

## RESIDENTIAL CUSTOMERS ONLY



### Customer Name Change and Service Takeover Form

#### Form Instructions:

Type of Change	Description	Fields to Complete	Reason	Required Documentation	
				In Person	Mail/Fax/Email
<b>Name Change</b>	Same person, but different name.	A. Current Customer Information B. Revised Customer Information C. Account Address E. Current Customer Signature Required F. Notarized Form <b>IF</b> faxed/mailed	Marriage, Divorce, Legal Name Change	Government issued Photo ID with updated name	Notarized Form
<b>Service Takeover</b>	Same Equipment and/or same Phone Number but different account owner	A. Current Customer Information B. Revised Customer Information C. Account Address D. Equipment Transfer E. Both parties signature (except <b>IF</b> Deceased reason) is required F. Notarized Form <b>IF</b> Mailed, Faxed, or Emailed	Divorce*, Military Leave, Roommate, Etc.	Government issued Photo ID (Both parties <b>MUST</b> be present at the same time)	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
			Current Customer Deceased	Death Certificate <b>IS</b> required by new customer if existing customer's obituary cannot be located at <b>LEGACY.COM</b> , and Government issued Photo ID	Death Certificate is required (if applicable)

- 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](http://lusfiber.com/support)

- OR Mail, Fax or Email completed form to:

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

**FAX: (337) 291-8082**

**EMAIL: [lusfiber.com/support](mailto:lusfiber.com/support) (select Customer Service)**

## Customer Change Form and Agreement

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

## D. Equipment Transfer Agreement

- This form is to be completed with the new account owner's information and associated with the Equipment Release Agreement signed by the current account owner.
- The new account owner agrees to be responsible for payment of all services and equipment from the date requested for transfer, including any associated change/connection charges.
- The new account owner 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 owner agrees to an identity check and required deposit to establish service.
- Only the account owner may sign the Customer Equipment Release Agreement or the Equipment Transfer 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, Fax or Email (see page 1 instructions).
- A Change of account cannot be processed until both completed and signed forms are received by LUS Fiber.
- Changes are completed within **Five(5) Business Days** from receipt of both forms once the forms are deemed complete.

### Account Owner 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 Owner:   
New Account Owner'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 characters 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 by mail that a change to the account has been made.

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.


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 appear 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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Do you request an existing Home Security System be 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:

- In the event of a power outage, your telephone service will continue to operate for up to 8 hours (a 24 option hour is also available, added cost may apply) with the backup battery that is provided to you at no charge during .
- 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) 993-4237 to make the change.
- Beginning October 24, 2021, you must dial 10-digits (area code + telephone number) for all calls including local calls.

☐ I acknowledge and accept the service characteristics described above.

## Customer Equipment 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](http://www.lusfiber.com/backup-battery-policy) for more information. New Customer support documents can be found at [www.lusfiber.com/support-docs](http://www.lusfiber.com/support-docs). Privacy Policies and Legal Notices can be found at [www.lusfiber.com/legal-documents](http://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 /Emailed Forms

STATE OF: \_\_\_\_\_)

PARISH OF: \_\_\_\_\_) This

record was signed and sworn before me on \_\_\_\_\_ By:

\_\_\_\_\_

\_\_\_\_\_

Notary Signature: \_\_\_\_\_

My commission Expires: \_\_\_\_\_