

# HTC Aurora Terms Of Service

## 1. **Service and Installation Rates<sup>1</sup>:**

### **TV**

Local TV Package	\$25.00 / mo.
with \$30.00 hardware fee	
Standard Package:	\$78.99 / mo.
Digital Tier:	\$20.99 / mo.
HD Equipment:	\$9.99 / mo.
Starz/Encore:	\$19.53 / mo.
Cinemax:	\$11.68 / mo.
HBO:	\$22.53 / mo.
Showtime:	\$19.53 / mo.
Whole Home DVR:	\$10.25 / mo.
Extra Set-top box:	\$7.00 / mo.
Fox Sports Commercial	\$55.00 / mo.

### **Broadband**

	<b>Rate</b>	<b>Discount with 2 services</b>
10 Mbps:	\$47.99 / mo.	\$37.99 / mo.
25 Mbps:	\$51.99 / mo.	\$44.99 / mo.
50 Mbps:	\$61.99 / mo.	\$54.99 / mo.
100 Mbps:	\$71.99/mo.	\$64.99 / mo.
200 Mbps Residential:	\$91.99 / mo.	\$84.99 / mo.
200 Mbps Commercial:	Call for quote	
Wireless Network Maintenance:	\$6.50 / mo.	

HTC will provide a wireless router and install and maintain wireless network. Wireless router is property of HTC and must be returned upon cancellation of service. (Customers who do not return router will be billed the price of the router at HTC's discretion.)

### **Digital Voice<sup>2</sup>**

Basic:	\$28.99 / mo.
Unlimited	\$39.98 / mo.
Battery Backup Purchase:	\$60.00

**Phone** – Please see details posted in the HTC Communications Tariff at [www.hky.com](http://www.hky.com)

**Note: A backup power supply (battery) is required for digital voice to be in service in the event of a power outage.** A backup battery and power supply can be purchased with original ONT or at any time thereafter. Estimated battery life is 2-4 hours in the event of a power outage (dependent upon usage). The estimated life expectancy for the battery is 2-4 years. Refer to the instructions provided with the backup supply for proper maintenance and battery replacement procedures.

If **repair, activation or modification** of your jack/wiring is needed to have it properly connected to the HTC Aurora service or if an additional jack or inside wiring is required for you to receive HTC Aurora TV, Aurora Digital Voice, or Aurora Internet Access, you will be charged the labour rate plus parts.

You must order standard Aurora TV service from HTC to also order other video services, packages, or tiers from the company. A set-top box is needed for each TV to receive programming.

Once you order Aurora TV, Digital Voice and/or Aurora Broadband Internet Access service, you must either lease an ONT / VDSL2 Modem or purchase it. Where required, a digital box and remote must also be leased or purchased. All leased equipment will remain the property of HTC at all times. Also any other equipment placed by us in your home/business regarding TV or Internet service that is not explicitly paid for by the customer at the time of installation will, at all times, remain the property of HTC.

The HTC Aurora ONT / VDSL2 Modem will have an electrical cable that must be plugged into an approved outlet for it to work. The ONT / VDSL2 Modem will have connections for a voice line, computer and TV. To get Aurora TV service, your TV set must be in a room with a "live" HTC jack connected to the ONT / VDSL2 Modem. If any leased equipment is damaged because of user error or negligence, you will be responsible for the cost of replacing the equipment. We therefore recommend that, before the ONT / VDSL2 Modem is installed, you obtain a "surge protector" from a store that sells computer supplies. The surge protectors should be UL® approved and capable of protecting all electronic equipment and computers from damage due to electrical storms and power surges.

The ONT / VDSL2 Modem also holds a location to connect an Ethernet cable to your computer. If you order Aurora Internet Access from HTC, the company will activate the port. Otherwise, the port will be inactive.

To be able to use HTC's Aurora Broadband Internet Access: (a) you must subscribe to Internet service from HTC, (b) your computer should have an internal Ethernet adapter card inside it and (c) you should own an Ethernet cable long enough to connect you computer to the ONT / VDSL2 Modem. Actual rates will vary according to line conditions and overall Internet traffic at any given time and are representative only. You must also sign a "Customer Agreement" for Internet Service with HTC and have a minimum of 64 MB memory. Commercial services such as Mail/News/Web server hosting, daily transmissions of 50 or more e-mail messages and mail relaying are not included in this offering. Dedicated IP addresses are not part of this offering. Dynamic address may be changed or altered at any time. Dial up Internet service is optional (extra charge).

Aurora TV service or Aurora Broadband Internet Access may require you to receive digital voice service from either Hickory Telephone Company (Hickory) or HTC Communications. Service is available only where facilities permit.

If you cannot be home for installation, then you can agree to allow HTC entry into your residence by your landlord or by your designated representative so that HTC may make the installation while you are out. In such case, you may be asked to first send a check payable to HTC Communications for the installation and for one month's service in advance.

In certain circumstances, HTC may require a security deposit from a customer prior to providing Aurora TV service, Aurora Digital Voice, or Aurora Internet Access service.

