

RESIDENTIAL FIBER SERVICE AGREEMENT

Missing Link Internet

www.missinglinkinternet.ca

5031-50ave, Box 379, Rimbey, AB T0C2J0

1-855-8URLink (1-855-887-5465) Fax 403-843-3020

sales@misslink.ca



MISSING LINK INTERNET

1-855-887-5465

www.misslink.ca

sales@misslink.ca

Name (customer) _____ Account Number _____

Phone Main# _____ Cell# _____ Email _____

Address Mail _____

Physical Address _____ Rent Own

SERVICE SCHEDULE/PACKAGE SELECTION

Not for Resale/Monthly

___ Fiber 25 \$74.99 25/5Mbps (2yr Contract)	___ Fiber 50 \$99.99 50/10Mbps (1yr contract)	___ Fiber 400 \$149.99 400/20Mbps (1yr contract)
___ Residential Install \$1200	___ Rural / Farm Install \$1500	___ Promo
___ TV Small \$45.00	___ TV Large \$110.00	___ TV Install Fee \$200.00 (inc 1 receiver)
___ Local VoIP Phone \$24.95 (2500min)	___ Unlimited North America VoIP Phone \$29.95	___ Managed Router \$10/month

Bundle Promo – (Internet, VoIP Phone & TV save \$10)(Internet & TV save \$5)

no contract price is 2x regular install rate.

Installation includes first 50 meters, Additional charges for extra meterage, Min Deposit \$500 remaining charges due upon completion of service, or financing contract signed.

Basic Install includes connection to modem in outside enclosure, up to 25' of cat 5, one wall pass through, connection to customer device.

Current additional charges are \$70/m boring, \$45/m plow, \$100/hr.

CONTRACT TERMS

The Customer wishes to purchase from the Service Provider various services to be delivered through the Service Provider's network (the "Network"),

- speeds are "up to" based on connection and network load, expected 98% up time not including maintenance.
- are subject to payment of the associated onetime fees and monthly fees Services are limited by speed.
- upon data service package, services are subject to Fair Access Policy, additional data may be purchased.
- Internet is supplied to "D-mark" at residence, Internal network is customer responsibility. (router)
- Extra installation costs may include, above 50m of fiber, extra tech labor over and above normal install.
- Equipment remains property of MLI and to be returned after cancellation of services or extra charges may apply.
- Services are unlimited and unthrottled but subject to Fair Access Policy
- Television services are White Label Shaw Direct, extra services may be purchased directly.
- Television and Phone services require an automatic payment method.
- See online for more info and current pricing, or contact support@misslink.ca

Deposit / Cancellation Fees:

- A. **Deposit** – Prior to installation of service, contract signed, a minimum deposit of \$500.00 is required, or financing contract signed.
- B. **"No-Show" Fee** – A \$100.00 one-time fee will be applied if customer is not present for installation and does not provide 24 hours' notice (1 business day) for cancellation.
- C. **Contractual Termination Fees** – If the customer entered a contract and services are terminated prior to the full term of service, the following will apply: \$50 per month prorated over the remaining months of the contract or \$1000, whichever is less, will be charged for early termination as well as additional financing as per contract.
- D. **Vacation Service** – Vacation services are available after contract term. **(Maximum 6 months per year)**
- E. **Termination Fees Waived** - The client may terminate the agreement without penalties if Missing Link Internet is unable to rectify frequent / recurring service disruptions reported by the client to Missing Link Internet Technical Support Team within reasonable time frames.

Signed _____ Date _____

Customer Name

MISSING LINK INTERNET

Missing Link Internet Inc. 5031 50th Ave Rimbey Ab T0C2J0
1-855-8URLink (1-855-887-5465) Fax 403-843-3020
support@misslink.ca



MISSING LINK INTERNET
1-855-887-5465
www.misslink.ca

PRE-AUTHORIZED DEBIT/ CREDIT CARD AGREEMENT

I (we), _____, have acknowledged and agreed to authorize the debiting of the below mentioned bank account / credit card for each amount billed monthly by Missing Link Internet commencing on the 1st day of the following month of active service, and due on the same day each successive month thereafter until notified otherwise in writing.

This Authorization is the same as if I (we) had signed a cheque or credit card transaction for each debit to be made from my (our) bank account/ credit card. I (we) may terminate this Authorization at any time by giving 10 days prior written notice to Missing Link Internet.

The financial institution that is being debited is not required to verify that any debits on the bank account / credit card are in accordance with this Authorization.

Missing Link Internet will fully reimburse any debit within 60 days after it posts the debit, provided that a sworn Declaration is signed stating one of the following: (a) the debit was not drawn in accordance with this Authorization, (b) the Authorization was properly revoked, (c) the debit was posted incorrectly to the wrong account.

I (we) warrant that all persons whose signatures are required to sign on the bank account/ credit card have signed below and have received a copy of this Authorization.

Please fill in Section A for pre-authorized bank account withdrawal QB. Section B for pre-authorized credit card with-drawal.

SECTION A - FINANCIAL INSTITUTION:

Bank Name: _____ .Address: _____
(5 Digit) Transit#: _____ (3 Digit) Route#: _____ Account#: _____
*Please attach a SIGNED & VOID Cheque & sign below

SECTION B - CREDIT CARD INFORMATION

Please check one: VISA Mastercard

Name on Card _____ (Customer name must be exactly as shown on card)
16 Digit Credit Card#: _____ Exp. Date: _____ Cvc #: _____
<input type="checkbox"/> Same as billing address, OR
Mailing Address _____ City _____ Postal Code _____

Signature: _____ Date: _____

Name: _____