

ComSouth Service Request Form

Beacon _____

Name: _____ Birthday: _____ SSN: _____ (for credit check)

RENT or OWN _____ Cell #: _____ Home / Other: _____
(If rental, we need copy of rental agreement)*****

New Service Address: _____ (APT#) _____

City: _____ Zip Code: _____ Current Email: _____

Billing Address (if different from service address): _____

PACKAGES--Check one:

Kudzu & Phone (30MG / 300GB) ___ Kudzu & Phone (75MG / 500GB) ___ Kudzu & Phone (150MG / 1000GB) ___

DRV Plus & Phone (30MG / 300GB) ___ DRV Plus & Phone (75MG / 500GB) ___ DRV Plus & Phone (150MG / 1000GB) ___

Expanded & Phone (30MG / 300GB) ___ Expanded & Phone (75MG / 500GB) ___ Expanded & Phone (150MG / 1000GB) ___

Kudzu (30MG / 300GB) ___ Kudzu (75MG / 500GB) ___ Kudzu (150MG / 1000GB) ___

DVR Plus (30MG / 300GB) ___ DVR Plus (75MG / 500GB) ___ DVR Plus (150MG / 1000GB) ___

Expanded (30MG / 300GB) ___ Expanded (75MG / 500GB) ___ Expanded (150MG / 1000GB) ___

Phone (30MG / 300GB) ___ Phone (75MG / 500GB) ___ Phone (150MG / 1000GB) ___

CABLE SERVICE--Check one:

Basic Cable _____ Expanded Cable _____ DVR PLUS # _____ Kudzu Rec # _____

Movies Packs: HBO _____ CINEMAX _____ SHOWTIME _____ STARSZ/ENCORE _____

PHONE SERVICE

Do you have an alarm system? _____ Which system? _____

Listed _____ Unlisted (\$4.50/month) _____ How do you want name listed? _____

Do you want your address listed? Yes _____ No _____

If you call someone, is it ok for you last name to show on their caller ID? Yes _____ No _____

Do you want your phone number showing when you call out? Yes _____ No _____

Optional Phone Features (if not included in package):

Caller ID (\$7.50) _____ Call Waiting (\$4) _____ Voice Mail (\$5) _____ Others features available - Ask for prices.

Calling Feature Package (\$19.95) ___ Unlimited Long Distance (\$29.95) ___ Not all features are included in packages.

INTERNET SERVICE – WE DO PROVIDE A DUAL BAND WIRELESS CABLE MODEM FOR \$7.99/MONTH.

15MG / 200GB-\$54.99 _____ 30MG / 300GB-\$74.99 _____ 75MG / 500GB-\$104.99 _____

150MG / 1000GB-\$134.99 _____ UNLIMITED DATA-\$30 _____

If you go over your data allotment, there is a \$10 charge for an additional 50GB in accordance with our acceptable use policy.
We can provide your dual band wireless cable modem under warranty for a monthly fee of \$7.99. If getting phone with us, we supply your cable modem but not the router for wireless capability. You can choose the wireless modem from us for an additional \$7.99/month. If you do not rent the modem from us, you must provide a DOCSIS 3.0 16 channel cable modem and your own router. We must also have your Mac ID address the day before install. After initial installation of any equipment we have installed, if you are not renting our equipment, a service charge will be incurred if you decide to move your equipment to another location within your home if it isn't working, or if there is any trouble with your internet. A technician can be dispatched to configure your equipment to the new location.

DO YOU WANT TO RENT OUR DUAL BAND WIRELESS CABLE MODEM? _____

DO YOU WANT TO USE YOUR OWN CABLE MODEM AND ROUTER? _____

PLEASE CALL IN MAC ID ADDRESS ASAP.

DO YOU NEED A COMSOUTH EMAIL ADDRESS?

Email Address: _____ @comsouth.net Password: _____

Circle One: Electronic Statement / Paper --- Email: _____

Automatic Draft: Yes _____ No _____ (Ask CSR for form) Credit/Debit Card _____ or Bank ACCT _____

IMPORTANT: COMSOUTH WILL RUN CABLE UP TO 300 FEET FROM POLE TO HOUSE. Any further will be customer's responsibility with free quote available.

