

RESIDENTIAL CUSTOMERS ONLY



Customer Name Change and Account Takeover Form

Form Instructions:

| Type of Change | Description | Fields to Complete | Reason | Required Documentation | |
|------------------|---------------------------------------|---|--|--|--|
| | | | | In Person | Fax/Mail |
| Name Change | Same person, different name. | A. Current Customer Information B. Revised Customer Information C. Account Address E. Current Customer Signature Required F. Notarized Form IF faxed/mailed | Marriage, Divorce, Legal Name Change | Government issued Photo ID with updated name | Notarized Form |
| | | | Divorce, Military Leave, Roommate, Etc. | Government issued Photo ID (both parties MUST be present) | Notarized Form |
| | | | Change due to disability or incapacitation | Signed power of attorney or conservatorship, and Government issued Photo ID | Signed power of attorney or conservatorship and Notarized Form |
| Account Takeover | Same account, different account owner | A. Current Customer Information B. Revised Customer Information C. Account Address D. Account Assumption/ Equip. Transfer (if applicable) E. Both parties signature (except if Deceased reason) is required F. Notarized Form IF faxed/mailed | Current Customer Deceased | Death Certificate IS required by new customer if existing customer's obituary cannot be located at LEGACY.COM , and Government issued Photo ID | Death Certificate is required (if applicable) and Notarized Form |

- For in person, bring the completed form and documentation to either LUS Fiber Customer Service Location.
Both parties must be present where applicable.

TIP

- Find your local LUS Fiber location at lusfiber.com/support

- OR Mail or Fax completed form to:

**LUS Fiber
Customer Service
1875-B West Pinhook Road
Lafayette, La 70508**

FAX: (337) 291-8082

Customer Change Form and Agreement

| | | | | |
|--|--|--|--|-----------|
| Please select the type of change: | | | | |
| Name Change <input type="radio"/> | | Account Takeover <input type="radio"/> | | |
| A. Current Customer Information | | | | |
| First & Last Name: | | | | |
| Account Number: | | | | |
| Contact Number: | | | | |
| Email Address: | | | | |
| B. Revised Customer Information | | | | |
| First & Last Name: | | | | |
| Account Number: | | | | |
| Contact Number: | | | | |
| Email Address: | | | | |
| C. Account Address | | | | |
| Street: | | | | |
| City: | | State: | | Zip Code: |

D. Account Assumption Agreement

- This form is to be completed with the new account holder's information and associated with the Account Release Agreement signed by the current account holder.
- The new account holder agrees to be responsible for all services and payment of said services from the date requested for assumption, including any associated change/connection charges.
- The new account holder will not have access to, or receive, any information concerning the previous account or the previous account holder's information.
- LUS Fiber requires an identity check and deposit prior to activating service. The new account holder agrees to an identity check and required deposit to establish service.
- Only the Account Holder may sign the Account Release Agreement or the Account Assumption Agreement. Authorized Users may not sign either agreement.
- If Agreements are not completed at a LUS Fiber Retail location, then the forms must be notarized before returning them to LUS Fiber either by US Mail or fax. If they are completed online, an electronic signature is required.
- A Change of account cannot be processed until both completed and signed forms are received by LUS Fiber.
- Changes are completed within five business days from receipt of both forms once the forms are deemed complete.

Account Holder Information

This section must be completed in full.

Today's Date Contact Telephone Number:
Account Number: Date Service(s) to be Released:
Service Address:
Name of New Account Holder:
New Account Holder's Social Security Number (SSN):

Registration

This section must be completed in full.

- It will be necessary to verify authorization each time someone contacts us to make a change to your account. LUS Fiber verifies that the caller or contact is authorized to access your account, so they must be able to supply the password or answer the backup security question you select. If the person contacting us to make a change is not listed as an Authorized User, or they cannot verify the account by supplying the password or answering the security question, no changes will be made.
- The LUS Fiber password must meet the following security standards in order to be compliant:
 1. Must be at least 4-15 digits long.
 2. Should contain a combination of letters and numbers.
 3. Should NOT contain biographical information such as maiden name, child's name, pet's name, address, date of birth.
 4. Social Security Numbers should NOT be passwords.
- As a backup to the LUS Fiber password, establishment of a Security Question / Secret Answer is necessary.
- Any changes to the account Registration, Passwords, or Billing Address, will trigger a notification that a change to the security on the account has been made. It is necessary to establish how you want to receive these notifications. The email address you provide does not need to be a LUS Fiber address. Additionally, you may have notification go to more than one email address; however, a primary email address needs to be designated. Using email as your preferred notification method is the most timely way to know when changes are made to your account.

Password:

Authorized Users (if none, enter "none"):

Select the Secret Question (used as a backup to the LUS Fiber Password):

- What was the first concert you attended? What was the name of your first pet? What street did you live on in the third grade?
 What school did you attend when you were 10 years old? What was the last name of your first grade teacher?
 What is the name of the city where your parents met? What is your maternal grandmother's maiden name?

