

TERMS AND CONDITIONS

1. Subscriber must provide the Company with a valid form of identification document (Social Security card, passport, or driver's license only) and utility bill in customer's name. (A). If subscriber is renting, customer must also provide landlord's utility bill, rental/lease contract agreement or an authorization letter signed by landlord. (B). If the utility bill is not in subscriber's name, customer must bring in authorization letter from person whose name is on the utility bill.
2. Subscriber is required to pay a security deposit equivalent to subscriber(s) one-month bill(s) before installation takes place. Upon voluntary disconnection, customer will be refunded the security deposit(s) once the account has no arrears and complies with terms and conditions of this agreement.
3. Subscriber authorizes the Company to make inquiries and to receive information about subscriber's credit experience from others, and to disclose this information to appropriate third parties for reasonable business purposes.
4. A cable installation fee is required and includes one main drop and two extensions. Any new cable lines or extensions, in or outside of the subscriber's premises, must be installed by a Company technician.
5. Subscriber agrees to allow the Company, its agents and employees to enter the property at which the Company's equipment is installed ("the premises") at reasonable times for the purpose of installing, configuring, maintaining, inspecting, upgrading, replacing and removing the service(s) or equipment used to receive the service(s). Subscriber warrants that he is either the owner of the premises or that he has authority to grant the Company access to the premises.
6. The Company reserves the right to refuse any upgrades or additional services should the subscriber have past due balances on the account.
7. All equipment remains the property of Central TV & Internet, unless subscriber purchases the equipment.
8. Subscriber will not be allowed to repair, share, sell, loan, part with possession of or replace equipment unless authorized by a Company representative in writing. The subscriber is fully responsible for any damaged, stolen, lost equipment or unreturned equipment after disconnection of service or after trial period and will be charged a fee equivalent to the purchase price of the equipment.
9. An active subscriber with damaged Internet equipment is required to pay a fee of \$100 for replacement of modem, unless equipment is otherwise purchased.
10. A penalty fee of \$100 will be charged to customer or non-customer if caught sharing or stealing service from Central TV & Internet.
11. All equipment must be used only at Subscriber's service address at installation unless the Company is notified of changes. The Subscriber is responsible to notify the Company of any changes to service address or temporary suspension of service in writing.
12. Subscriber will be billed monthly on the 1st of the month for services to be rendered during that month; any changes on an account during the month will be prorated for services provided. Accounts are considered past due on the 15th of the following month. Subscriber shall notify the Company of disputed charges within thirty (30) days of invoice receipt.
13. Monthly statements or invoices are automatically emailed monthly provided that the customer has a valid email address on the account or are otherwise available upon request at the office or via email at customercare@centraltv.bz. Non-receipt of a bill by the Customer shall not relieve the Customer of his/her obligations to pay.
14. Failure to pay charges billed (including checks returned for insufficient funds) by the 15th of the following month may result in disconnection of service, the removal of all equipment and/or imposition of a fee equivalent of the purchase price of the unreturned equipment. Once disconnected, the subscriber will be subject to a reconnection fee to resume service.
15. The Company reserves the right to pursue legal action to recover any outstanding balances. The subscriber shall be liable to indemnify the Company, on a full indemnity basis, for all costs incurred by the Company in recovering outstanding balances, including legal costs.
16. The Company Warrants all equipment purchased from the company, for three months after installation for factory defects only. All equipment should be plugged into a surge protector to safeguard against power surges*. Failure to connect equipment purchased from the company to a surge protector will void warranty on said equipment.
17. Subscriber is responsible to report any interruption of service or equipment failure immediately. No discounts will be given if subscriber fails to notify the Company of sub-par or complete loss of service.
18. The Company is not liable for any interruption of service or damages to subscriber equipment due to electrical failure, power outages or any acts of God. The Company shall not be liable for any damage, loss or destruction to subscriber equipment (including television and home entertainment devices), except as may be caused by the gross negligence or willful act of the Company or its employees. In the event of gross negligence or willful misconduct, the Company shall pay, at its sole discretion, for the repair or replacement of the damaged equipment up to a maximum of \$500. This shall be the subscriber's sole and exclusive remedy for such activity.

19. Any court action for loss suffered as a result of gross negligence or willful misconduct of the Company shall be made within one (1) year of the date of the event or facts giving rise to a dispute, or the Subscriber shall be deemed to have waived his right to any claim based upon such event/fact.
20. In no event shall the Company, its employees or agents be liable for any damages or expenses caused by system failure caused by an online service or computer system failure, or by any transmission, access or communication problems.
21. The Company shall not be liable for any direct, indirect, consequential, exemplary, incidental, punitive or special losses or damages arising out of this Agreement, including, but not limited to, loss of profit, loss of earnings, loss of business opportunities, loss of data or the cost of any alternative forms of advertising, personal injuries or death.
22. Discounts are not available for downtime as a result of the following "excluded events": customer requested upgrades, additions to the service or rearrangements; emergency maintenance activities; scheduled maintenance activities; problems or interruptions caused by the Customer; malfunctioning of equipment not provided by the Company; or a force majeure event.
23. If any provision of this Agreement shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render this Agreement unenforceable, but rather, the agreement shall be construed as if not containing the invalid or unenforceable provision. However, if such provision is an essential element of this Agreement, the Parties shall promptly attempt to negotiate a substitute therefor.
24. The Company reserves the right, as its sole discretion, to alter the terms of this agreement at any time so that it conforms with the terms and conditions of service offered by the Company from time to time, provided that the Subscriber is given thirty (30) days' notice of the change.
25. Customers are required to pay their first month's fee at the point of
26. Only one device can be actively logged in at a time. Contact your nearest office or email us at customer@centraltv.bz to add additional concurrent users. Additional fees may apply.
27. Central TV & Internet is not responsible for interruption of service due to electrical failure or power outages causing a loss in internet connection. No discount will be given to any interruption of service.
28. Central TV & Internet will make an effort to repair/restore inadequate service as quickly as possible but not obligated to meet any immediate request.
29. MiTV customers are asked to check for updates on the Google Play or Apple App store should there be any difficulty in launching the app service.
30. The Company reserves the right to change rates of service and products at any time.
31. The Company reserves the right to refuse services to any applicant except on conditions of race, sex, religion, or political affiliation.
32. The Company may assign this agreement and its rights and obligations thereunder to any person with or without notice to the Subscriber.
33. This agreement shall be binding by the laws of Belize. Any violation of said agreements can lead to court action.

**A surge protector is not the same as a power strip or an outlet extension.*

I hereby understand and agree to all terms and conditions under which Central TV & Internet will provide service to my residence.