

TV Maintenance Policy

All expense of maintenance and repair, of services or facilities up to the point of demarcation which are provided by the Communications Provider, will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's instruments, or accessories, not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided for elsewhere by the company. (Ref. 2021 Catalogue; Part III; Original Sheet 7)

TV Service Connection Policy

The term "Service Connection Charges" is used to define the nonrefundable charge made for establishment of communications services or subsequent additions or changes to that service by request of customer.

Service connection charges are in addition to any other scheduled rates and charges normally applying under the catalogues. They apply in addition to and not in lieu of Mileage Charges or Installation Charges made because of unusual costs in establishing service.

Service connection charges may be payable at the time application is made for the particular service or facility, and may be prior to the establishment of service. Service may be established in advance of payment in the case of Service Connection Charges for additions to the service of existing subscribers and approved customers.

The charges specified above anticipate work being performed during the normal working hours. If the customer requests that overtime be performed or interrupts work once begun, an additional charge based on additional costs involved apply. (Ref. 2021 Catalogue; Part VI; Sheet 1)