You agree that you will not resell or allow the general public access to any service provided by HTC. You agree not to attempt to modify or augment any equipment that is leased to you.

## 2. **Billing**

Charges for service start within 24 hours after service is installed. **Your first statement will include a charge for the upcoming month. It may also include:**

- 1.) Your installation charge or any applicable maintenance or service charge
- 2.) A partial charge for your first month's service if you are connected in the middle of a billing cycle
- 3.) Your payment due date (**Payment of billed amounts must be received by HTC on or before the due date on the bill**)
- 4.) All prices for service (these may be subject to applicable franchise fees and taxes).

A fee of 1.5% per month (or any part of a month) may be assessed for any late payments. If you pay your bill by check and the check is returned, then you will be assessed a returned check fee. If HTC is required to employ a collection service or to initiate legal action to recover amounts you owe the company, then you will also be assessed for the costs of collection, including any reasonable attorney's fees and expenses and court costs incurred by HTC in bringing suit.

Service may be terminated to you because of non-payment or repeated late payment of amounts due HTC and there may be a reactivation charge and/or a security deposit required to resume service after termination.

## 3. **Cancellation of Service**

You may cancel service by writing HTC Communications, 75 Main Street, Hickory, PA 15340-1118, or by calling an HTC representative during regular business hours at (724) 356-2010, Monday through Friday (holidays excluded). There will be no refunds in the event of a cancellation. The monthly

*Basic installation:	\$150.00 (waived with 1-year contract)
Internet setup:	\$10.00
1 <sup>st</sup> 30 Minutes Labor:	\$40.00
Additional 30 Min. Labor	\$30.00
Premise Visit:	\$45.00
NIC:	\$15.00
Static IP address:	\$14.95 /mo.
Extra Remote:	\$15.00

**\*Basic installation** provides for the installation of the ONT or VDSL2 modem, sufficient category 5 cable to connect first computer located within 20 feet of the ONT / VDSL2 Modem, sufficient coax cable to connect first TV located within 20 feet of the ONT / VDSL2 Modem. Additional labor and material charges will apply if concealed wiring is required, additional TVs are connected or any other additional work is requested.

**ONT:** The ONT (Optical Network Terminal) is used to connect the customer's devices to the fiber optic network.

subscription fee shall cease to apply for any months after the billing month in which you cancel or terminate your service in accordance with this agreement. If you cancel service, you will still be responsible for payment of any outstanding charges and fees you owe the company including Basic installation charges as a result of a broken twelve-month service commitment.

#### 4. **Equipment**

If any equipment leased to you by HTC including but not limited to the set-top box, remote control/s, or ONT / VDSL2 Modem provided by HTC are stolen, lost or become damaged (except for normal wear-and-tear), then you will be responsible for the full cost of replacement. You may wish to get this equipment covered by your homeowner's, renter's or other insurance.

If problems with your service arise, you may contact HTC and request a service call. If HTC is responsible for a problem or error, HTC will take reasonable measures to remedy the problem and no fee will be charged. Otherwise, appropriate labour and premise visit charges may apply.

If you cancel service or if service is terminated by HTC, then you agree to return the equipment leased to you by HTC including but not limited to the set-top box, ONT / VDSL2 Modem, and remote control(s) to HTC during regular business hours, Monday through Friday (except holidays), within seven (7) days of the cancellation or termination. Equipment must be returned to HTC's offices at 75 Main Street, Hickory, PA. The equipment shall be returned to HTC in the same condition that you received it, except for normal wear and tear. Do not return equipment by mail or delivery service.

If after seven (7) days the equipment has not been returned to HTC, then you agree to pay a late charge of \$3.50 a day.

If after fourteen (14) days from cancellation or termination of service, the equipment has not been returned to HTC, you may be charged for the full cost of the equipment. If HTC is required to initiate legal action to recover the replacement cost of equipment or --- at its option --- to recover the equipment itself, then you will be liable for collection costs and/or for any reasonable attorney's fees, expenses and court costs incurred by HTC in bringing legal action.

If you rent or lease your home or apartment and if the HTC equipment has not been returned by you to HTC within 14 days of cancellation or termination of service, then you agree that HTC may be allowed entry into your home or apartment by your landlord, by the owner of the property, or by your designated representative in order for HTC to disconnect and retrieve HTC's equipment.

If you are unable to travel to HTC to return the set-top box or remote control, you can request pick-up. Provision of pick-up service is *solely* at HTC's option. If HTC agrees to provide pick-up service, pick-up will occur during the business week and only during regular business hours. There may be a fee for pick-up, which you will be informed of when you request pick-up service and which will be payable at time of pick-up.

If you cannot be home for a scheduled pick-up, then you can agree to allow HTC entry into your home or apartment by your landlord or by your designated representative so that HTC can disconnect and retrieve its equipment.

