



**Storm Internet - www.storm.ca**  
 1760 Courtwood Crescent, Ottawa, ON K2C 2B5  
 tel: 613-567-6585 · fax: 613-567-3227  
 toll free: 1-866-257-8676

<b>RT Ticket #:</b>	
<b>Sales Rep:</b>	

## Storm Internet Services DIAL-UP SERVICE ORDER FORM

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

I am an existing Storm Client:  Yes  No

<b>Full Name:</b>					
<b>Contact:</b>			<b>Title:</b>		
<b>Address:</b>				<b>Suite#:</b>	
<b>City:</b>			<b>Province:</b>	<b>Postal Code:</b>	
<b>Home Phone:</b>	( )		<b>Fax:</b>	( )	
<b>Work Phone:</b>	( )		<b>e-Mail:</b>		

This Storm Dialup service is for  Residential/Home use or for  Business/Commercial use.

The computer O/S is:  Windows or  MAC. The modem speed is:  56Kbps, or  Other (please specify): \_\_\_\_\_

**PACKAGE INFORMATION:**

Residential/Home Monthly Packages	Billed Monthly	Billed Annually
40 Hours Storm High-Speed   Dialup	<input type="checkbox"/> \$15.00 / month	<input type="checkbox"/> \$165.00 / year (in advance)
120 Hours Storm High-Speed   Dialup	<input type="checkbox"/> \$20.00 / month	<input type="checkbox"/> \$220.00 / year (in advance)
720 Hours Storm High-Speed   Dialup	<input type="checkbox"/> \$23.00 / month	<input type="checkbox"/> \$253.00 / year (in advance)
Business/Corporate Monthly Packages	Billed Monthly	Billed Annually
40 Hours Storm High-Speed   Dialup	<input type="checkbox"/> \$35.00 / month	- call us -
120 Hours Storm High-Speed   Dialup	<input type="checkbox"/> \$40.00 / month	- call us -
720 Hours Storm High-Speed   Dialup	<input type="checkbox"/> \$43.00 / month	- call us -

NOTE: THE FINAL INVOICE AMOUNT IS SUBJECT TO ADJUSTMENT FOR APPLICABLE FEDERAL AND PROVINCIAL 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: _____	Expiry Date: ____ / ____

Credit

**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 15<sup>th</sup> 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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Client's Initials	Date
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## Storm Internet Services TERMS AND CONDITIONS

The following is an outline of the Terms and Conditions ("T&C") set out by Storm Internet Services ("Storm"). In addition to this document, please see Storm's Acceptable Use Policy (AUP).

### Storm:

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. Storm reserves the right to make pricing/name changes to its products and services; clients affected by these changes will be notified via email/mail in advance of the change being made.

### 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.
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.
6. Storm provides each client with a default Storm email address at the time the account is set-up; it is the client's responsibility to notify Storm, in writing, if an alternate email address is to be used for invoicing/notification purposes.

### Fees and Charges:

1. Storm will automatically renew the client's services on account unless written notice is provided.
2. The client agrees to give Storm 30 day's written notice prior to the next billing cycle (15<sup>th</sup> of month) for cancellation of their subscription for Dial-Up, DSL, Wireless, Cable or Web Hosting. Cancellations can be sent via e-mail to billing@storm.ca or by fax (613) 567-3227 or by regular mail.

### Note:

- Clients subscribing to Fiber understand and acknowledge their obligation to honor payment on the balance of their Fiber contract and furthermore understand that their Fiber contract will automatically renew for additional 1-year terms, if 30 days notice is not received in writing prior to the end of their current Fiber contract term. Please see your Storm Sales representative for further details/clarification.
3. The client may upgrade/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 of payment are Net 15 days.
  7. There will be a minimum \$15 monthly charge for overdue accounts and/or 2%/month on outstanding balances and/or the greater of the two.
  8. Extra usage will be charged the following month and will be invoiced via e-mail.
  9. Any account in arrears by 60 days will be locked.
  10. Any account in arrears by 90 days will be deleted and the account will be forwarded to Storm's collection agency.
  11. Any account which has been locked and inactive for 120 days will be deleted.
  12. Any account that is suspended for any reason will have e-mail suspended as well until account status has been resolved.
  13. 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.)
  14. Storm will not process any partial month credits; cancellation notice is to ensure that clients are not billed for an additional cycle.
  15. Storm will not process any refunds upon termination of any service where the refund is less than \$10.00.
  16. Credits posted to a terminated account leaving a credit balance require a written request to Storm for a refund to be issued and are only valid within 6 months of the credit date. Refunds will be issued within 30 days of receipt of the written request.
  17. Annual service packages are binding service agreements for a one-year period. No credits or refunds will be permitted on any annual service that is cancelled by a customer unless the cancellation is received within the first month of the provided service.
  18. All prices with Storm are listed in Canadian dollars.

