**Southern Cable Network Terms and Condition of services to Customers:**

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* All modems, and other equipment installed to provide service, are property of Southern Cable Network Ltd; unless stated otherwise, in writing. (DiBo/cable box is the property of the customer, upon receiving cable service; and is not the responsibility of SCN)
* It is a criminal offense to tamper with, steal or trade any of these equipment. Breach of this term will result in immediate termination, and possible criminal prosecution.
* Southern Cable Network Ltd is not responsible for damages to television sets or video equipment, caused by tampering (unauthorized installations or additions).
* Southern Cable Network Ltd is responsible for making sure all cable and internet equipment, that is property of SCN, is working properly; provided that they have not been tampered with.
* Southern Cable Network Ltd is not responsible for interruptions of services, due to power failure/generator interruptions/disconnection of customer from Belize Electricity Ltd.
* Southern Cable Network Ltd will make every effort to restore/repair degraded services, as quickly as possible.
* All installations/complaints, and maintenance, due to force majeure (sudden/unexpected circumstances) will require three to five working days to address; unless indicated otherwise.
* Any interruption of services, due to force majeure (sudden/unexpected circumstances) in not the responsibility of Southern Cable Network Ltd, and gives us the right to change the terms and conditions; in order to manage said occurrence, effectively.
* Payment for services are to be made at the end of each month; unless stated otherwise. Any account not settled by the 15th of the following month is liable to be disconnected.
* Installation of service can only be made after full payment of the installation fee.
* Reconnection of service can only be made with an account that has been settled; along with the additional reconnection charges.
* Transfer of service can only be made after full payment of the transfer fee.
* Customers disconnected for more than 30 days will have to reapply and pay the appropriate fees, for reconnection.
* Before disconnection of services, all equipment must be removed from the customer’s premises; only then can the account be closed. Failure to return property of Southern Cable Network will incur rental charges. Where Southern Cable Network Ltd has made effort to recover its property with no success, or where the account is abandoned, 5% nonpayment charge will be applied; and payment will be pursued via court.
* All disconnections made after the 15th of the month will still be charged the full amount. Before the 15th, customers will be charged only for days of usage of services.
* Both applications and disconnections must be made in person, at the office; where applications/orders must be signed by the account holder. Any other persons acting on the customer’s behalf must provide proper authorization letter and identification, of both parties.
* Services may be denied to any applicant, except on condition of age, race, religion or political affiliation.
* It is the customers’ responsibility to ensure they know and understand the terms and conditions of the contract they are entering into, with SCN.

**(These conditions are subject to change without notice)**