

Phone: 519-844-2160 Email: brooke@brooketel.coop Website: www.brooketel.coop

Residential Application

Date: _____ CSR _____

Customer Details	
Name:	_____
Service Address:	_____
Mailing Address:	_____
Contact Number:	_____
E-Bill Email Address:	_____
E-Bill Password (min 8 characters):	_____

RECURRING	
HOME PHONE	_____
INTERNET	_____
TELEVISION	_____
PAPERLESS BILLING (credit \$1)	_____
RECURRING WITH TAX	_____
ONE TIME ACTIVATION FEE (will be reviewed on a call)	_____
TODAY SUBTOTAL	_____
Promotions (will be reviewed on a call)	_____
SUBTOTAL	_____
TAXES	_____
TOTAL DUE TODAY	_____

Home Telephone Service

Service Descriptions	Monthly Cost
Residential Home Phone Service - \$26.12 <input type="checkbox"/>	_____
Directory Listing Name : _____	_____

Calling Features - Additional Features Are Available			
<input type="checkbox"/> Call Display - \$5.00	<input type="checkbox"/> Call Forwarding - \$3.00		
<input type="checkbox"/> Voicemail - \$4.95	<input type="checkbox"/> Call Waiting - \$2.00		
<input type="checkbox"/> Call Feature Bundle - \$10.00	<input type="checkbox"/> Unlisted Number - \$4.45		

Long Distance Plans	Monthly Cost
<input type="checkbox"/> 120 Canada/USA Minutes - \$3.50	_____
<input type="checkbox"/> 250 Canada/USA Minutes - \$8.50	_____
<input type="checkbox"/> 500 Canada/USA Minutes - \$16.50	_____
<input type="checkbox"/> Unlimited Canada/USA Minutes - \$19.99	_____
Phone Service Subtotal	_____

Unlimited Internet

Unlimited Internet Monthly Rates	Monthly Cost
<input type="checkbox"/> 5 Mbps ↓ 1 Mbps ↑ - \$50 - Copper Only	_____
<input type="checkbox"/> 10 Mbps ↓ 1 Mbps ↑ - \$53 - Copper Only	_____
<input type="checkbox"/> 20 Mbps ↓ 1/2 Mbps ↑ - \$60 - Copper/Fibre	_____
<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	_____
<input type="checkbox"/> Managed WiFi Service - \$5 QTY _____	_____
<input type="checkbox"/> Mesh WiFi Extender - \$4 QTY _____	_____
<input type="checkbox"/> Wireless Internet - 10 Mbps ↓ 1 Mbps ↑ - \$72.00	_____
Internet Service Subtotal	_____

Authorized Individual (s)

Name: _____

Name: _____

Name: _____

Notes

Installation	Paperless Billing
<input type="checkbox"/> \$50 CLEC <input type="checkbox"/> \$100 ILEC Phone/Wireless	<input type="checkbox"/> \$1.00 Credit
Member Discount - Excludes Wireless Internet	
<input type="checkbox"/> 5% 2 Services	<input type="checkbox"/> 6% 3 Services
	<input type="checkbox"/> 7% 4 Services

Television Service

Service Descriptions	Monthly Cost
<input type="checkbox"/> Brooke Essentials (Popular Channels) - \$49.00	_____
<input type="checkbox"/> Basic Receiver - \$5.00 Each QTY _____	_____
<input type="checkbox"/> PVR Receiver - \$10.00 Each QTY _____	_____
<input type="checkbox"/> PVR Whole Home - \$2.50 Each QTY _____	_____
<input type="checkbox"/> Ultimate Package (All Channels) - \$120.00	_____

Themes	
<input type="checkbox"/> Living and Learning - \$13	<input type="checkbox"/> Lifestyle & Entertainment - \$13
<input type="checkbox"/> Mega Sports - \$14	<input type="checkbox"/> All 3 Themes Packages - \$35

Movie Packages	
<input type="checkbox"/> Mega Movies - \$21	<input type="checkbox"/> Super Movies - \$14
<input type="checkbox"/> More Movies - \$9	<input type="checkbox"/> Hollywood Suites - \$5
<input type="checkbox"/> All 3 Movie Packages (not including Hollywood Suites) - \$39	

Television Service Subtotal	_____
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No contracts - Prices subject to change without notice

How did you hear about Brooke Telecom?

- Facebook
 Instagram
 Arena
 Newspaper
 Friend/Family
 Flyer
 Website
 Other: _____

Refer A Friend - \$50 Credit For Referrer and New Customer

Referred By (Name) _____

Address _____

Account **1060** _____

Lawn Sign Credit - \$50 Credit to display our sign on your lawn for one month	
WHERE APPLICABLE	
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Residential Application

Payment Options

Initials	Options	Account Number
	Add to my account	1060
	Pre-Authorized Payments	(Please attach void Cheque)
<input type="checkbox"/>	VISA	<input type="checkbox"/> MASTERCARD
Name on Card	We will call for this Information	
Number	_____	
Expiry	_____	_____
	mmyy	CVV

Credit Check Information

SIN Number	We will call for this Information
Date of Birth (m/d/yr)	_____

Equipment Rental

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.

How to pay an invoice using Brooke Telecom's PayNow tool

Step 1 - Visit www.brooketel.coop

Step 2 - Click on PayNow

Step 3 - Enter Your Account Information

Step 4 - Enter the amount to be paid

Step 5 - Click Pay Now

Step 6 - Verify Amount and Click Continue

Step 7 - Follow prompts to pay with existing card or enter a new card



brooke@brooketel.coop



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<http://www.brooketel.coop>

Brooke Telecom Membership

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 being:

- a) _____ is the age of 18 (eighteen) or over
 b) Is _____ or is not _____ a Canadian Citizen.

I would like to be a member I would not like to be a member

Name: _____

Joint membership

Name: _____

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.

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 Terms of Use.

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.

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 with or without notice to you and that 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.

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.

Signature: _____