

Phone: 519-844-2160		Email: brooke@brooketel.coop		Website: www.brooketel.coop	
RESIDENTIAL APPLICATION		ACCOUNT #:	MEMBER #:	DATE:	CSR:
CUSTOMER DETAILS			AUTHORIZED INDIVIDUALS		
Name: _____			Name: _____		
Service Address: _____			Name: _____		
Mailing Address: _____			Name: _____		
Contact Number: _____			HOW DID YOU HEAR ABOUT BROOKE TELECOM <input type="checkbox"/> Social Media <input type="checkbox"/> Website <input type="checkbox"/> Friend/Family <input type="checkbox"/> Flyer <input type="checkbox"/> SWIFT Other: _____		
Email Address: _____					
Registration will be sent to the Email above within the next 24 hours. Registration process must be completed in order to receive communication from Brooke Telecom electronically			<input type="checkbox"/> This confirms that Brooke Telecom can contact you electronically regarding your account and other promotions		
UNLIMITED INTERNET		MONTHLY COST		BROOKE TELECOM COOPERATIVE LTD MEMBERSHIP	
<input type="checkbox"/> 100 Mbps ↓ 15Mbps ↑ for the cost of 50Mbps				If selected below, the undersigned, being a customer of Brooke Telecom Co-operative Ltd., applies for membership in the Co-operative and subscribes for a member share of the Co-operative at the price of \$1.00 per share. The Undersigned is: <input type="checkbox"/> Over the Age of 18 <input type="checkbox"/> is <input type="checkbox"/> is not a Canadian Citizen <input type="checkbox"/> I would like to be a member <input type="checkbox"/> I would not like to be a member Name: _____ <input type="checkbox"/> Joint membership _____	
<input type="checkbox"/> 50 Mbps ↓ 10 Mbps ↑ - \$70 Copper/ Fibre					
<input type="checkbox"/> 100 Mbps ↓ 15 Mbps ↑ - \$85- Fibre					
<input type="checkbox"/> 250 Mbps ↓ 20 Mbps ↑ - \$100 - Fibre					
<input type="checkbox"/> 1000 Mbps ↓ 30 Mbps ↑ - \$115 - Fibre					
WIFI Service <input type="checkbox"/> Managed - \$5 <input type="checkbox"/> Premium- \$8					
<input type="checkbox"/> Mesh WiFi Extender - \$4 QTY _____				MEMBERSHIP COST IS CHARGED ON THE FIRST BILL	
INTERNET SERVICE SUBTOTALS				RECURRING MONTHLY CHARGES	
TELEVISION SERVICE		MONTHLY COST		HOME PHONE _____	
<input type="checkbox"/> Brooke Essentials (Popular Channels) - \$49.00				INTERNET _____	
<input type="checkbox"/> Basic Receiver - \$5.00 Each QTY _____				TELEVISION _____	
<input type="checkbox"/> PVR Receiver - \$10.00 Each QTY _____				CELLULAR _____	
<input type="checkbox"/> PVR Whole Home - \$2.50 Each				MEMBER DISCOUNT _____	
<input type="checkbox"/> Ultimate Package (All Channels) - \$120.00				PAPERLESS BILLING CREDIT _____	
TELEVISION SUBTOTALS				MONTHLY RECURRING TOTAL INCLUDING TAXES	
NOTES				FIRST BILL ESTIMATE EXCLUDING PRORATIONS	
				HOME PHONE _____	
				INTERNET _____	
				TELEVISION _____	
				ACTIVATION CHARGE _____	
				MEMBERSHIP FEE _____	
				LAWN SIGN CREDIT _____	
				MEMBER DISCOUNT _____	
				PAPERLESS BILLING CREDIT _____	
				DEPOSIT _____	
				FIRST BILL ESTIMATE EXCLUDING PRORATIONS	
ACTIVATION				BROOKE TELECOM MISSION STATEMENT	
<input type="checkbox"/> \$50 CLEC <input type="checkbox"/> \$100 ILEC				Improving our community by delivering quality services to all our valued members with integrity and respect.	
RECURRING CREDITS					
Member Discount <input type="checkbox"/> NONE <input type="checkbox"/> 5% <input type="checkbox"/> 6% <input type="checkbox"/> 7%					
Paperless Billing <input type="checkbox"/> \$1.00 Credit					
RECURRING CREDITS SUBTOTALS					
CREDITS APPLIED TO THE FIRST BILL					
<input type="checkbox"/> Brooke Telecom Lawn Sign - \$50 One Time Credit					

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PAYMENT OPTIONS

Bank Payment or Online Banking

Add Brooke Telecom as your payee with your account number

Smart Hub

Sign Up to access payment options, bill statements or update payment information

Paynow

PayNow option at www.brooketel.coop using your account number

Void Check

A void cheque can be left at an office for automatic withdrawal of funds

TERMS AND CONDITIONS

I/We understand that the account is my/our responsibility. The charges incurred on this account will be paid in full by the last day of every month for services to remain active. If payment is declined for any reason services will be immediately suspended until said payment is made.

I/We give Brooke Telecom Cooperative Ltd. permission to install services at this location or have permission from the building owner to install services and provide instructions on the day of installation for locating the services within the dwelling. The person present for the installation must be over the age of 18.

I / We hereby take notice that Brooke Telecom Cooperative Ltd. may be procuring and referring to a consumer credit report regarding my credit information. I hereby consent to the disclosure of such information. I understand and agree that this information will be used to establish service and that a suitable deposit may be required.

CREDIT CHECK INFORMATION

Date of Birth (m/d/yr) _____

In connection with my application for service with Brooke Telecom Cooperative Ltd. I/We declare that I/We are eighteen years of age or over. The above information is and will be true and correct. By signing below, I/We understand and accept the terms & conditions as outlined on the Brooke Telecom website, and/or have requested a copy for personal records. I /We agree to having funds transferred to Brooke Telecom as part of a Preauthorized Payment Plan if selected above.

I / We if selected agree to be a member of Brooke Telecom Cooperative Ltd. and agree to adhere to the bylaws of the co-operative to maintain my membership.

I / We agree to adhere to any acceptable use policy for any of the services subscribed.

I / We agree that Brooke Telecom Cooperative Ltd., at its sole and absolute discretion, may, without notice to you, suspend or terminate your account or your use of, or access to, any of the Services, and remove and discard any information or content related to such Service (and your use thereof), for any reason, including where Brooke Telecom Cooperative Ltd. believes that you have violated any of the Fair Use Policy.

I / We agree to adhere to any Fair Use policy for any of the services subscribed.

I / We agree to use all services in compliance with all copyright, privacy, Provincial and Federal legislation, and Provincial, Federal, and International criminal laws.

I / We agree that all services are provided on an "AS IS" basis without representations, warranties, or conditions of any kind, and you acknowledge and agree that Brooke Telecom shall have no responsibility for, or liability in respect of, any aspect of the services provided.

I / We agree that: In no event shall Brooke Telecom Cooperative Ltd. or any of its affiliates and/or subsidiaries be liable for any damages whatsoever, including any direct, indirect, incidental, consequential, special, or exemplary damages and any damages for loss of profits, goodwill, or other intangible losses. Customers can contact Brooke Telecom in case of system outages (not related to customer premise equipment) to claim credits as a prorated amount of the monthly charge by number of days based on the time the customer reports the outage to time of repair.

I / We agree to defend, indemnify, and hold Brooke Telecom Cooperative Ltd., its affiliates and/or Subsidiaries, suppliers, and other partners, directors, and employees harmless from any and all liabilities, claims, costs and expenses, including reasonable solicitors' fees, related to or in connection with your services.

I / We agree that prices for Brooke Telecom Cooperative Ltd. services and/or products may change at any time.

I / We agree that Brooke Telecom Cooperative Ltd. reserves the right at any time to modify or discontinue any of the Services or change these contract terms with 60 calendar day notice and Brooke Telecom will not be responsible or liable, directly, or indirectly, to any other person in any way for any loss or damage of any kind incurred as a result of, or in connection with, any such modifications or discontinuations or contract term change.

I / We agree that Brooke Telecom Cooperative Ltd. can share your email address with a Brooke Telecom Cooperative Ltd. third-party partner for the purpose of delivering communication and service notifications. Brooke Telecom Cooperative Limited complies with Canada's anti-spam legislation (CASL) and the Personal Information Protection and Electronic Documents Act (PIPEDA). You have the right to withdraw electronic communication consent at any time. All complaints if not able to be resolved with Brooke Telecom Co-operative Ltd. directly can be referred to Commission for Complaints for Telecom-television Services Inc. (CCTS).

