



## Residential Wireless Internet Service

Phone: 519-434-5888  
 Fax: 519-433-9688  
 Toll-Free: 1-877-78-START

### Customer Information

Name:	Company: (if billed to)	Box #:
Street:	City:	Postal:
Home phone:	Work phone:	Fax:
Property: <input type="checkbox"/> Own <input type="checkbox"/> Lease	Landlord:	Landlord phone:
Nearest intersection:		
Service address: (911 street # if applicable)		

### Home High-Speed Wireless Internet

Plan	Download (Up to)	Upload (Up to)	Installation *	Monthly	Term
<input type="checkbox"/> Option 1	1.5 Mbps	300 Kbps	\$400 <sup>+ GST</sup>	\$39.95 <sup>+ GST</sup>	12 Months
<input type="checkbox"/> Option 2	1.5 Mbps	300 Kbps	\$150 <sup>+ GST</sup>	\$49.95 <sup>+ GST</sup>	12 Months

### Pre-Installation Survey

Building type: <input type="checkbox"/> Bungalow <input type="checkbox"/> 2+ story <input type="checkbox"/> Apartment	Construction: <input type="checkbox"/> Brick <input type="checkbox"/> Siding <input type="checkbox"/> Stone	Roof: <input type="checkbox"/> Flat <input type="checkbox"/> Sloped <input type="checkbox"/> Steel <input type="checkbox"/> Asphalt
Do you have a TV tower on the property? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is our tower visible from your roof? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Location: <input type="checkbox"/> Valley <input type="checkbox"/> High-Ground <input type="checkbox"/> Level
How many computers to connect?	Which operating systems? <input type="checkbox"/> 98/ME/2000 <input type="checkbox"/> XP/Vista <input type="checkbox"/> Mac	Do you have a network card or router? <input type="checkbox"/> Network card <input type="checkbox"/> Router <input type="checkbox"/> Unknown
Basement: <input type="checkbox"/> Finished <input type="checkbox"/> Unfinished	Preferred installation: <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Weekend	Payment: <input type="checkbox"/> Credit Card <input type="checkbox"/> Pre-Authorized

**Service & Installation Information**

The service includes our High-Speed Wireless Internet access for residential use, the equipment lease, personal web space, up to 6 mailboxes with free spam and virus filtering and 15 hours of dialup service.

Service may not be available at all locations within our service areas.

Basic installation includes mounting the equipment on the side of your home or an existing tower, non-invasive interior cabling and the connection of a single computer or Ethernet device. Service requires the use of PPPoE software or a residential gateway to connect. All supplied equipment must be plugged into grounded and surge protected power at all times.

\* Installation fees may vary depending on additional requirements identified during the site survey.

**Termination**

Early cancellation or move fees equal to 50% of the remaining term of your contract apply. Upon termination of service all equipment must be returned in full working condition within 10 business days or a replacement fee of \$750 will be applicable. If our High-Speed DSL service becomes available at the same location as your wireless installation you have the option of converting your contract to that service at no charge.

**Authorization & Standard Service Agreement**

I agree to the terms and conditions of the Start Communications Standard Service Agreement which is posted online at <a href="http://www.start.ca/go/terms">www.start.ca/go/terms</a> . I also understand that I am entering into a term contract and will be fully responsible for the leased equipment provided to me.		
Name:	Date:	Signature:

**Please fax this completed contract to 519-433-9688.**