



Information Gateway Services (Kitchener-Waterloo Inc.)

151 Frobisher Dr., Suite E-118
Waterloo, Ont. N2V 2C9
Tel: (519) 884-7200 or 824-2026
Fax: (519) 884-7440

Residential DSL Service Application

Customer Information

Name:		Requested Username:
Address:		(3 to 10 lower case letters, no spaces, no numbers, no special characters)
City:	Postal Code:	Requested Password:
Home Phone :	Home Fax :	NOTE: IGS may modify username/password as required.
Work Phone :	Work Fax :	Requested Start Date:
[] Visa [] MasterCard [] Cheque [] Cash [] Interact		(Activation normally requires 8 to 10 days, but can be more)
Name on Card:	Card #:	Expiry:

Service Plan Selection

CALENDAR MONTH BILLINGS, FIRST MONTH PRO-RATED		(P.S.T. on hardware not included, G.S.T not included - Registration 891743155)
High Speed Residential Connection – dynamic IP (modem NOT included)	[]	\$ 34.95 / mth
High Speed Residential Connection – static IP (modem NOT included)	[]	\$ 44.95 / mth
Dry Loop (modem NOT included) – 1 time \$49.00 set up fee.	[]	+\$8.00 / mth
Service cancellation requires 30 day written notification from the client. The service will be available ONLY on the Home Phone number listed above. First and Last month paid in advance as well as the first partial month which is pro-rated. First and last month MUST be paid prior to service order being placed, if service is not available, all fees will be refunded. One month service fee will be refunded if service is cancelled in writing within two weeks of order, after that there are no refunds of fees paid.		
External DSL modem (10BaseT ethernet, computer ethernet card not included) (GST and PST extra)	[]	\$ 79.00
External 4 Port Wireless DSL modem (10BaseT ethernet, computer ethernet card not included) (GST and PST extra)	[]	\$ 119.00
Other - Ethernet Card[\$24.95], Extra Filters[\$8]	[]	\$ _____

For IGS Use Only

Availability []	Billing Complete []	Modem Taken []	Modem as Router []	PPPoE Check []
Order Placed []	Dial-Up Created []	Ref Info Given []	Modem as Bridge []	Added to Database []

Customer Authorization

The Customer certifies that all statements made in this application, including any attachments, are true and complete. The customer certifies the signing party is at least 18 years of age. The additional terms and conditions on the back of this form are part of this agreement. The Customer acknowledges having read the entire agreement with IGS and accepts the terms and conditions hereof. Termination of this contract by the customer requires 30 days prior written notice to IGS (e-mail or fax is acceptable).	Until such notice is given, the customer remains responsible for all charges. Usage of the account certifies that the customer accepts all terms and conditions. Dial-Up accounts allow a single simultaneous connection only. This application becomes a contract upon the establishment of service. All paid fees are non-refundable . If payment is to be made by credit card, the signature acknowledges signature for the credit card billing as per above.
Referred to IGS by _____	
Signature _____	Date _____



Letter of Authorization

To whom it may concern,

The undersigned hereby provides authorization to Bell Nexxia Inc. (the Asymmetric Digital Subscriber Line "ADSL" Service Provider), to request Bell Nexxia and Bell Canada in conjunction with IGS to perform the configuration of the subscriber line and network facilities for **DSL PPPoE** service associated with the following telephone number _____, as well as to coordinate with Bell Canada maintenance and repair activities with respect to the requested DSL service.

There will be a minimum of a \$50 fee if you change the service from the above number once this form is received at IGS.

Signed: _____

Date: _____

NAME: _____ **(MUST match your Bell bill)**

ADDRESS _____

PHONE _____

TERMS AND CONDITIONS OF SERVICE—Please Read and Initial at the 'X'.

SUBSCRIPTION: Upon acceptance of this agreement by IGS, this agreement shall constitute a subscription by the customer for the service. The Customer warrants and agrees that they are and will be the end user of the service.

RATES AND CHARGES: The customer agrees to pay IGS for the use of the service at the time and in the amount specified. All purchased usage and fees are NON REFUNDABLE. DSL service is on the physical phone line, NOT on a customer's account, or on a customer's computer. Should a customer change addresses, they MUST notify IGS 14 business days in advance so that we can order the service to be activated on the new phone line.

Unused connection time (dial-up accounts) during any monthly period cannot be transferred to any other months.

Invoices are sent via email only. Any other form of invoicing carries a fee of \$10.00 per invoice and must be requested by the customer in advance.

Payments by Visa or MasterCard are done on a monthly basis following the initial set up, unless otherwise directed in writing by the customer. Service is billed in **advance** for the billing period to come. Credit card payments are processed during the final 10 days of the month.

All plans and payments are based on calendar months. X _____

CHANGES IN RATES AND OTHER TERMS: In the case of any plan, IGS may, without prior notice, change or modify any rates, charges or other fees in connection with the service including the rates for connection time and monthly service charges. X _____

LIMITATION OF LIABILITY: IGS, its affiliates, and their respective directors, officers and employees shall not be liable to any customer, user or any other person for any damages or loss whatsoever (including without limitation, direct, indirect, special incidental or consequential damages or damage to or loss of property, loss of earnings, loss of profits, loss of business opportunities, loss of financial support, loss of family, personal injury, mental suffering or loss of life) howsoever arising or resulting out of the provision or the use of or in connection with the service or telecommunication transmission service or out of the use or installation of equipment or software provided, rented, sold or installed by IGS including, without limitation from: defects, malfunctions or complete breakdowns in transmission equipment or facilities; mistakes, omissions, interruptions, delays, errors, defects, or complete breakdown in transmission; incorrect installation or operation of transmission equipment or facilities; or from negligent, torturous or derelictual conduct of IGS, any of its affiliates, or its or their respective employees which may give rise to a civil cause of action. X _____

IGS, its affiliates, and their respective directors, officers and employees shall not be liable to any customer for any damage to or loss of equipment brought in to an IGS office. Further, IGS will not be responsible for any software or hardware or the failure or damages that may result from work done at an IGS location by an IGS representative.

When using the Internet, it is up to the customer to take reasonable precautions to scan for computer viruses, worms, Trojan horses, and other items of a destructive nature. It is also up to you to ensure that you have a complete and current backup of the information contained on your computer system. X _____

Running server software such as, but not limited to, a web, or ftp, or mail server on a **residential account** may result in account termination without notice or refund. IGS reserves the right to disallow any server operating on one of our IP's without notice or refund. Reselling of bandwidth or connectivity is strictly forbidden in all cases. **IGS does NOT provide free support to anyone that chooses to connect more than a single Windows based machine, or a server, to this service, IGS DOES NOT SUPPORT CLIENT NETWORKS** X _____

RENEWAL AND TERMINATION:

1. This agreement shall automatically renew for successive monthly terms on the expiry of the initial and each successive term, unless the customer gives written notice of termination.
2. Failure to make a payment by an invoice due date may result in account suspension with no refund for lost time, the first and last month is billed in advance with all other months billed one month in advance. It is the customer's responsibility to ensure credit card information on file at IGS is current at all times.
3. The customer must send a copy in writing (mail, fax, or e-mail) 30 days in advance of cancellation. No cancellations will be accepted over the phone.
4. The customer agrees to pay all charges to IGS at the date of termination in accordance with this agreement.

X _____

CHANGES IN PLANS BY CUSTOMER: The customer can, subject to IGS approval, change to another IGS price plan beginning at a month determined by IGS.

Actual download speeds vary depending on distance from the Bell Central Office and the overall quality of your phone line. Upload speeds are always lower than download speeds. Special phone line filters MAY be required and are not included.