

CUSTOMER PROFILE

First name & Last name	Evening Phone Number	Daytime or Cell Phone Number
ON		
Mailing Address	Suite / Apt	City
		Prov. Postal Code
Email Address	Fax #	

SITE INFORMATION

			ON	
9-1-1 Address for installation of wireless equipment	Suite / Apt	City	Prov.	Postal Code
GPS - Latitude	GPS – Longitude			

Do you rent or own this property? OWN RENT **If you Rent please provide:**

Landlord Name	Landlord Daytime Contact Number
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PLEASE PROVIDE DETAILED DRIVING DIRECTIONS:

PLEASE PROVIDE ADDITIONAL INFORMATION ABOUT THE SITE:

- | | |
|--|---|
| 1. How many stories is your home? <input type="checkbox"/> 1 story <input type="checkbox"/> 2 story <input type="checkbox"/> Other _____ | 3. Do you have an old TV tower where equipment could be mounted? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 2. Do you have a steel roof? <input type="checkbox"/> Yes <input type="checkbox"/> No | 4. Is the area around your house dense forest with mature trees? <input type="checkbox"/> Yes <input type="checkbox"/> No |

SERVICE

Wireless Service Type	Download Speed	Upload Speed	One Time Installation Fee	Monthly Service Fee
Residential Package	Up to 1.5 Mbps	Up to 512 Kbps	\$149.95	\$49.95/including equipment rental – Minimum 6 month contract

MONTHLY PAYMENT OPTIONS

An automatic payment method is required on all high speed Internet service. Please select one of the following convenient payment options and provide necessary payment information.

Direct Bank Withdrawal (Attach VOID Cheque)

Credit card Withdrawal

SITE CHECK & INSTALLATION CONDITIONS

<p>Standard Installation Includes:</p> <ul style="list-style-type: none"> - up to 100 feet of outdoor CAT5 cable run to a single location - installation of CAT5 surge protector and grounding cable - installation of an inline power injector 	<p>Non-Standard Installation</p> <ul style="list-style-type: none"> - up to 250 feet of outdoor CAT5 cable run to a single location - installation of a mast up to 50 feet - installation of CAT5 surge protector and grounding cable - installation of an inline power injector
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For both Standard and Non-Standard installations the power injector is the point of demarcation. Any CAT5 runs from this point to the computer equipment will be the responsibility of the customer.

A Vianet technician will require access to the customer's property to install the required equipment.

Testing Fee:

A \$60.00 testing fee applies in the following situations:
 - if a technician performs a site check in a non-qualifying area and determines no service is available

- if a technician performs a site check in a qualifying area and determines a Standard Installation is required and the customer refuses to have service installed

CANCELLATION POLICY

Cancellations are processed at the end of each month. Vianet requires a minimum 10 days notice for cancellation of all residential services. Upon cancellation or termination of the wireless service it is the responsibility of the customer to have all pieces of equipment returned in good working order. If a Vianet technician or an authorized representative of Vianet is required to retrieve equipment from premises a \$75.00 charge will apply. If the wireless equipment is not returned or a Vianet or an authorized representative of Vianet is not allowed to remove the equipment, an equipment charge of \$500.00 will apply. If equipment is retrieved and found to be damaged a \$500.00 equipment charge will apply. Charges for equipment not retrieved or damaged equipment will be applied to accounts within the next billing cycle.

CONDITIONS OF SERVICE AND USE

This order form constitutes an order of service by Vianet Internet Solutions. By signing the order form you confirm the information you have provided to Vianet Internet Solutions is true to the best of your knowledge and that you are 18 years of age or older.

You understand that you are liable for the use of content, services and related products made available by the wireless service.

You agree to pay in full the monthly price of your service for a minimum of 6 months as well as the applicable one time activation fee. Where applicable you agree to pay the \$60.00 Testing Fee.

You understand that an automatic payment method is required and agree to provide Vianet with your automatic payment information.

You understand and agree to the Site Check and Installation Conditions.

You understand and agree to the Cancellation Policy.

By signing below you agree to the Conditions of Service and use as stated above.

Customer Signature

Drivers License Number

Date