



## High Speed Wireless Service Agreement

### LIABILITY RELEASE

I/We do hereby request that ShockWare Inc. install any and all equipment and/or software required in order to receive specific services from ShockWare. I understand that bolts will be drilled into the roof of my business/residence for the placement of equipment. I also understand that a hole will be drilled into the side of my business/residence to allow the cable to run into my business/residence from the outside; this will be covered with a plastic faceplate. If the equipment is removed, our technicians will secure these holes with silicone.

In allowing ShockWare, or its appointed technicians to enter my/our premises, and by the signing of this form, I/We do hereby release ShockWare of the following:

Any claims, liabilities, losses, and direct damages (unless caused by the negligence of ShockWare or its appointed technicians), and any indirect damages arising directly or indirectly from the installation activities of ShockWare, and all subsequent use of any and all services or equipment provided by ShockWare, including damage to my hardware, software, files, or data.

### EQUIPMENT OWNERSHIP

All equipment will at all times hereby remain the property of ShockWare, unless provided otherwise. I/We do hereby agree not to sell, transfer, lease, assign any interest in, or mortgage or encumber all or any part of the equipment provided by ShockWare. I/We hereby agree to pay ShockWare \$200.00 for the full cost of the repair and/or replacement of any lost, stolen, unreturned, damaged, sold, encumbered or assigned equipment.

\_\_\_\_\_  
Individual/Company Name

\_\_\_\_\_  
Billing Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
City, Postal Code

I authorize the below credit card number to be used for outstanding charges should my account become delinquent. Please sign below to indicate your understanding and agreement:

\_\_\_\_\_  
Credit Card Number (Visa/MasterCard Only)

\_\_\_\_\_  
Expiry (MM/YYYY/CVV - Credit Verification Value)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (MM/DD/YYYY)



# High Speed Wireless Service Agreement

Welcome to our new high-speed wireless Internet service! Please read over the following information about our service and sign below to indicate your understanding and agreement.

ShockWare Inc. operates a clean web site. Displaying, distributing, or promoting offensive material (i.e. pornography) is strictly prohibited, and may result in your Internet access being terminated immediately. Illegal activities will be turned over to the appropriate authorities (City Police and/or RCMP).

Invoices are sent via e-mail and will be debited from the bank account within (5) business days from date of installation. Payments will be withdrawn approximately the same day each month. Payments returned for any reason will result in an additional fee of \$20.00. Please understand that refunds will not be issued for yearly payments. Early termination fees are calculated at \$20 x remainder of months left on term.

To ensure quality of service for all customers it is expected that usage will not exceed limit of twenty gigabytes (20 GB) per/month on the Premium Plan. ShockWare reserves the right, in its sole discretion, to terminate access, without notice, to services if usage levels do not comply with average network statistics. In addition, you must ensure that your activities do not improperly restrict, disrupt, inhibit, degrade or impede ShockWare's ability to deliver said service. To monitor your usage, visit usage.shockware.com in your web browser.

Payment: \$ \_\_\_\_\_ per/month or \$ \_\_\_\_\_ per/year (GST not included)

Installation Date: \_\_\_\_\_

Installation Fee: \$ \_\_\_\_\_

Agreement Type:  Monthly  1 Year  2 Year

Technician Initial: \_\_\_\_\_

Desired E-Mail address and password (maximum of eight characters, minimum of three characters).

E-Mail Address | | | | | | | | | | @shockware.com

Password | | | | | | | |

If you prefer invoices and notifications sent to another E-Mail address please specify:

\_\_\_\_\_  
E-Mail

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date (MM/DD/YYYY)

\_\_\_\_\_  
Signature



## Remittance Service Agreement

### AUTOMATIC DEBIT AUTHORIZATION

I/We do hereby request that ShockWare Inc. (ShockWare) perform an automatic withdraw from my bank account to cover my monthly Internet fee.

I/We have provided a voided blank cheque, which provides accurate information about the bank account that I wish to have the transactions performed from.

I/We agree to a \$20.00 charge if my payment cannot be processed on the day in which it is due.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

### CREDIT CARD AUTHORIZATION (Business Accounts Only)

I/We do hereby request that ShockWare Inc. (ShockWare) process all monthly Internet fees onto my credit card.

I/We have provided a card number below, which provides accurate information about the credit card account that I wish to have the transactions performed from.

\_\_\_\_\_  
Credit Card Number (Visa/MasterCard Only)

\_\_\_\_\_  
Expiry (MM/YYYY/CVV – Credit Verification Value)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name