Secret Answer:

Preferred Method of Notification: Email Primary Email Address: US Mail

Digital TV and/or High Speed Internet Service(s)

I agree to accept all associated LUS Fiber equipment for Digital TV and/or High Speed Internet Service(s) released by the previous account holder and currently assigned to the assumed account.

HD Receiver(s) - List below the serial numbers for ALL the LUS Fiber owned Digital TV equipment being assumed.

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Router(s) - List below the serial numbers for ALL the LUS Fiber owned High Speed Internet equipment being assumed.

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Desired New Email Address:

LUS Fiber Digital Telephone Service(s)

- I agree to assume the current telephone number(s) and equipment associated with the account I am assuming.
- Directory Listing information **MUST** be completed for the LUS Fiber Digital Telephone portion of the Account Assumption Agreement to be processed. Select a Directory Listing Type and Complete the appropriate Directory Listing EXACTLY how it is to list in the Telephone Directory.
 - Published (PB)** = Name / Address appears in 411 & White Pages
 - Name Only (NO)** = Only the Name appears in 411 & White Pages
 - Directory Assistance Only (DA)*** = Name / Address information is only available in 411
 - Non-Published (NP)*** = Telephone Number / Name / Address are not published in the White Pages or 411

Primary Telephone Number:

Directory Listing:

PB NO DA* NP*

Second Telephone Number:

Directory Listing:

PB NO DA* NP*

Third Telephone Number:

Directory Listing:

PB NO DA* NP*

Fourth Telephone Number:

Directory Listing:

PB NO DA* NP*

* Additional charges apply.

LUS Fiber Digital Telephone Equipment - List below the serial numbers for all the LUS Fiber owned equipment being assumed (eMTAs and IVPs).

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Want existing Home Security/Alarm System connected to your LUS Fiber Digital Telephone? Yes No

Important Telephone Service Information

The Federal Communications Commission (FCC) has asked providers of phone service to share a few important facts about E911:

- In the event of a power outage, your telephone service will continue to operate for up to 8 hours (a 24 hour also available, added cost may apply) with the backup battery that is provided to you at no charge during installation.
- If the battery that supplies your telephone service is removed or not charged, service, including access to E911, will not be available.
- LUS Fiber uses your telephone service address to identify your location for your E911 service. Therefore, please notify us if you would like to move or relocate your telephone service. It can take up to two business days for your new address to be updated, so please call (337) 993-4237us to make the change.

I acknowledge and accept the service characteristics described above.

Customer Account Release Agreement

Current Customer: You hereby request that LUS Fiber transfer your account, including any services, equipment, rights and information, to the above named New Customer. You will make arrangements directly with the New Customer for the payment of any existing balance on your account. You are responsible for the transfer of all LUS Fiber equipment to the New Customer. You acknowledge that the equipment and account records will include information about you, your use of the service and historical information about your account. After the transfer, all information including your phone records (i.e., phone numbers called/received and the time, location and duration of those calls), emails (i.e., emails sent/received) and television viewing history (i.e., video on demand purchases) will be accessible to and controlled by the New Customer.

New Customer: You hereby agree to transfer the above named LUS Fiber account and assume all obligations, including any existing equipment, packages and outstanding balances, into your name. You will become legally responsible for this account, paying any balance owed and acknowledge that the account will be transferred with the existing pricing and package. You accept responsibility for the equipment currently assigned to the account and understand that you must return all LUS Fiber equipment or pay the applicable unreturned equipment fee. If LUS Fiber Voice is provided, you also acknowledge that our LUS Fiber Voice Service does have its own power supply if there is a power outage, or if there is a disruption to the Fiber network, LUS Fiber provides a Backup Battery Unit (BBU) that is designed to provide temporary power, up to 8 hours or more, for your voice services when electrical power in your home or business is lost. An option for a 24-hour backup battery for voice services is also available upon request. You accept responsibility for all previous owner's phone records and emails. Please refer to www.lusfiber.com/backup-battery-policy for more information. New Customer support documents can be found at www.lusfiber.com/support-docs. Privacy Policies and Legal Notices can be found at www.lusfiber.com/legal-documents. You agree to be bound by the applicable Terms and Conditions of Service, and agree that your continued use of LUS Fiber's services shall constitute your acceptance of any future changes.

BY SIGNING BELOW, THE CURRENT CUSTOMER AND NEW CUSTOMER REPRESENT THAT THEY EACH ARE AT LEAST 18 YEARS OLD; THEY ARE THE ABOVE NAMED INDIVIDUALS AND ARE THE OWNER AND/OR TENANT OF THE PREMISES SET FORTH ABOVE; AND THAT THEY ARE AUTHORIZED TO MAKE THE REPRESENTATIONS AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN.

| E. Signatures | | | |
|-------------------------------------|-------------|---|-------------|
| | | | |
| <i>Current Customer's Signature</i> | <i>Date</i> | <i>New Customer's Signature (when required)</i> | <i>Date</i> |

F. Notary Validation | Only necessary for mailed/faxed forms

STATE OF: _____)

PARISH OF: _____) This

record was signed and sworn before me on _____ By:

Notary Signature: _____

My commission Expires: _____