b>	150.00	<b>TOTAL</b>	NC	

- Fees & Charges do not include: Access Charges, LNP, E911, Federal, State or Local Taxes.

The Services Agreement is subject to and governed by the Service Agreement and any documents referenced therein, including the List or, if applicable, tariffs. See also Acceptable Use Policy and Cable Television Privacy Rights Notice. A further description of Services offered by can be found at [www.knology.com](http://www.knology.com). **Prices and fees shown herein are not exhaustive; see the List (or tariffs if applicable) for additional charges. Other taxes, fees, and surcharges may apply.**

By signing below, you acknowledge that if you terminate this agreement without cause after activation of your Service, or if terminates this Agreement for cause, you agree to pay an early termination charge consisting of 100% of the monthly recurring rate in the agreement times the number of months remaining under the term of the agreement.

By signing below, you acknowledge notice of, accept and agree to the **Customer Service Agreement, Acceptable Use Policy, and Cable Television Privacy Rights Notice**, copies of which are posted at, and policies and regulations which may be referenced therein, all of which are incorporated herein by reference and made a part hereof.

### Subscriber Acceptance

BY SIGNING BELOW, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO SIGN ON BEHALF OF THE SUBSCRIBER AND BIND SUBSCRIBER TO THIS AGREEMENT. SUBSCRIBER UNDERSTANDS AND AGREES TO BE BOUND BY THE DOCUMENTS REFERENCED HEREIN, INCLUDING, WITHOUT LIMITATION, THE CUSTOMER SERVICE AGREEMENT. SUBSCRIBER AUTHORIZES KNOLOGY TO OBTAIN BILLING INFORMATION AND SUBSCRIBER SERVICE REPORTS WITH RESPECT TO SUBSCRIBER'S TELEPHONE NUMBERS, AS WELL AS SUBSCRIBER'S CREDIT INFORMATION. THIS AGREEMENT IS ACCEPTED BY ON THE DATE INDICATED NEXT TO ITS SIGNATURE BELOW.

<b>Subscriber Signature</b>	<b>Subscriber Name (Printed)</b>	<b>Title (Printed)</b>	<b>Date</b>
Authorized Knology Representative Signature	Authorized Representative Name (Printed)	Title (Printed)	Date