#### 5. **Limited Warranties and Limitation of Liability**

We warrant, for a period of 30 days from the date of our installation of Aurora services, that the installation will meet accepted industry standards and be free from defects in the materials and workmanship used in the installation. If you report any defect in the installation within that 30-day period, we will re-perform the installation and repair or replace any materials. This warranty does not cover any equipment or materials not installed by HTC or an HTC approved contractor in providing either TV, Digital Voice, or Broadband Internet. This warranty does not cover installations in environments not meeting the requirements in paragraph 1.

If the set-top box or ONT / VDSL2 Modem, which we provide to you as our customer, is defective when provided, we will either repair or replace it with another.

Our performance of re-installation work, repair or replacement constitutes our entire liability to you and your sole remedy under this warranty, whether claims or remedy are sought in contract or tort (Including negligence, strict liability or otherwise, without limitation).

In no event shall HTC, its employees, affiliates or agents have any liability for: (1) any special, indirect, exemplary, incidental or consequential damages resulting from HTC's provision or failure to provide any equipment or services to you, or from any fault, failure, deficiency or defect in service, labor, materials, work or equipment furnished to you by HTC or any party or (2) any damages arising from program or other content which you receive by using any service.

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE IN THE PLACE OF ALL OTHER WARRANTIES, WHETHER WRITTEN OR IMPLIED, IN FACT OR IN LAW. WE DISCLAIM ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

We will not be liable for any delay or failure to perform our obligations, including interruptions in service, if such delay or non-performance arises in connection with any acts of nature: fires, earthquakes, floods, strikes or other labor disputes, unusually severe weather; acts of any governmental body or any other cause beyond our reasonable control.

#### 6. **Changes to Terms of Service, Program Tiers, Packages, and Prices**

There is no fee for customer-initiated changes in service tiers.

HTC reserves the right to change any term or condition of service, remove any TV or audio channel included in any program tier or package, or increase any future price for service upon 10 days written notice. Should HTC increase the rate of TV, Digital Voice, or Broadband Internet while a customer is under a 12-month contract, that customer has the right to cancel service without breach of contract and will not be required to pay the installation fee.

#### 7. **Acceptable Use**

HTC's service shall not be used in a manner which would violate any law or infringe any copyright, trademark, trade secret, right of publicity, privacy right or any other right of any person or entity or for the purpose of transmitting or storing of material which is obscene, libelous or defamatory. HTC reserves the right to cooperate with investigators and/or terminate its service to a customer immediately upon any customer violation of this obligation. Customer agrees he/she shall have no recourse of any kind or nature whatsoever against HTC for such action.

#### 8. **Ordering Additional Services; Billing Questions and Service Complaints.**

Additional services and TV packages listed in the company's brochure or website may be ordered at any time by calling the number listed below. Calls received by HTC outside of regular business hours or on weekends or holidays may be taken by answering machine or by an answering service. Questions about billing or signal quality should be addressed within 30 days of the date of the bill by contacting HTC during normal business hours or by contacting your local franchise authority:

#### **Local Franchise Authorities:**

Cross Creek Twp. - 28 Clark Ave, Avella, PA 15312	Chartiers Twp - 2 Buccaneer Dr, Houston, PA 15342
Cecil Twp. - 3655 Millers Run Rd, Cecil, PA 15321	Borough of Houston - Western Ave, Houston, PA 15342
Independence Twp. - 16 Campbell Dr, Avella, PA 15312	Mount Pleasant Twp. - 31 McCarrell Rd, Hickory, PA 15340
Smith Twp: PO Box 94, Slovan, PA 15078	

<sup>1</sup>Rates may change at any time. Please call the office for current rates.

<sup>2</sup>Digital voice is a voice over ip (VOIP) service. Local calling area for Digital Voice Basic varies by area. Please refer to our website [www.hky.com](http://www.hky.com) or call the business office during operating hours for details on your local calling area. Any long distance charges will be billed at 7 cents per minute. Prices exclusive of local, state, and federal taxes and surcharges. Apply to 1 + direct dialled voice calls terminating in the contiguous US. Does not include charges incurred for calling card services, operator assisted calls, collect calls, calls to 900 numbers, directory assistance or operator services. Calls not included in this plan are billed at tariff rates located in the HTC Communications tariff.

#### **Additional Details:**

##### **Installation Policy**

Someone over 18 years of age must be home during the installation of your cable television service. This will ensure a thorough and complete installation and will allow you to become more familiar with your cable service and equipment. If you are unable to be home and a minor will be present, written consent must be provided on your behalf to provide to the service person.

##### **Compatibility/Availability**

Aurora TV is compatible with most VCR's. Please call 724-356-2010 if you have any questions about VCR set-up or recording. Note that a DVR is available for the Aurora system. Remote controls may be purchased from Hickory Telephone Company or from retail outlets. Any universal remote that it compatible with Amino set top boxes will work. A converter is necessary to receive all Aurora TV channels.

##### **How to Use Aurora TV**

For comprehensive instructions on how to use the service, please visit: <http://www.hky.com/aurora/usersGuides.htm>, or visit our office at 75 Main Street, Hickory, PA during normal business hours.

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