



PO Box 188
210 Main St.
Germantown, NY 12526

Repair: 518.537.HELP (4357)
After Hours: 866.380.TECH (8324)
Email: questions@gtel.net
Billing: 518.537.GTEL (4835)

Cable Television Terms and Conditions

1. Installation

- GTel will try to meet any date agreed upon for installation or activation of the services, but does hold the right to change the installation date given, or delay the activation date. If a date change does take place, GTel will try to notify you of any changes as soon as possible.
- You understand that you, or a person authorized by you (who is 18 yrs. or over) will be present at the home when GTel installs the equipment at your home.
- You understand that additional wires, hardware, and other devices may be necessary in or around your entertainment equipment for the cable service. You give GTel permission to install and/or set-up such devices. GTel will make every effort to fit the equipment where you prefer. However, in some circumstances this may not be possible because of technical or other reasons. If this is the case, GTel will connect the equipment as we see fit. Should you wish to alter the routing of any existing equipment such as cables or wall sockets, you should contact GTel prior to attempting to disconnect any equipment.
- To provide these cable services, the equipment provided by GTel (ie, a set top box or high-speed modem) must be connected to equipment belonging to you (i.e., television, VCR, DVD player, or surround sound). GTel is not responsible for your equipment working properly. You agree to provide and pay for suitable facilities and all necessary installation fittings (including your TV and necessary power outlets or sockets) for the equipment.
- You give GTel your permission to access your equipment to perform the required set-up.
- Installation of these services may be subject to qualification by a GTel technician. If a survey shows that the services cannot be installed or connected at your home, or if a non-standard installation is required, GTel holds the right to cancel/reschedule any installation date we have given you. If this is the case, a GTel representative will notify you as soon as possible after the survey.
- GTel holds the right to cancel the connection of equipment at your home or otherwise keep to these agreements if:
 - it is not practical to carry out the connection for health and safety reasons;
 - You are not able to be a customer because you have previously misused GTel services;
 - Your equipment does not meet GTel's minimum specifications for proper operation of services;
 - It is not practical to carry out the connection for any other reason.

2. Customer Owned and Purchased Equipment

- You understand that GTel will provide no manufacturing support for any equipment or hardware you purchase separately.
- You understand that you are responsible for honoring the manufacturer's warranty on any cable equipment GTel sells to you.
- You understand that the technical support GTel will offer is support for the Digital IPTV service, not for your television or other home entertainment equipment.

3. Service and Equipment

- Some GTel services (i.e., television broadcast stations that form part of our channel packages) are supplied by other organizations. As a result, due to matters outside of GTel's control, GTel may cancel/change all or any programming, services, or channel allocations without notice. Where applicable, GTel will give you reasonable notice of any withdrawals and changes.
- You understand that GTel will always aim to provide you with the best service available, but cannot guarantee that the service will be fault-free. GTel will not be liable for interruptions, reception, picture degradation, or other programming problems outside of GTel's control. You agree to inform GTel of any fault in the service by contacting the Business Office or Technical Support Team by phone or email.
- If you prevent any necessary maintenance or repair to your service, or if the maintenance necessary is a result of any of the following, GTel holds the right to charge a service fee:
 - Misuse, neglect, accidental or willful damage to any GTel equipment
 - Fault in, or any problems associated with your own equipment or any system that is not provided by GTel
 - Your failure to keep to these agreements



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- You agree to use the services in a way that does not break the law or the rights of any other person. Including but not limited to, copying or recording programs for any other purpose other than your own private, domestic, and non-commercial use. If you misuse the services in any way, GTel holds the right to suspend its services at any time.
- You are responsible for the safe and proper use of all service equipment installed at your residence by GTel. To do this, you agree to the following:
 - Keep the equipment under your control; you must not remove our equipment from your home without our permission;
 - Be responsible for any of our equipment against loss, theft, or damage for the full replacement price;
 - Follow the manufacturer's instruction and any other instructions we have given you;
 - Not to remove, tamper with, or cross out any words, numbers, or labels on any of our equipment;
 - Take proper care to prevent the loss, damage, or theft of any and all of our equipment.
- If for any reason, you decide to disconnect your services, **you must return all of the equipment to us** (or let us collect if from your residence) in working condition. If the equipment is not returned, or returned in nonworking/reusable condition, GTel is entitled to charge you for the replacement cost of the equipment at \$400 per set top box.
- Any equipment which is owned by you must meet with all relevant laws and regulations. GTel reserves the right to disconnect any equipment that does not meet those laws and regulations. You may use any personal equipment with our equipment, but GTel does not guarantee that our equipment will work with your equipment.
- GTel is not liable for any loss, damage, or incompatibility, which is caused to your own equipment arising as a result of its use with our equipment.

4. Payment

- You are responsible for all charges as set out in GTel's pricing guide or as otherwise notified to you.
- GTel may ask you to make initial payments and/or deposits, either through a Customer Service Representative in person or over the phone prior to the installation of its services.
- You must ensure that your payments are received by GTel by the date printed on your bill. If you do not pay your bill by that date, you will be liable to other charges, suspension, or cancellation of your services.
- You may choose to pay your bill at GTel's Business Office by cash, check, or credit/debit card during regular business hours; over the phone; or by monthly automatic withdrawal via credit/debit card or a valid checking account. Online billing is also available; see www.gtel.net *Pay My Bill* for more information.
- Transfer of accounts from one subscriber to another is prohibited. All accounts must be terminated and reopened under the name of the new tenant for issuance of a new account number. GTel urges seasonal/transient cable subscribers to call and disconnect when relocating or departing a residence. Account holders are liable for service(s) rendered by GTel prior to subscriber's final notification to GTel to terminate service. GTel does not guarantee the availability of service as they may vary depending upon the location.
- In the event that your cable service is not working and the GTel Technical Support group cannot help you due to a situation beyond their control (i.e. cable STB needs replacement, select channels out, no signal, etc.) during off-hours, I understand that a GTel technician will contact me as soon as possible to discuss further action needed.
- Please visit our website for additional service offerings and packages at www.gtel.net