

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)

I 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

Package	Base Price	Extd Price	Term
PON Package: <u>1Mb</u>	_____	_____	Term: _____ mos.
Package: _____	_____	_____	Term: _____ mos.
HFC Package: _____	_____	_____	Term: _____ mos.
Package: _____	_____	_____	Term: _____ mos.

Special Instructions
Throttle account

Telephone Product

Lines	Features	Installation Charges
Lines: ___ @ ___	_____ @ _____	Standard: _____
Long Distance Rate: ___/min.	_____ @ _____	Custom: _____
___ IntraLATA	_____ @ _____	Constrctn: _____
___ InterLATA	_____ @ _____	_____
___ International	_____ @ _____	_____

Special Instructions

Discount Plans: 12 mos. 24 mos. 36 mos.

Lap Top # of PC's _____ # of Emails _____ Price _____ Web Hosting _____ Business Rate _____ Occupancy - Bar/Rest. Rate _____ Single User Notes/Comments: _____

Internet Product

1-50 Multiuser Dynamic _____ Email _____ Cable Product _____ Click _____ Basic* _____
 Other _____ Music _____ 101-150 Triple Crown _____ Addl. P. Box _____ @ _____ 151-200 # of _____
 Fixed IP's _____ Price: _____ Installation Charges: _____ # of Outlets _____ @ _____ 20 _____ MAC: _____ Modem Rental/Other _____
 Charges: _____ Installation Charges: _____ * Includes one outlet MAC: _____ Promotions: _____ C _____ Term: 12 mos. 24 mos. 36 mos.
 Internet Term: 12 mos. 24 mos. 36 mos.

Item	Description	Qty	Unit Cost	. Cost	Additional Charges
1	Matrix Service – Base Charge over Fiber			\$0.00	Matrix or iPlex Installation Charges: _____
2	Matrix Service – Base Charge over Cable Modem			\$0.00	
3	Digital Voice Port w/voicemail (LD*)			\$0.00	(Non-recurring charges)
4	Digital Voice Port w/voicemail & unlimited LD			\$0.00	
5	Matrix Management fee (per port)			\$0.00	Special Notes
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
HFC		HFC		
Package	_____	Package	_____	
Phone	_____	Phone	_____	
Cable	_____	Cable	_____	
Internet	_____	Internet	_____	
PON	150.00	PON	NC	
Matrix	_____	Matrix	_____	
iPlex	_____	iPlex	_____	
TOTAL	150.00	TOTAL	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. **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.

Subscriber Signature	Subscriber Name (Printed)	Title (Printed)	Date
Authorized Knology Representative Signature	Authorized Representative Name (Printed)	Title (Printed)	Date

Notes:

Notes: _____

Desk Top