



Office Use Only

ISP Mgr: LS _____ Optigold:

CO: _____/_____ ISP Mgr:

Start Date: _____

ADSL RESIDENTIAL APPLICATION

Tel: 604-482-1190
 Fax: 604.482.1191
 Toll free: 1-866-798-0906
 email: info@lightspeed.ca

Internet Lightspeed
 201 - 7060 Waltham Avenue
 Burnaby, BC V5J 4V5
 www.lightspeed.ca

1 Provide New Member Details please use the address listed on your current telephone or utility bill

First Name: _____ Surname: _____

Address: _____

City/Town: _____ Province: _____ Postal Code: _____

Home: () _____ Fax: () _____

Work: () _____ e-Mail: _____

2 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 ADSL service with another provider, please indicate the date that the service will end: _____

3 User Name & Password

Upgrade my existing Lightspeed account.

New Lightspeed account. Preferred email: _____@lightspeed.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:
 UserName: _____ @ _____ Password: _____

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

4 Choose Account Option(s) Note: All accounts include: 5 free email addresses, FREE spam filtering, FREE e-mail anti-virus & technical support.

Account Choices	Details	
<input type="checkbox"/> Price Protection Plan 3 Year Contract as low as \$26.95/mo.* <input type="checkbox"/> 2 Year Contract as low as \$27.95/mo.* <input type="checkbox"/> 1 Year Contract as low as \$28.95/mo.* <input type="checkbox"/>	3.0Mbps / 1.0 Mbps, 100 GB data transfer. You pay as little as \$26.95* each month when you sign-up for Lightspeed 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.lightspeed.ca) or call us at (604) 482-1190	1) I will be purchasing a Self-Connect Modem Kit (required for Price Protection Plans) - \$90.00 <input type="checkbox"/> 2) I require a rental modem, billed at a rate of \$3.95 per month. I understand the modem remains the property of Lightspeed Communications and must be returned within 7 days to Lightspeed'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. <input type="checkbox"/> 3) Client Owned Modem: I own a modem compatible with Lightspeed and do not require a modem. I understand that I will be receiving a \$2.95 per month as a discount for using my own modem. <input type="checkbox"/>
<input type="checkbox"/> Month-to-Month Plan \$29.95/Month 3 Month Term Minimum	3.0Mbps / 1.0Mbps, 100 GB data transfer. You pay only \$29.95 each month for the award winning Lightspeed Residential ADSL service.	Modem Serial #: _____ Modem Shipment Options: Pickup at Lightspeed - <input type="checkbox"/> 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 - <input type="checkbox"/>
<input type="checkbox"/> Add Naked ADSL Service \$15.00 Set-up Fee plus monthly tariff charge.	Free yourself and your Internet connection, if you get a phone jack, you can have our superior ADSL without the need for a telephone.	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 interference with normal operation. 2 filters are provided with your modem. Additional filters are \$9.50 each. <input type="text"/>

5 Choose Your Payment Plan, Provide Your Payment Details

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

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

DIRECT DEBIT
 Please note that your signature constitutes sufficient authority for Lightspeed to automatically debit your account for any charges you accrue as a result of your use of Internet Lightspeed'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 _____ 097
 1342 Main Street

Pay to _____ /100

12345 004 12486781
 Transit# Bank# Account#

Signature: _____ Date: _____

6 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, government mandated fees, tariffs, or the \$4.95 system access fee.
- Lightspeed's support services are limited to my ADSL connection and do not extend to home networks or other attached devices. Lightspeed'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 Lightspeed's control,
- All services provided by Lightspeed 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 Lightspeed 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 providing Lightspeed with 30 days written notice. If I cancel my service before the end of the contract period I agree to pay Lightspeed 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 from 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 Lightspeed's ADSL service.

My Personal Data: I hereby authorize Lightspeed, 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 Lightspeed 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 use of this account by myself and others.

COMPANY CODE
CGC 1194

Printed Name _____ Signature: _____ Date: _____

Form: ADSL_ResApp v4.5 Salesperson: _____