



RESIDENTIAL SERVICE AGREEMENT

#15, 6320 – 11 Street S.E., Calgary, Alberta T2H 2L7 (403) 301-4590 or (866) 301-4590 Fax: (866) 876-5351 OR sales@platinum.ca

BILLING INFORMATION		
FULL NAME:		HOME PHONE:
ADDRESS: <i>(where service is to be installed)</i>		WORK / CELL:
CITY:	POSTAL CODE:	GPS COORDINATES OR LEGAL LAND DESCRIPTION:
COMPANY NAME: <i>(if applicable)</i>		BILLING ADDRESS: <i>(if different)</i>

PAYMENT INFORMATION <i>(check preferred choices)</i>		
PAYMENT METHOD:		
CREDIT CARD <input type="checkbox"/>	PRE-AUTHORIZED PAYMENT <i>(attach void cheque)</i> <input type="checkbox"/>	INTERNET BANKING <input type="checkbox"/>
TYPE OF CREDIT CARD:	CREDIT CARD #:	EXP DATE: ____/____/____
VISA <input type="checkbox"/>	MC <input type="checkbox"/>	
CARDHOLDER NAME <i>(as shown on credit card)</i> :		
SIGNATURE: _____		
<i>(I hereby authorize Platinum Communications Corp. to automatically bill the card listed above for any installation, activation, service call, termination, and monthly recurring charges)</i>		
INVOICE DELIVERY METHOD:		
SEND MY INVOICE VIA E-MAIL <input type="checkbox"/>	SEND MY INVOICE VIA CANADA POST <input type="checkbox"/>	
TO THE EMAIL ADDRESS LISTED BELOW	<i>(\$2.50 per mailing)</i>	
E-MAIL ADDRESS:		

SERVICE PLANS - <i>please select service (All prices below include equipment rental fees)</i>		
SERVICE DESCRIPTION	Monthly Pricing	Three Year Pricing
HIGH SPEED INTERNET <i>(approx. 2 Mbps downstream, 1 Mbps upstream)</i>	\$69.95	\$59.95
PLATINUM HIGH SPEED INTERNET AND PREMIUM VOIP PHONE BUNDLE <i>(Save \$9.95 monthly - for one convenient low price!)</i>	\$89.95	\$79.95
PREMIUM VOIP <i>(One-time \$75 fee to port your existing number- if available)</i>	\$34.95	\$29.95
ADDITIONAL VOIP PHONE/FAX LINE	\$29.95	\$25.95
SMALL BUSINESS HIGH SPEED INTERNET <i>(One Static IP Address)</i>	\$129.95	\$99.95
SMALL BUSINESS NEXT DAY SERVICE <i>(One Static IP Address, Next Business Day Service)</i>	N/A	\$299.95

INSTALLATION INFORMATION

AMOUNT DUE AT INSTALLATION:

MONTHLY FEE: _____

INTERNET INSTALLATION FEE: \$199.95

ONE-TIME ACTIVATION FEE: \$100.00

SUBTOTAL: _____

5% GST: _____

TOTAL: _____

NEW INSTALLATION:

RENEWAL OF EXISTING SERVICE:

TRANSFER OF SERVICE:
(fill in 2 lines below if transferring service)

TRANSFERRED FROM: _____

DATE OF TRANSFER: _____

EXISTING PHONE # TO BE PORTED: (____) _____ - _____

PLATINUM HIGH SPEED INTERNET

Approximately 2 Mbps Download, 1 Mbps Upload Speeds

4 Email Accounts

Free Technical Support

1 Dynamic IP Address

Webmail Access

PLATINUM PREMIUM DIGITAL TELEPHONE SERVICE

All Calling Features Included - for a full list of features please visit: www.platinum.ca

Unlimited Local Calling

1,000 Minutes of Long Distance within Canada and USA included each month (no rollovers)

Additional Long Distance within Canada and USA: \$0.04 per minute

Overseas Long Distance: \$0.05 per minute (unless excluded from coverage area)

E-911 Service Included

Residential Technical Support Included

One-time fee to port your current phone number from your existing provider (if available): \$50.00

**Please note: Platinum Communications reserves the right to charge a fee of \$100.00 for failure to recover VOIP adapter within 30 days of termination of services*

Important!! Please list your primary rural address (if different than above) for 911 Services to locate you in case of an emergency - (eg. 230525 Range Road 52, Red Deer County, T1X 0L7):

My Primary Address is:

Platinum Communications Residential Service Agreement

ALL OF THE "TERMS AND CONDITIONS" ON WWW.PLATINUM.CA AND HEREIN FORM THE ENTIRE AGREEMENT BETWEEN PLATINUM COMMUNICATIONS AND THE CUSTOMER. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON WWW.PLATINUM.CA AND HEREIN WISH TO CONTRACT WITH PLATINUM COMMUNICATIONS TO PROVIDE SERVICE. IN LOCATIONS WHERE PLATINUM VOIP SERVICE IS NOT AVAILABLE, THE CUSTOMER WILL BE ENTITLED TO BUNDLED PRICING.

SIGNATURE: _____

DATE: _____

Pre-Authorized Payment Schedule

To: Platinum Communications Corporation (the "Company")

Customer or business name:

Attach void cheque here: (Pre-authorized payment form is void without)

I/We [the above named Customer(s)] authorize the Company to debit my/our account at the "Bank" as indicated above, in the amount of: (see schedule A: Total Fee Due Monthly)

\$ _____ on the First (1st), or the Fifteenth (15th) (circle one) day of each month payable to the Company in respect of:

Internet access fees and taxes as applicable.

Each payment shall be the same as if I/we had personally issued a cheque authorizing the Bank to pay the Company as indicated and to debit the amount specified to my/our account. I/we agree to reimburse the Company for bank charges resulting from insufficient funds in the account.

I/We will provide 45 days notice in writing to the Company if I/we close this account. If I/we are unable to provide the Company with 45 days written notice, I/we agree to reimburse the Company for bank charges resulting from insufficient funds in the account.

I/We understand that the Bank is not responsible to verify whether these payments are properly debited to my/our account.

This authorization may be cancelled at any time upon written notice by me/us to the Company. I/We understand that if I/we cancel this authorization, it does not mean that my/our contract obligations to the Company are ended.

Any delivery of this authorization to the Company constitutes delivery by me/us to the Bank.

I/We am/are the only authorized signature(s) on the above account.

Date:	Customer's Signature:
Date:	Customer's Signature: