



Storm Internet - www.storm.ca
 350 Sparks St, Suite 203 Ottawa, ON K1R 7S8
 tel: 613-567-6585 · fax: 613-567-3227
 toll free: 1-866-257-8676

Order Number:	
Sales Office:	
Sales Rep:	

Storm HighSpeed | Cable SERVICE ORDER FORM

BILLING INFORMATION: (as it is to appear on your Invoice)

I am an existing Storm Client: Yes No

Full Name:					
Contact:			Title:		
Address:				Suite#:	
City/Town:			Prov/State:	Postal/Zip:	
Hm Phone:	()	Fax:	()		
Wk Phone:	()	eMail:			

This Storm HighSpeed | Cable service is for Residential/Home use or for Business/Commercial use.

We currently use PERSONA Cable for our television services or we intend to use them for television services .

PACKAGE INFORMATION:

Residential/Home Monthly Packages	Billed Monthly
<input type="checkbox"/> No longer available	
Business/Corporate Monthly Packages	Billed Monthly
<input type="checkbox"/> PERSONA Cable television services must be available on your street. Note: Monthly throughput will be set at 10 gigs per month with 5 email address.	\$ 90.00 Monthly Internet Access \$ 90.00 One time set up.
<input type="checkbox"/> PERSONA Cable television services must be available on your street. Note: Monthly throughput will be set at 25 gigs per month with 5 email address.	\$ 150.00 Monthly Internet Access \$ 90.00 One time set up.
<input type="checkbox"/> PERSONA Cable television services must be available on your street. Note: Monthly throughput will be set at 60 gigs per month with 5 email address.	\$ 250.00 Monthly Internet Access \$ 90.00 One time set up.

NOTE: THE FINAL INVOICE AMOUNT IS SUBJECT TO ADJUSTMENT FOR APPLICABLE FEDERAL, PROVINCIAL AND/OR STATE TAXES.

ACCOUNT INFORMATION: (please provide the following:)

1) Your USER ID for your e-mail (must be between 3 and 16 characters)	_____@storm.ca
2) Your PASSWORD between 6-8 characters including at least 1 digit:	_____
3) Your preferred method of Invoice Payment (<u>note</u> : all invoices are email based unless otherwise specified):	
<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX <input type="checkbox"/> Auto-Withdrawal (provide a void cheque) <input type="checkbox"/> Other: _____	
Card Number: _____	Exp. Date: _____ / _____ / _____

Note: Invoices are sent via e-mail to the your primary e-mail address. If you wish to pay by credit card, you will receive an e-mail on the 15th of the month notifying you of the charges that will be applied to your card on the following first of the month, for service, for the coming month. Billing for the services contracted above will commence on the day installation of said service. It is hereby agreed the amount due should service not commence on the first of the month will be prorated and adjusted as if the service had commenced on the first. I am the individual named above and/or the authorized representative, and agree to and understand the Terms and Conditions, as well as the Service Level Agreement (SLA) provided by Storm Internet.

Signature: _____

Date: _____



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_____	_____
Initials	Date

Storm Internet Service

SERVICE LEVEL AGREEMENT (SLA)

This agreement is between Storm Internet (Storm) and the client. Storm Internet may modify the terms of this Service Level Agreement (SLA) by posting those modifications on the storm.ca website. Storm guarantees its network will be available with 99% uptime minimum.

Response Time and Escalation Procedures for Service Interruptions:

1. Network malfunctions will be reported to the technicians within 4 hours. An on-duty technician will create a ticket with our services supplier - Persona - and create an additional client ticket in our Storm RT system. Clients will be given a Storm RT ticket number.
2. If the issue is not responded to within 24 hours, a senior technician will be notified and the supplier ticket created will be escalated.
3. If the problem has not been solved within 48 hours of the escalation, the Support Services manager will be contacted.
4. Clients will promptly be kept informed of the situation as information becomes available from our supplier.

Exceptions:

1. Scheduled maintenance. Clients will be notified up to 4 days in advance, minimizing the inconvenience to the client.
2. Emergency maintenance. Storm will inform the client as soon as the failure has been identified.
3. Force Majeure. Neither party will be liable for any failure due to any cause beyond reasonable control.
4. Performance issues caused by factors that are beyond the control of Storm including failures of the internet not caused by Storm.
5. Service interruptions caused by actions of client, or caused by client's equipment
6. Non-payment of services by client.

Storm Internet Service

TERMS AND CONDITIONS

Storm Internet Services:

1. Storm will deny access to any client who does not provide correct personal information.
2. Storm reserves the right to cancel any account for any reason that is in the best interest of Storm and its clients.
3. Storm reserves the right to remove any materials that may be considered illegal and/or abusive.
4. Storm reserves the right to limit hits to home pages to 1 Gigabyte per month. Additional hits will be charged at \$30/Gigabyte.
5. Storm reserves the right to impose system usage changes from time to time.
6. Any IP addresses assigned to the client remains the property of Storm Internet, unless otherwise stated.

Subscriber/Client:

1. The client must be at least 18 (eighteen) years of age and accepts all responsibility for supervising the use of the account by anyone under the age of 18 (eighteen).
2. The client agrees not to disclose his/her password to anyone other than those authorized to use the account.
3. The client agrees to educate (him)herself in the proper use of the Internet.
4. The client agrees not to abuse or fraudulently use the service.
5. The client may use his/her account on additional computers and concurrent logons are allowed.

Fees and Charges:

1. Storm will automatically renew the client's account unless written notice is provided.
2. The client agrees to give Storm 15 days written notice for cancellation of subscription. Cancellations can be done via e-mail to cancel@storm.ca or by fax (613) 567-3227.
3. The client may up/downgrade account access for the following month. No changes will be made in the current month.
4. There will be a \$25 administration fee for any credit cards that are declined and a \$25 charge for any returned cheques.
5. Client is responsible for any charges incurred through the use of his/her account.
6. Terms are Net15 days. There will be a \$15 monthly charge for overdue accounts.
7. Extra usage will be charged the following month and will be invoiced via e-mail.
8. Any account in arrears by 60 days will be locked.
9. Any account in arrears by 90 days will be deleted and the account will be forwarded to a collection agency.
10. Any account which has been locked and inactive will be deleted after 120 days.
11. For domain registrations, payment is required, via credit card, prior to the domain being activated. This is only for the yearly registration fees, not the hosting fees.

Termination

1. The client may terminate services if over a consecutive 30 day period, Storm Internet fails to comply with the clients service requirements. For reasons within the reasonable control of Storm Internet and Storm Internet having received written notice, the Client may terminate by written notice with no penalty.
2. In the event of early termination of any service, the client will pay a termination charge equal to the net present value of the contract.
3. Upon termination of this agreement, Storm Internet will disconnect, remove and return all equipment that is owned by Storm from the client site.

Confidentiality of Client Records

1. All information kept By Storm Internet regarding the client is confidential and will not be disclosed