



## “Travel-Net Residential High Speed Services – Packages”

Travel-Net has been offering premium Internet Access Services to homes in the Ottawa Region for over the last 8 years. In fact, we have completely built our business from referrals from our satisfied customers. We believe in giving our customer the attention and service they deserve. You can count on us to give you the highly skilled technical support and flexible options you are looking for. You will find below our “Service Description” for our DSL Services. We also invite you to contact us at (613) 744-3000 for more information on how we can help you.

Package Number	1	2	3
Package Name	DSL Basic	DSL Plus	ADSL Advance
Monthly Cost <sup>1</sup>	\$44.95	\$69.95	\$124.95
Modem Fee	Included	Included	Included
Activation Fee <sup>2</sup>	Waived	Waived	\$300
Onsite Setup <sup>3</sup>	Call	Call	Call
Speed (Down / Up) <sup>4</sup>	3Mbps/800kbps	4Mbps/800kbps	4Mbps/800kbps
Service Type	PPPOE	PPPOE	Dedicated
Static IP	Dynamic	Dynamic	Static
Domain Hosting	No	No	Yes
Web Hosting <sup>5</sup>	10MB	10MB	10MB
E-mail Addresses	6 e-mails	15 e-mails	6 e-mails
E-mail Aliasing	No	No	No
Dialup Backup	10 hours	10 hours	10 hours
Monthly Throughput	Unlimited	Unlimited	Unlimited
* PLEASE READ TERMS AND CONDITIONS BELOW *			

<sup>1</sup> If customer purchases or already has a compatible DSL modem their bill will be reduced by \$10 a month

<sup>2</sup> Setup Fee waived if customer purchases highspeed modem from Travel-Net Communications. If modem is purchased elsewhere or rented a onetime \$50.00 setup fee will apply.

<sup>3</sup> Setup includes a maximum 1.5 hours (including travel to site).

<sup>4</sup> Please note the speeds on this chart represent the theoretical maximum capacity of the DSL technology.

The actual download and upload will be delivered to the customer at full capacity on a best effort basis.

<sup>5</sup> Packages 1, 2 & 3 include [www.travel-net.com/~yourname](http://www.travel-net.com/~yourname) hosting only.

### ADSL

Asymmetric Digital Subscriber Line, or ADSL, is the newest, fastest, and most convenient Internet access available for home users and small businesses. ADSL runs over your standard voice phone line, and you can use it and talk on the phone at the same time. With ADSL, there's no need for a second phone line.

### DSL

Travel-Net Communications is excited to present you with the DSL Modem Service, this state-of-the-art technology will have you surfing the Internet at lightning fast speeds. This revolutionary technology outperforms dial-up, ISDN and cable Internet connections, in both performance and price.



**“Travel-Net Residential High Speed Services - Order Form”**

<b>Contact Name:</b> _____	<b>Contact Number:</b> (    ) _____
<b>Company Name:</b> _____	<b>Business Number:</b> (    ) _____
<b>Address 1:</b> _____	<b>Fax Number:</b> (    ) _____
<b>Address 2:</b> _____	<b>Contact E-mail:</b> _____
<b>City:</b> _____	<b>Province:</b> _____
<b>Referred by:</b> _____	<b>Postal Code:</b> _____
 <b>Customer’s Telephone Number for (A)DSL Service:</b> (    ) _____	
<b>Telephone Carrier:</b> Bell Canada: [    ]    Other (Please Specify): _____	
 <b>Login Name:</b> _____ ( All lower case )	
<small>Login must begin with a letter, be no more than 16 characters, no less than 4 characters</small>	
 <b>Password:</b> _____ ( All lower case )	
<small>Must begin with a capital letter and have a minimum of 6 letters, maximum of 12 letters</small>	

Package Name:	DSL Basic	DSL Plus	ADSL Advance	Modem Discount?	Activation Date and Order #	Modem Model and Serial #
<b>Monthly Cost</b>	<b>\$44.95</b>	<b>\$69.95</b>	<b>\$124.95</b>	<input type="checkbox"/> Yes	/  /	
<b>Select One</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- \$10.00		

**ADDITIONAL TERMS**

- 1) This agreement will be based on a monthly term, which commences on the date Services are ready for use.
- 2) Customer is responsible for providing and maintaining a DSL compatible telephone line (plain analog line).
- 3) This application must be accompanied by a preauthorized payment form and service agreement for service to start.
- 4) Signing this document indicates acceptance of the Travel-Net End-User Agreement policies.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Signatures acknowledges acceptance of Travel-Net 'Terms and Conditions'.



## **Terms & Conditions**

### **Operations:**

- Travel-Net Communications Inc. exercises no control whatsoever over the content of the information passing through it. Travel-Net Communications Inc. makes no warranties of any kind, whether expressed or implied, for the service it is providing. Travel-Net Communications Inc. also disclaims any warranty of merchant ability of fitness for a particular purpose. Travel-Net Communications Inc. will not be responsible for any damage you suffer, this includes the loss of data resulting from delays, non deliveries, miss deliveries, or service interruptions caused by its own negligence or your errors or omissions. Use of any information obtained via Travel-Net Communications Inc. is at your own risk. Travel-Net Communications Inc. specifically denies any responsibility for the accuracy or quality of information obtained through its services.
- Travel-Net Communications Inc. may only be used for lawful purposes. Transmissions of any material in violation of any Canadian or provincial regulation is prohibited. This includes, but is not limited to: copyrighted material, material to be threatening or obscene, or material protected by trade secret. You agree to indemnify and hold harmless Travel-Net Communications Inc. from any claims resulting from your use of the services which damages you or another party.
- Any access to other networks connected to Travel-Net Communications Inc. must comply with the rules appropriate for that other network. Use of Travel-Net Communications Inc. itself may be for any lawful purpose.
- Travel-Net Communications does not allow unsolicited e-mail, commonly know as 'SPAM' to be broadcast using its network. Customers identified conducting such activities will have their accounts terminated.
- Travel-Net Communications will store e-mail for 60 days. E-mail existing in a users account may automatically be deleted after that time, unless prior arrangements are made with Travel-Net Staff.
- Travel-Net Communications reserves the right to send broadcast messages to its customers. These messages may include important information on network status and / or information regarding product and service updates.

### **Payment Terms:**

- Payment to be made on the first day or every month either by pre-authorized payment or on receipt of invoice, payment shall be made by cheque, credit card or cash payable to Travel-Net Communications Inc. If the new balance is not paid in full, a credit charge will be added at a rate of 1.75% per month. No payment is assessed if payment in full is received within 7 days of the invoice date. Travel-Net Communications Inc. reserves the right to restrict, suspend or cancel at any time.
- Treatment of each payment shall be the same as if the customer had personally issued a cheque authorizing payment as indicated on the applicable service order form and acceptance of these terms allows Travel-Net communications to debit the amount specified from the customers account. This authorization may be cancelled at any time upon written notice the customer.

### **Cancellation:**

- Service is payable monthly and may be canceled by fax, writing or e-mail to [cancel@travel-net.com](mailto:cancel@travel-net.com). Accounts paid by preauthorized debit require that our office be notified no later than the 20<sup>th</sup> day of your final month. Failure to cancel by the 20<sup>th</sup> day will result in one additional month being billed to your account. Travel-Net Communications Inc. reserves the right to change rates and otherwise modify these Terms and Conditions by notifying you 45 days in advance of the effective date of changes.
- Upon cancellation of your account, the customer agrees to return any equipment owned by Travel-Net including items such as modems, routers or other equipment not purchased by the customer.

These Terms and Conditions supersede all previous representations, understandings or agreements and shall prevail notwithstanding any variance with terms and conditions of any order submitted. Use of Travel-Net Communications Inc. constitutes acceptance of these Terms and Conditions.



## Travel-Net Pre-Authorized Payment Form

### Customer Information

Name: \_\_\_\_\_ Tel. No.: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Travel-Net Username: \_\_\_\_\_

**I/we the undersigned, hereby authorize Travel-Net Communications Inc. to withdraw the amount of \$ \_\_\_\_\_ as my monthly service charge for internet access services provided, from my/our financial institution on or about the first day of every month.**

Your treatment of each payment shall be the same as if I/we had personally had issued a cheque authorizing you to pay as indicated and to debit the amount specified to my/our account. This authorization may be cancelled at any time upon written notice by me/us. Any delivery of this authorization to you constitutes delivery by me/us.

#### (Option A) Credit Card Pre-Authorization

**Credit Card Number:** \_\_\_\_\_

Credit Card Expiry : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### (Option B) Pre-Authorized Debit Plan

Name of Bank: \_\_\_\_\_ Tel. No.: \_\_\_\_\_

Account Type (**check one**): Chq Savings  Personal Chq  Current

Branch Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*IF THIS IS A JOINT ACCOUNT - ALL SIGNATURES ARE REQUIRED.  
CHEQUE MARKED 'VOID' MUST ACCOMPANY AUTHORIZATION FORM.*