

NORTHLAND COMMUNICATIONS
SUBSCRIBER AGREEMENT FOR VIDEO, INTERNET AND/OR DIGITAL PHONE SERVICE

Customer Name: _____ Date: _____ Acct. #: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Phone #: _____ Email (required): _____ SS/DL/FEIN #: _____

Type of Service: Video: <input type="checkbox"/> Analog <input type="checkbox"/> Digital – Service Level: _____ Internet: <input type="checkbox"/> Northland Express – Service Level: _____ Digital Phone: <input type="checkbox"/> – Service Level: _____ <input type="checkbox"/> Residential or <input type="checkbox"/> Business	Payment Method: <input type="checkbox"/> Credit Card Type: _____ No.: _____ <input type="checkbox"/> Check No.: _____ <input type="checkbox"/> Cash Deposit Amount: _____
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Special Offer:
 Special Offers: Special Offer attached hereto. Special Offers may require a commitment for an Initial Term. "Initial Term" means [_____] months/[]None.
 Other: _____

Equipment:

<input type="checkbox"/> Analog Converter	S.N. _____	Mfg: _____
<input type="checkbox"/> Digital Converter	S.N. _____	Mfg: _____
<input type="checkbox"/> TVRO Receiver	S.N. _____	Mfg: _____
<input type="checkbox"/> Cable Modem	S.N. _____	Mfg: _____
<input type="checkbox"/> Digital Phone MTA	S.N. _____	Mfg: _____
<input type="checkbox"/> Handset	S.N. _____	Mfg: _____

[Attach additional pages as necessary for additional equipment.]

Customer Signature: _____

By signing above, I represent that I am at least 18 years old and that I am the owner of, or authorized tenant in, the premises at the above address and am authorized to enter into this Subscriber Agreement. I acknowledge receipt of Northland's Terms and Conditions of Services, which contains Northland's terms and conditions governing my use of Northland's video, Internet and digital phone services, and Northland's Customer Privacy Policy, and agree to be bound by said terms and conditions. I further acknowledge receipt of the above identified Equipment. I authorize Northland to obtain a credit report from a consumer credit agency in connection with the provision of the service(s) I am receiving. IF I SUBSCRIBE TO NORTHLAND'S DIGITAL PHONE SERVICE, I ACKNOWLEDGE MY RECEIPT AND UNDERSTANDING OF THE E911 NOTICE BELOW.

Technician Signature: _____

E911 NOTICE

This notice is required by the rules of the Federal Communications Commission.

Northland's digital phone service (the "Phone Service") may have the E911 limitations specified below:

- In order for your 911 calls to be properly directed to emergency services, Northland must have your correct physical address. If you move your Northland Phone Service to a different address without Northland's approval, (i) 911 calls may be directed to the wrong emergency authority, (ii) 911 calls may transmit the wrong address, and/or (iii) the Phone Service (including 911) may fail altogether.
- The Phone Service uses the electrical power in your home or place of business. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up, if any, in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours.
- Calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure or another technical problem.
- Prior to changing your physical address, you must call your local Northland office and provide your new physical address. Northland will need several business days to update your physical address in the E911 system.

USE OF THE PHONE SERVICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGMENT OF THE E911 NOTICE ABOVE.