apexia
voice and data

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ADSL2+ Dry Loop Application (unlimited data)

Name: _____ Business: _____

Address: _____

City: _____ Province: _____ Postal Code: _____-_____

Phone: _____-____-_____ Email Address: _____

Account info: (will be automatically generated)

Login Name: _____ Login Password: _____

Package:	Access speed (Mbps):	Data transfer:	Price:	
ADSL2+ Mercury	up to 6.0 down / 0.8 up	unlimited	$44.00/month	__
ADSL2+ Venus	up to 10.0 down / 1.0 up	unlimited	$50.00/month	__
ADSL2+ Earth	up to 15.0 down / 1.0 up	unlimited	$55.00/month	__
VDSL Mars	up to 25.0 down / 10.0 up	unlimited	$60.00/month	__
VDSL Jupiter	up to 50.0 down / 10.0 up	unlimited	$65.00/month	__

Dry Loop:

Dry loop charge (Rate band B): $7.00 / month

Required Hardware:

4-port wireless modem/router: Rent for $10/month __ or Purchase for $95 __

Setup Fee:

$55

Options:

Static IP address ($5/mth) __ Shipping of modem: ($20) __

Payment:

Interac/Cash __ Cheque __ MC __ Visa __ Auto Credit Card __

Credit Card: Number: _____ Expiry: __/__

Term: (Note: Discount applies to Package prices only)

Monthly __ Quarterly (less 5%) __ Yearly (less10%) __

Upon signing, customer acknowledges to have read, understood and agreed to the Terms and Conditions on the back of this form. Under 18 requires parent/guardian signature.

Signature: _____ Date: _____

How did you hear about us? I'm a current customer __ Other Apexia customer __
Phone book __ Internet search __ Other: _____

Revised: Aug. 20, 2020

Terms and Conditions

1) Your internet service will be installed by a third party technician.

2) If any hardware (high speed modem, router, etc.) is purchased by customer the customer retains ownership of the hardware if service is cancelled. If hardware is rented by customer then hardware must be returned to Apexia Voice and Data within 7 days of cancellation of service or a charge of $200 will be charged to customer's account.

3) Apexia Voice and Data makes no warranties of any kind, whether expressed or implied, for the service it is providing. Apexia Voice and Data also disclaims any warranty of merchantability or fitness for a particular purpose. Apexia Voice and Data will not be responsible for any damage you suffer. This includes loss of data resulting from delays, nondeliveries, misdeliveries or service interruptions caused by its own negligence or your errors or omissions.

4) Apexia Voice and Data may only be used for lawful purposes. Transmission of any material in violation of Provincial or Federal regulation is prohibited. This includes, but is not limited to: copyrighted material, material legally judged to be threatening or obscene, or material protected by trade secret. You agree to indemnify and hold harmless Apexia Voice and Data from any claims resulting from your use of the service which damages you or another party.

5) Any access to other networks through Apexia Voice and Data must comply with the rules appropriate for that other network.

6) Use of any information obtained via the Apexia Voice and Data Internet communications service is at your own risk. Apexia Voice and Data specifically denies any responsibility for the accuracy or quality of information obtained through its services.

7) All invoicing is executed electronically. Payment is due upon receipt of invoice. Accounts are in default and subject to a 3.0% per month late payment fee if payment is not received by due date printed on invoice. If your payment is returned to us unpaid you are immediately in default and subject to a returned cheque charge of $25 from us. Accounts determined to be in default will have their service(s) interrupted. Email which is sent to the customer during this time will be stored and will only be retrievable after customer has paid their account in full. If customer fails to pay their account in full after 90 days their account (including any stored email) will be deleted. Such interruption does not relieve you from the obligation to pay the hourly, monthly, quarterly or annual account charges. Only a written request to terminate your service relieves you of your obligation to pay the monthly, quarterly or annual account charge.

8) Service is invoiced in a time-frame consistent with the classification of your account. 30 days written notice is required to cancel service. Apexia Voice and Data reserves the right to change the rates and otherwise modify these Terms and Conditions by notifying you 30 days in advance of the effective date of the change.

9) Apexia Voice and Data reserves the right to change a customer's static IP address if a change in network configuration requires that such a change be made in order to continue to provide service to the customer.

10) Apexia Voice and Data reserves the right to deny service at any time.

11) 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.

12) Emailing or posting unsolicited bulk email or SPAM will result in your account being terminated.

13) Use of Apexia Voice and Data constitutes acceptance of these Terms and Conditions.

14) Apexia Voice and Data exercises no control whatsoever over the content of the information passing through it.

15) Data transfer includes amounts downloaded and uploaded during a calendar month.

16) There is a $25.00 fee to downgrade the speed of the internet service.

17) Individual IPTV channels and channels included in TV packages may be changed or dropped and become no longer available without advanced notice to customer.

18) Customer agrees to allow Apexia Voice and Data to collect, use, retain, and disclose personal information for the purposes of collecting money owed to Apexia Voice and Data by customer.

19) Customer acknowledges that provided services are subject to the conditions contained in the following documents: i) Acceptable Use Policy (AUP), ii) Installation Information, iii) Privacy Policy, iv) Terms and Conditions and v) Service Level Objectives found at https://apexia.ca/policies