

**BETWEEN:** Missing Link Internet Inc. 5031 50th Ave Rimbey Ab T0C2J0

1-855-8URLink (1-855-887-5465) Fax 403-843-3020 support@misslink.ca



Name (Customer) \_\_\_\_\_

Phone Main# \_\_\_\_\_ Alt# \_\_\_\_\_

Address Mail \_\_\_\_\_ City \_\_\_\_\_ Province \_\_\_\_\_ Postal \_\_\_\_\_

Physical or GPS \_\_\_\_\_ Own/Rent \_\_\_\_\_

Email \_\_\_\_\_

## SERVICE SCHEDULE/PACKAGE SELECTION

	Reg	Price	Up to	Data		LTE	Price	Up to	Data
___	Bronze	\$49.95	2Mbps	Unlimited	___	LTE-60	\$60	25Mbps	100GB
___	Silver	\$69.99	4Mbps	250GB	___	LTE-250	\$75	25Mbps	250GB
___	Gold	\$99.99	6Mbps	1000GB	___	LTE-1TB	\$110	25Mbps	1000GB
___	Custom	TBD		TBD	___	AirFiber-50	\$150	50Mbps	1000GB

Installation 2 Yr Contract \$200 \_\_\_ No Contract \$400 \_\_\_ Deposit \$200 \_\_\_

## CONTRACT TERMS

The Customer wishes to purchase from the Service Provider various services to be delivered through the Service Provider's network (the "Network"), which services:

- speeds are "up to" based on connection and network load, expected 98% up time not including maintenance
- are subject to payment of the associated one time fees and monthly fees
- Services are limited by speed upon data service package, additional data may be purchased
- Internet is supplied to "D-mark" at residence, Internal network is customer responsibility. (router)
- Extra installation costs may include, above 50ft of cat5, tripod, pole, extra tech labor over and above normal install
- Equipment remains property of MLI and to be returned after cancellation of services or extra charges may apply

### DEPOSIT / CANCELLATION FEES:

- Deposit** – Prior to installation of service, a minimum deposit of \$200.00 is required.
- "No-Show" Fee** – A \$100.00 one-time fee will be applied if customer is not present for installation and does not provide 24 hours notice (1 business day) for cancellation.
- Contractual Termination Fees** – If the customer entered into a 2 year contract and services are terminated prior to the full 24 months of service, the following will apply: \$20 per month prorated over the remaining months of the contract or \$250, whichever is less, will be charged for early termination.
- Vacation Service** – Vacation services are available and will extend the length of such contract accordingly.
- Termination Fees Waived** - The client may terminate the agreement without penalties if Missing Link Internet is unable to rectify frequent / recurring service disruptions reported by the client to Missing Link Internet Technical Support Team within reasonable time frames.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Customer Name

# MISSING LINK INTERNET



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## **PRE-AUTHORIZED DEBIT / CREDIT CARD AGREEMENT**

I (we), \_\_\_\_\_, have acknowledged and agreed to authorize the debiting of the below mentioned bank account / credit card for each amount billed monthly by Missing Link Internet commencing on the 1st day of \_\_\_\_\_, and due on the same day each successive month thereafter until notified otherwise in writing.

This Authorization is the same as if I (we) had signed a cheque or credit card transaction for each debit to be made from my (our) bank account / credit card. I (we) may terminate this Authorization at any time by giving 10 days prior written notice to Missing Link Internet.

The financial institution that is being debited is not required to verify that any debits on the bank account / credit card are in accordance with this Authorization.

Missing Link Internet will fully reimburse any debit within 60 days after it posts the debit, provided that a sworn Declaration is signed stating one of the following: (a) the debit was not drawn in accordance with this Authorization, (b) the Authorization was properly revoked, (c) the debit was posted incorrectly to the wrong account.

I (we) warrant that all persons whose signatures are required to sign on the bank account / credit card have signed below and have received a copy of this Authorization.

**Please fill in Section A for pre-authorized bank account withdrawal OR Section B for pre-authorized credit card withdrawal.**

### **SECTION A – FINANCIAL INSTITUTION**

Checking \_\_\_\_\_ savings \_\_\_\_\_

Bank Name: \_\_\_\_\_ Address: \_\_\_\_\_

Transit #: \_\_\_\_\_ Route #: \_\_\_\_\_ Account #: \_\_\_\_\_  
(5 digits) (3 digits) (include all digits)

**\*Please attach a SIGNED & VOID Cheque & sign below.**

### **SECTION B – CREDIT CARD INFORMATION:**

Please check one: VISA  MasterCard

Name on Card: \_\_\_\_\_

(customer name must be exactly as shown on card)

16 Digit Credit Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CCV #: \_\_\_\_\_  
(MM/YY)

Same as billing address **OR** \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_