LOUDPIPE communications

ADSL RESIDENTIAL APPLICATION

Suite 300-3665 Kingsway, Vancouver, BC V5G 3N9 P: 604.288.8335 F: 604.298.0797 Toll free: 1-866-LOUDPIPE

✚ NEW MEMBER DETAILS: (PLEASE PRINT CLEARLY)

First Name: _____   Surname: _____

Address: _____   City/Town: _____

Home: (_____) _____   Fax: (_____) _____   Province: _____   Postal Code: _____

Work: (_____) _____   Email: _____

✚ ADSL SERVICE DETAILS

ADSL Line Number* (_____) _____

Carrier: Telus ☐ Sprint ☐ AT&T ☐ or Other: _____

ADSL Installation Address: ☐ Same as above or

☐ Service Address _____

This is the phone number of the line you wish to upgrade to ADSL. The telephone line must be a standard TELUS or SPRINT residential line. Incompatible services include: Centrex lines, digital lines or configured overlines. The phone number provided must NOT have a current ADSL service attached to it. If you currently have ADSI service with another provider, please indicate the date that the service will end: _____

✚ USER NAME AND PASSWORD

☐ Upgrade my existing LoudPipe account.

☐ New LoudPipe account. Preferred email: _____@loudpipe.ca

Important: Up to 5 email addresses are included with your account. If you would prefer to use an existing address, please provide it here: _____

! Note: Your password must be at least 6 characters long and must include at least two of the following: lowercase letters, upercase letters, numbers or punctuation.

UserName: _____@_____

Password: _____

✚ CHOOSE ACCOUNT OPTION(S) Note: All accounts include: 5 FREE email address, FREE spam filter, FREE email anti-virus and technical support

Account Choices	Details
☐ **Price Protection Plan** 3 Year Contract ☐ as low as $26.95/mo.* 2 Year Contract ☐ as low as $27.95/mo.* 1 Year Contract ☐ as low as $28.95/mo.*	**1.5 Mbps / 640 Kbps, 30 GB data transfer**. You pay as little as $26.95* each month when you sign-up for LoudPipe ADSL service with our Price Protection Plan. For complete details and pricing of our 1, 2, and 3 year Price Protection Plans please visit our website *(www.LoudPipe.ca)* or call us at 604.288.8335
☐ **Month-to-Month Plan** $34.95/Month 3 Month Term Minimum	**1.5 Mbps / 640 Kbps, 30 GB data transfer**. You pay only $34.95 each month for the award winning LoudPipe Residential ADSL service.
☐ **Naked ADSL** $19.00 Set-up Fee plus monthly tariff charge.	Free yourself and your Internet connection, if you got a phone jack, you can have our superior ADSL without the need for a telephone.

1) **I will be purchasing a Self-Connect Modem Kit (required for Price Protection Plans) - $90.00** ☐

2) I require a rental modem, billed at a rate of $3.95 per month. I understand the modem remains the property of LoudPipe Communications and **must be returned within 7 days to LoudPipe's offices upon termination of my ADSL service. Failure to return the modem (or any accompanying cables, filters or other hardware) will result in an equipment replacement charge of $125.00 to my account.** ☐

3) **Client Owned Modem:** I own a modem compatible with LoudPipe and do not require a modem. I understand that I will be receiving a $1.95 per month as a discount for using my own modem. ☐

Modem Serial #: _____

Modem Shipment Options: **Pickup at LoudPipe** ☐
Your modem may be shipped to you for a minimum charge of $10.00
Shipment outside the Greater Vancouver area may be more.   **Courier Modem** ☐

ADSL Line Filters (Please indicate total number required): ☐
Each device that shares a line with the ADSL (i.e., phones, fax, answering machine, etc.) requires a filter to prevent interferance with normal operation. 1 filter are provded with your modem. Additional filters are $9.50 each.

✚ CHOOSE YOUR PAYMENT PLAN, PROVIDE YOUR PAYMENT DETAILS

! **PLEASE NOTE:** *For your convienience, we offer monthly preauthorized payment from your credit card or bank account. We also accept payment by cash, cheque, or online / tele-banking*

☐ VISA   ☐ MasterCard   ☐ [AMEX]

☐ CREDIT CARD - Please enter details
By signing, you agree that Internet LoudPipe may bill your account for any charges you accrue as a result of your use of Internet LoudPipe's services. You also agree to pay the card issuer any such amounts, as detailed in your agreement with them.

Name on Card: _____

Card Number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date: ☐☐ / ☐☐

Signature: _____   Date: _____

DIRECT DEBIT
Please note that your signature constitutes sufficient authority for LoudPipe to automatically debit your account for any charges you accrue as a result of your use of Internet LoudPipe's services.

Transit # ☐☐☐☐☐   Bank # ☐☐☐   Account # ☐☐☐☐☐☐☐

Please attach a void cheque, or fill out the above information, using the sample provided to the right as a guide.

Your Name
1342 Main Street
097
Pay to _____
/100
„‚097‚‚ ı:02385-004ı: 1248„6781„‚
Transit#   Bank#   Account#

Signature: _____   Date: _____

✚ RESIDENTIAL ADSL SERVICE AGREEMENT - PLEASE READ CAREFULLY & APPROVE

I understand:
- the ADSL plan, contract and hardware option I have selected,
- the prices quoted are for self-installation with phone support and do not include applicable taxes, govenment mandated fees, tariffs, or the $4.95 system access fee.
- LoudPipe's support services are limited to my ADSL connection and do not extend to home networks or other attached devices. LoudPipe's on-site service is available at extra cost
- A minimum of 5 working days is required for service connection to be completed (unless otherwise notified) and that connection time also depends on port availability and other factors beyond LoudPipe's control,
- All services provided by LoudPipe must be paid in advance. A late payment charge applies if my account is not paid by the due date indicated on the invoice. This charge will apply to the unpaid portion of the account and is based on a monthly compounded rate of 1.5%. If my account is in arrears, it may be disconnected at the discretion of LoudPipe and a reconnection fee of $25.00 may apply.

Account Cancellation: I may cancel my service agreement at the end of my contract period by resididing LoudPipe with 30 days written notice. If I cancel my service before the end of the contract period I agree to pay LoudPipe a cancellation fee equal to 50% of my average monthly usage, where usage is applicable, plus 50% of the monthly recurring charges for each of the charges specified in the service agreement for each month remaining in the contract period.

Data Transfer Limits: I understand and acknowledge the data transfer limit on my account and agree to pay for any data transferred on my account beyond the limit at a rate of $0.02 per megabyte. I further understand that this limit includes any data transferred to or from any computer on my account. Any activity originating form a machine using my account, whether known or unknown, is solely my responsibility. I also understand that anti-virus software combined with a firewall, although not mandatory, is highly recommended to protect my system while using LoudPipe's ADSL service.

My Personal Data: I hereby authorize LoudPipe, its employees, agents or assigns to collect and use personal information regarding myself and my credit history, from other firms and corporations, credit bureaus and other parties to administer my credit and their credit policy. This contract has been read and agreed upon in its entirety, including terms and conditions as posted on the official LoudPipe website. I certify that all information provided on this form is true and correct. I will be responsible for all fees/charges incurred through the usae of this account by myself and others.

Printed Name _____   Signature _____   Date: _____   Salesperson: _____