ConwayCorp

Non-Residential Application for Service

Accounts may be opened or changed between 8 a.m. and 5 p.m., Monday thru Friday (except holidays) by visiting Conway Corp's General Office located at 650 Locust Street in downtown Conway. New customers are required to come in and complete the following Application for Service and the non-residential service agreement. Existing customers may handle most transactions by telephone.

New Customer Application Requirements:
- Copy of your federal tax ID verification letter/paperwork
- Copy of the business license or articles of incorporation
- Copy of driver's license/proof of identification
- Copy of the lease/rental agreement from the property owner/management stating the physical address where services are to be connected. If for some reason the address changes, it is the customer's responsibility to contact Conway Corp to avoid any disruption of services or additional charges.
- Required deposit. All deposits are due at the time of application. Payment can be made by cash, check, Mastercard, Visa or Discover.

Services Requested: ❑ Electric ❑ Water ❑ Cable ❑ Internet ❑ Telephone ❑ Security

Service Address: _____

Business Name:_____

Mailing Address:_____

Email Address: _____

Federal Employer I.D. Number:_____

Principal Business Activity: _____

Owner/Primary Contact Person:_____

Owner/Primary Contact Phone Number: _____ (Work) _____ (Cell)

Additional Contact person (if applicable): _____ Phone: _____

    Title: _____ Email: _____

Accounts Payable Contact: _____ Phone: _____

    Email: _____

Date Services to Begin:_____

Deposit Amount:_____ (amount provided by Conway Corporation)

Signature of Representative:_____Date:_____

Cable, internet and telephone services are connected by appointment only. Additional information may be required before services can be connected. Please contact customer service at 501-450-6000 or comments@ conwaycorp.net with questions.

Comments: _____

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Note: It shall be the responsibility of the customer to assure that all electric and water outlets are closed prior to Conway Corporation activating services. Conway Corporation will not be liable for any damages caused by outlets open at the time of activation.

CONWAY CORPORATION

NON-RESIDENTIAL APPLICATION AND AGREEMENT FOR UTILITY SERVICE

For the service required, the Non-Residential Customer agrees to pay Conway Corporation (the Corporation) at the standard rates as adopted by Conway Corporation. When two or more rates may be available for certain classes of service, the responsibility for the choice of such rates is with the customer. Service will be furnished under the Corporation's standard Terms and Conditions below with which Customer agrees to comply. Customer herewith deposits with the Corporation an amount as security for the payment of services, or other indebtedness to the Corporation, to be held by the Corporation subject to the conditions and provisions stated below. This agreement shall also apply to the same type of service used by Non-Residential Customer at any other location.

A cash deposit is required from Non-Residential Customers before Corporation services can be provided. The amount of the deposit is determined according to the class of Customer (residential or non-resident/commercial) and by any circumstances unique to an individual Customer such as poor credit history. Non-Residential Deposits will be refunded upon termination of services and settlement of account. Under certain circumstances it may be necessary to increase the size of the customer's deposit:

1. If the customer's services must be discontinued due to non-payment of charges due.
2. Two or more customer "insufficient funds" checks returned by the bank to the Corporation.
3. Misrepresentation by the customer for purposes of obtaining services.
4. Unauthorized or fraudulent use of Corporation services or property.

STANDARD TERMS AND CONDITIONS FOR SERVICE PROVIDED BY CONWAY CORPORATION

1. **Monthly Bills –** Bills for service will be rendered monthly, unless otherwise specified. The term "month" for billing purposes will mean the period between any two consecutive readings of the meters by the Corporation, such readings to be taken as nearly as practicable every thirty (30) days. Failure to receive a bill in no way exempts Customers from payment for service. The Corporation makes a special effort to read all meters every month. Sometimes, due to adverse weather conditions, dog hazards, damaged equipment, etc., it is not possible to obtain a meter reading in which case the bill may be estimated. A Customer's bill contains the charges for each type of service provided during the month. Customer bills are mailed to the address provided and payment is due upon receipt. If the amount is not paid within 20 days penalties may be charged. Customer will continue to be responsible for all service at this address until service is discontinued.

2. **Discontinuance Of Service –** When bills for service are in arrears, or in case the Customer fails to comply with these **Terms and Conditions**, Conway Corporation will have the right to discontinue service to the Customer and to remove its property from the Customer's premises upon mailing notice to address to which the monthly bills are sent. There will be a charge for reconnecting the service to customers whose service has been disconnected for non-payment of bills.

3. **Protection Of Service –** Customer shall maintain and operate it's equipment so as to prevent the injection of Harmonic Distortion into the Corporation's electric system at a level that causes power quality problems for other customers. In no instance shall the Harmonic Distortion injected into the Corporation's electric system be greater than 5% Total Harmonic Distortion (THD). In the event that the THD is greater than 5%, Customer will be given written notice and asked to take steps necessary to correct the problem. If Customer does not correct the problem within a mutually agreed upon time period, Conway Corporation may install corrective devices on its system to prevent problems to other customers. Customer injecting Harmonic Distortion into electric system will reimburse the Corporation for the material, labor and equipment costs involved.

4. **Continuous Service –** The Corporation will endeavor to maintain continuous service, but will not be liable for loss or damage caused by interruption of plant, lines, or equipment, strike, riot, act of God, or causes reasonably beyond the Corporation's control, or due to shutdown for reasonable periods to make repairs to lines or equipment. In like manner, should the Customer's premises be rendered wholly unfit for the continued operation of the Customer's residence or business, due to any of the causes mentioned above, the Customer's contract, if any, will thereupon be suspended until such time as the residence or business will have been reconstructed, reconditioned, and reoccupied by the Customer.

5. **Interruption Of Service –** The Corporation shall not be responsible in damages for any failure to supply services, or for interruptions, if such failure or interruption is without negligence on its part. Additionally, the Corporation shall not be responsible in damages for any failure to supply due to interruptions, by underfrequency relays or otherwise, to preserve the integrity of Conway Corporation's system or interconnected systems.

6. **Protection of Conway Corporation's Property And Access To Premises –** The Customer will protect the Corporation's property on the Customer's premises from loss or damage and will permit no one who is not an agent of the Corporation to remove or tamper with the Corporation's property. The Corporation will have the right of access to the Customer's premises at all reasonable times for the purpose of installing, reading, inspecting, or repairing any meters or devices owned by the Corporation or for the purpose of removing its property.

7. **Privacy Policy –** Conway Corporation will release account information to customer of record or agent of account holder.

_____   _____
Customer's Signature   Date