ALL EQUIPMENT TO BE INSTALLED (TV, PHONE, COMPUTER) MUST BE ON THE PREMISES THE DAY OF INSTALL.

TECHNICIAN CANNOT ENTER PREMISES UNLESS SOMEONE 18 YEARS OR OLDER IS THERE

During installation the technician may run a drop to hook your house to our system. At that time a cable drop will be laid out from your house to the connection point. This drop will be on the ground from 2 to 4 weeks until our contractor can bury it. After the initial drop is buried, if this line is cut by you and we have to replace it, it will result in an additional charge to your account.

IF YOU MISS THE INSTALLATION DATE or if we set a time after hours to come out to your house and you are not at home, it will result in an additional charge to your account of \$65 whether this is a TROUBLE CALL or an INSTALL. Customer's account will be charged for trouble calls that are not a direct result of a problem with ComSouth equipment or service. This includes but is not limited to: Customer education, re-work install, no adult present, customer not at home, downgrade disconnect with equipment pick-up.

If service is disconnected for non-pay, a reconnect fee will be charged. It could take up to 2 or 3 weeks to reconnect. Seasonal customer will be charged a reconnect fee for reconnection.

**DO YOU WANT TO SIGN A CONTRACT TO WAIVE INSTALL FEES? YES | NO
INSTALL FEE: \$79.99 - \$99.99**

**DO YOU UNDERSTAND THAT BREAKING THE CONTRACT
WILL CAUSE A CANCELLATION FEE OF \$250? _____**

*******THE CONTRACT*******

You, Customer, authorize ComSouth and its employees, agents, contractors, or representatives to enter residence at which the service will be accessed (the premises) in order to install, bury cable lines necessary for underground utilities, configure, maintain, inspect, repair, and remove ComSouth equipment, and to install, configure, and inspect customer equipment. All such access will occur during normal business hours or by appointment. You (customer), warrant that you are the owner of, or a tenant of the premises, and that you have the authority to enter into this agreement. If you are not the owner of the premise, upon request, you will supply ComSouth with the owner's name and address, evidence that you are authorized to grant access to the premises on the owners behalf and (if requested by ComSouth, written consent form the owner of the premises. You, the customer, agree to indemnify, defend and hold harmless ComSouth and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorney fees) arising out of any breach of this section.

I AUTHORIZE COMSOUTH TO VERIFY THE INFORMATION PROVIDED ON THIS FORM AS TO MY CREDIT AND EMPLOYMENT HISTORY AND PULL A CREDIT REPORT FROM EQUIFAX.

I HAVE READ & UNDERSTOOD THE ABOVE.

Name: _____ Signature: _____ Date: _____

Phone / Contact Number for installation: _____ OR _____

There is a \$25 fee for each additional outlet needed at time of install. (We cannot install outlets in apartments or rental properties). DO YOU NEED ADDITIONAL OUTLETS? _____ HOW MANY? _____

SPECIAL NOTES: _____

ComSouth Security --- COMSOUTH ACCOUNT # _____

CHOOSE ONLY ONE QUESTION:

What is your favorite sport? _____

What is your favorite sports team? _____

What is your pet's name? _____

What is your favorite color? _____

PASSWORD: _____ (Please share with those who have access)

PASSWORD REQUIREMENTS:

- Must be at least 6 characters with combination of letters/numbers
- No longer than 12 digits.
- CANNOT BE family name, social security, phone numbers, birthdays, etc.

Names of those who can have access to your account.

SIGNATURE: _____

ADDITIONAL INFO:

- www.comsouth.net – for bill pay or to view data usage (no charge)
- Please add us to your contact list if you are getting e-statements: customerservice@comsouth.net

INTERNET ONLY CUSTOMERS NOT RENTING OUR EQUIPMENT (see below)

*** Modem Specs--DOCSIS 3.0 cable modem. Do NOT get Netgear brand! ***

You will need a router if you want your internet to be wireless (WIFI)

OFFICE USE ONLY

YOUR NEW PHONE NUMBER _____ CSR _____
COMSOUTH --- 224-4001 --- AVAILABE 24/7

INSTALL DATE: _____ / _____ AM | PM

PAYMENTS ARE DUE BY THE 10TH OF EVERY MONTH
