

# Skyway West Business ADSL/VoIP Customer Agreement

ArbuTel Services Inc. dba Skyway West, sales@skywaywest.com

## CUSTOMER INFORMATION

BILLING COMPANY NAME		
BILLING ADDRESS		
CITY	PROV.	POSTAL CODE
BILLING CONTACT		E-MAIL
MAIN TELEPHONE	DIRECT	FAX
TECHNICAL CONTACT IF DIFFERENT THAN BILLING		E-MAIL
TELEPHONE	DIRECT	CELL
SITE CONTACT IF DIFFERENT THAN TECHNICAL		E-MAIL
SITE TELEPHONE	DIRECT	CELL
SITE NAME AND ADDRESS IF DIFFERENT THAN BILLING		
CITY	PROV.	POSTAL CODE

## SERVICES AND CHARGES<sup>1</sup>

A. Add ADSL to _____ single business telephone line: _____ -- _____			
(Cannot use Centrex line, overline or rotary line. We recommend using a fax or modem line because they normally qualify.)			
		<u>Setup</u>	<u>Monthly</u>
B. ADSL Business VoIP service options (choose one)			
Silver	<input type="checkbox"/> \$99	Gold	<input type="checkbox"/> \$129
Platinum	<input type="checkbox"/> \$159		
Dry Copper	<input type="checkbox"/> Core \$5	<input type="checkbox"/> Metro \$10	<input type="checkbox"/> Other \$ _____
C. Other Services			
- Additional Static IP's (services include 8)	\$ 1.00 x _____	addresses	\$ _____
- Additional email addresses (first TEN complementary)	\$ 2.50 x _____	accounts	\$ _____
- Virus Protection & SpamAssassin per email account	\$ 2.00 x _____	accounts	\$ _____
- Virtual Web Site Hosting (www.yourcompany.com)	\$40.00	_____ sites	\$ _____
- MetaLAN (firewall for companies with multiple sites)	\$30.00 x _____	sites	\$ _____
D. Network Equipment			
- Router with splitter	N/C	\$	_____ N/C _____
E. Internet Configuration			
- ADSL setup	\$75.00	\$	_____
- Splitter installation <sup>2</sup>	\$75.00		_____ \$
- Dry Copper <sup>3</sup>	\$75.00		_____ \$
<b>Total before applicable taxes</b>		\$	_____ \$

<sup>1</sup> Prices exclude applicable provincial sales tax or federal goods and services tax. Monthly charges billed one month in advance and payable upon receipt. Download up to 1.5 Mbps (Silver) within 4 km of Telus Central Office, 2.5 Mbps (Gold) within 3.0 km of CO and 4.0 Mbps (Platinum) within 2.0 km of CO. Upload speeds can exceed 800 kbps. All services include Domain Name Hosting, ten email login accounts, eight static IP addresses and ten free hours dialup internet access with each additional hour costing \$1. Extra static addresses sold in blocks of 8, 16, 32, 64, etc. Services include unlimited VoIP traffic between sites on Skyway network. <sup>2</sup> Includes installing splitter at Telus demarc and connecting to ADSL equipment but excludes new wiring runs. <sup>3</sup> Includes remote setup.

I hereby order the ArbuTel Services Inc. dba SOHO Skyway Services identified above for a period of one year from date of installation. I have read the Terms and Conditions and Acceptable Use Policy found at <http://www.skywaywest.com/rates/agreements.htm> and agree to be bound by them.

Name (please print) \_\_\_\_\_ Title \_\_\_\_\_  
 Signature \_\_\_\_\_ Date: \_\_\_\_\_