



CONTACT INFORMATION

Last Name: _____ First Name: _____ Middle Initial: _____
Daytime Phone #: _____ Evening Phone #: _____ Cell Phone #: _____
On Site Phone #: _____ Email Address: _____
Address: _____ City/Town: _____ Prov: _____ Postal Code: _____

Billing Address (if different than your address above.) *Please include area codes for phone numbers*
Contact Name: _____
Phone #: _____ Billing email: _____ Country: _____
Address: _____ City/Town: _____ Prov: _____ Postal Code: _____

ON SITE PRESENCE IS REQUIRED, please check applicable option:

- I, myself will be on site and as the property owner I am authorized to make any and all decisions as to equipment placement, cable runs, holes in walls, floors, roofs, ceilings and other such things.
- The contact below will be on site and is authorized to make any and all decisions as to equipment placement, cable runs, holes in walls, floors, roofs, ceilings and other such things on my behalf.

On Site Contact Name: _____ On Site Contact Phone #: _____

PACKAGES - All Speeds are UP TO rate specified

- \$ 49.95/month STANDARD (1.5Mbps/512Kbps)
- \$ **59.95/month PERFORMANCE** (3.0 Mbps/512Kbps)
- \$ 89.95/month ULTIMATE (5.0 Mbps/1.0 Mbps)
- \$ 99.95/month SOHO (3.0 Mbps/1.50 Mbps)
- \$ 149.95/month BUSINESS (5.0 Mbps/2.5 Mbps)

PACKAGES ARE LIMITED TO AVAILABILITY IN YOUR AREA
PRICES ARE NET OF APPLICABLE TAXES

CONTRACT TERMS - Includes customer premise equipment rental

- 12 Month contract and installation fee of *\$250.00
- 36 Month contract and installation fee of *\$150.00
- 12 Month contract and transfer fee of *\$75.00

* ADDITIONAL CHARGES MAY APPLY (BOAT ACCESS, MASTS, TOWERS etc...)
* CUSTOMERS MAY BE REQUIRED TO PURCHASE EQUIPMENT OR PROVIDE SECURITY DEPOSIT.

PROMOTION _____

METHOD OF PAYMENT

I understand that payments must be made by automatic bank withdrawal or automatic credit card billing. Once an installation date is set, I will pay for my first month of service, plus any hardware charges and provide:

- VOID cheque for Automatic Bank Withdrawal.
- Credit Card Number (VISA or MasterCard)

SERVICE DETAILS AND CONDITIONS OF SERVICE (CUSTOMER MUST INITIAL EACH CLAUSE PRIOR TO RECEIVING SERVICE)

INSTALLATION

SITE CHECK - By signing below, I authorize Spectrum Telecom Group Ltd. to issue a site check to my location to determine if wireless service is available. If the site check determines that wireless service is available it is assumed that I desire to have the service installed immediately. Should I decide that I do not wish to have the service installed immediately I understand that I will be billed a site check **fee of \$75.00** plus applicable taxes.

INSTALLATION FEE - By signing below, I acknowledge that the **Installation fee is due in full upon installation**. Monthly service charges will be prorated from the time of installation.

INSTALLATION WAIVER - I acknowledge that any additional equipment such as routers, access points, etc.. are not serviced or maintained by Spectrum Telecom Group Ltd., but are the customer's responsibility and are covered by any applicable manufacturer's warranties and technical support. The installation includes running an outdoor CAT cable from the radio equipment mounted on the outside of the building to a point of demarcation inside the building. Any CAT 5 runs from the point of demarcation to the computer equipment will be my responsibility. I agree that Spectrum Telecom Group Ltd. cannot be held responsible for any minor cosmetic damage arising from the equipment being installed on my home or building such as, but not limited to scratches, screw holes and cable holes.

EQUIPMENT

REPAIRS - Equipment is the property of Spectrum Telecom Group Inc. and any malfunctions of the hardware equipment will be repaired or replaced at no cost to the customer with the following exceptions: Weather (wind, snow, ice, lightning etc.), customer neglect, customer modification of equipment and or installation, interference from customer property and electronic devices, damage caused to equipment by external forces (fire, power surge, water, sewer etc...) I acknowledge that I will be charged the cost of the replacement equipment and service charges for these exceptions.

EQUIPMENT OWNERSHIP - The external and internal radio equipment will remain the property of Spectrum Telecom Group Ltd. and shall be returned upon cancellation of service.

I will be billed a **fee up to \$500.00** should the customer premise equipment not be returned. I consent to allow Spectrum Telecom Group Ltd. access to the premise for the exclusive purpose of installing, repairing and removing the external radio equipment. Spectrum Telecom Group Ltd. will provide reasonable notice prior to accessing the premise.

PERFORMANCE - All transfer rates/speeds are provided on a best effort basis up to the maximum rate/speed offered for your selected package. We reserve the right to terminate or limit the connection if we deem the usage excessive or inappropriate. By signing the order form, I confirm that the information I have provided to Spectrum Telecom Group Ltd. is true to the best of my knowledge and that I am 18 years of age or older. I agree to the terms stated in this document and I agree to be bound by the terms of the AUP (acceptable use policy) at www.netspectrum.ca/acceptable-use.

SERVICE

CONTRACT - I authorize that once my installation has been completed and wireless service is confirmed at my location, a **12 OR 36 MONTH CONTRACT** will begin for Internet service. I agree to pay in full the monthly price of your service (\$49.95 - \$149.95) for the contract term (12 - 36 months) as well as an installation fee of **(\$150 - \$250)**. If payment is not received by the 15th of every month, my internet account will be suspended until payment is received. Suspended accounts due to non-payment may be subject to: A **\$30.00** reactivation fee, a **\$20.00** hardware rental fee for each month that the account was suspended and all NSF fees (**\$35.00** per incident). If payment has not been received by the end of the month, my internet account will be terminated and the equipment will be removed. A **\$150.00** re-connection fee will be applied plus all pass due charges prior to internet being restored.

EARLY TERMINATION - If I choose to cancel my service before my contract closing date I understand that I will be responsible to pay 100% of the charges for the remaining day(s) and month(s) of the contract up to a maximum of 6 months in addition to \$250.00 (less the installation fee).

ON HOLD - Upon contract fulfillment I have the option to put my wireless service on hold for 2-6 months at a time, these requests are processed on the last day of the month only. There is a monthly **fee of \$20.00** per month for each month the service is on hold. I must notify Spectrum Telecom Group Ltd. prior to the 25th of the current month.

CHANGE OF SERVICE REQUESTS - I acknowledge that I must pay the remaining balance of the contract if I request to downgrade my service package and that if I upgrade my service package I will be billed the pro-rated difference between the package costs for the remainder of the month. A hardware fee of \$75 may apply. Cancellations are subject to 30 days notice. All cancellation requests must be received prior to the 25th of the current month otherwise I will be billed for the full month.

We reserve the right to change, add or remove portions of the agreement at any time and you will be notified by email, postal mail, website posting or other means. I understand that it is my responsibility to inform Spectrum Telecom Group Ltd. of all changes to my contact information. If I continue to use the service following the notice then this indicates that I agree to and accept the amended agreement. If I do not agree to the changes, then I have the right to stop using the service and to request a cancellation. Early termination charges will apply.

Signature: _____ Date: _____

www.netspectrum.ca

505 Frood Road, Sudbury, Ontario, P3C 5A2

1.800.461.6379

Sudbury:

Phone: 705.673.6661 - Fax: 705.673.0957

North Bay:

Phone: 705.474.6368 - Fax: 705.474.6192