### Confidentiality of Client Records:

1. All information retained by Storm regarding the Client is confidential and will not be disclosed to any third parties.



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## **Storm Internet Services**

### **SERVICE LEVEL AGREEMENT (SLA)**

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

#### **Response Time and Escalation Procedures for Service Interruptions:**

##### **Corporate:**

1. Network malfunctions will be reported to Technical Support within 4 hours.
2. If the problem is not solved within 4 hours, a senior technician will be notified.
3. If problem has not been solved within one (1) hour of a technician being notified, the Support Services Manager will be contacted.
4. All Storm equipment relies on the Webguard™ System to notify technicians of outages by pager.

**Note:** Fiber service will fall under different response times and escalation procedures for service interruptions; please see your Storm Sales representative for further details.

##### **Residential:**

1. Network malfunctions will be reported to Technical Support within 48 business hours.
2. If the problem is not solved within 48 business hours, a senior technician will be notified.
3. If the problem is not solved within 48 business hours of a technician being notified, the Support Services Manager will be contacted.
4. All Storm equipment relies on the Webguard™ System to notify technicians of outages by pager.

##### **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 Services**

### **PRIVACY POLICY**

Storm Internet Services ("Storm") is committed to protecting the privacy and security of the information provided by people visiting our website. Storm may request information from people visiting our website at several different points. Storm is the sole owner of the information collected on its website. Storm will not collect any personally identifiable information unless the person/visitor provides it to us voluntarily. Personally identifiable information includes a person/visitor's name, address, telephone number and e-mail address. Storm is dedicated to building a long-term relationship with all of our website visitors and clients. Storm will not sell, share or rent this information to others in any way other than as disclosed in this Privacy Policy.

#### **LOG FILES**

Storm's log tracking uses the Internet Protocol (IP) addresses from visitors' computers to analyze trends and gather broad demographic information to help determine the type of information visitors are interested in seeing on our website. This tracking only collects IP addresses and not personally identifiable information. Visitors are not personally identifiable within our log files. Storm only uses this information for internal purposes and does not share this information with external companies or institutions.

#### **COOKIES**

A "Cookie" is a piece of information that is sent from a Storm's Web server to a visitor's browser and stored on the visitor's hard drive. Storm may use Cookies when a visitor orders a product or registers for a specific program. Cookies also allow Storm to tailor its website to better match visitors' interests and preferences. Visitors may choose to disable Cookies by changing their browser setting, however, they may not be able to access some of the information on our website.

#### **REGISTRATION**

In some cases, a visitor may be required to complete a registration form to order a product or to receive certain information. During the registration process, the visitor is required to give specific information such as name and e-mail address. This information is used to contact the visitor regarding services offered by Storm for which the visitor has expressed interest.

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April 2007



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## **Storm Internet Services**

### **PRIVACY POLICY (Continued)**

#### **ORDERING**

When receiving orders online, Storm will request certain information from a client/visitor to complete an order. The client's/visitor's information will include name, address, telephone number, e-mail address, payment information and other information as may be requested by Storm on the order form. This information is used only for invoicing/billing purposes, fulfillment of orders, ongoing account maintenance and upgrades.

#### **SECURITY**

When visitors are asked to enter certain sensitive information (such as credit card number), that information is encrypted and is protected through a Secure Socket Layer ("SSL"). The SSL negotiates and employs the essential functions of mutual authentication, data encryption and data integrity for secure transactions. While on a secure page, such as an order form, the lock icon on the bottom of Web browsers such as Microsoft Internet Explorer® and Netscape Navigator® becomes locked, as opposed to unlocked, or open, when you are viewing other websites.

#### **INFORMATION**

All visitor information, not just the sensitive information mentioned above, is restricted to Storm's developers, network operations personnel and other qualified employees (such as billing department personnel or customer care representatives). Finally, the servers on which Storm stores personally identifiable information are kept in a secure location.

#### **NOTIFICATION OF CHANGES**

If Storm makes any changes to its Privacy Policy, Storm will post the changes on its website so visitors are informed of what information Storm collects and how Storm uses that information. Storm will always use information in accordance with this Privacy Policy.

#### **LINKS**

Storm's website contains links to other websites. Storm is not responsible for the privacy practices of these other websites. Storm encourages our visitors and clients to read the Privacy Policy on each website visited. This Privacy Policy applies solely to information collected on Storm's website.

If you have any questions or concerns about this Privacy Policy or the privacy practices of Storm, please contact us.