Signature: _____

EQUIPMENT RENTALS

All Digital Set Top Boxes, TV Service Remotes, Modems, Gigacenters, Wireless Radio, Optical Network Terminals (ONT), and Uninterrupted Power Supply (UPS) installed or provided by Brooke Telecom remain the property of Brooke Telecom Co-operative Limited.

I agree that:

- Rental payments, when applicable will commence on the date of installation and shall be due monthly in advance.
- I am responsible for replacement of batteries in remote controls, when required.
- I will not sell, lease, mortgage, transfer, assign or encumber such equipment.
- I will not reconfigure or re-locate such equipment without Brooke Telecom's knowledge and permission.
- I will take reasonable care with all such equipment and make precautions to protect the equipment from hazardous conditions (extreme heat, moisture, chemicals, etc.)
- I will be liable for damage or loss of Brooke Telecom's equipment and pay the undiscounted retail value of such equipment, together with any costs incurred by Brooke Telecom in seeking possession of such equipment.
- I will be responsible to return all equipment to Brooke Telecom at my expense upon termination of services.
- If any equipment belonging to Brooke Telecom is not returned, I agree to pay Brooke Telecom the undiscounted retail value of such equipment, together with any costs incurred by Brooke Telecom in seeking possession of such equipment.
- If the premises become vacated (ie: a rental home, apartment building or a house to be demolished), it is my responsibility to notify Brooke Telecom to arrange to obtain all fixed equipment such as the ONT and UPS or Wireless Radio. If such equipment belonging to Brooke Telecom is damaged, you agree to reimburse Brooke Telecom the undiscounted retail price of such equipment.



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Paid Stamp (If Required)

Initial Payment

Paid In Full

Date

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RESIDENTIAL HOME PHONE SERVICE	MONTHLY COST
<input type="checkbox"/> Home Phone Service - \$26.12	

CALLING FEATURES	MONTHLY COST	CALLING FEATURES	MONTHLY COST
<input type="checkbox"/> Call Display - \$5.00		<input type="checkbox"/> 3 - Way Calling- \$3.00	
<input type="checkbox"/> Voicemail - \$4.95		<input type="checkbox"/> Voicemail to Email - \$2.95	
<input type="checkbox"/> Calling Feature Bundle - \$10.00		<input type="checkbox"/> Call Waiting - \$2.00	
<input type="checkbox"/> Visual Call Waiting - \$8.00		<input type="checkbox"/> Call Transfer - \$3.00	
<input type="checkbox"/> Call Forwarding - \$3.00		<input type="checkbox"/> Simultaneous Ring - \$3.00	
<input type="checkbox"/> Distinctive Ring - \$5.00 *Requires \$25 Admin Fee		<input type="checkbox"/> Busy Call Return - \$0.75 per use	
<input type="checkbox"/> Selective Call Rejection - \$3.00		<input type="checkbox"/> Call Return - \$0.75 per use	
<input type="checkbox"/> Unlisted - \$4.45		<input type="checkbox"/> 900/976 Block -FREE	
Telephone Book Listing: _____		<input type="checkbox"/> International Block FREE	
		CALLING FEATURE TOTAL	

LONG DISTANCE PLANS	MONTHLY COST	LONG DISTANCE PLANS	MONTHLY COST
<input type="checkbox"/> 120 Canada/USA Minutes - \$3.50		<input type="checkbox"/> Unlimited Canada/USA Minutes - \$19.99	
<input type="checkbox"/> 250 Canada/USA Minutes - \$8.50		<input type="checkbox"/> Calling Card - FREE	
<input type="checkbox"/> 500 Canada/USA Minutes - \$16.50		<input type="checkbox"/> 800 Number - FREE	
		LONG DISTANCE TOTAL	

PHONE BUNDLE DISCOUNT	PHONE COSTS
	RESIDENTIAL HOME PHONE SERVICE
	CALLING FEATURES
	LONG DISTANCE PLANS
TOTAL PHONE DISCOUNT	TOTAL PHONE COST

NOTES



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