



EAST SHORE INTERNET SOCIETY
P.O. Box 145, 16210 Highway 3A
Crawford Bay BC V0B 1E0
<https://www.eastshoreinternet.ca>

Billing: billing@eastshoreinternet.ca

Technical Support: support@eastshoreinternet.ca

Toll-free phone: 1 (844) 776-3747

Sign-up form for ESIS Membership and Internet Service

Date: _____
Y M D

New Member Account Number: _____

Name(s): _____

Company Name (if applicable): _____

Installation address: _____

Mailing address: _____

Phone: _____ Alternate Phone: _____

E-mail: _____

Site Visit Date: _____ Installation Date: _____

Installed Equipment: _____

Package at time of install: _____

Speed Test and Date: _____ Installed by: _____

Comments: _____

➔ I agree to the Member/Subscriber Basic Contract Details on the reverse side of this page I do not agree
- and -

ESIS Terms of Service online: <http://www.eastshoreinternet.ca/help-desk/terms-of-service/>

Please review: Agreement to the Terms of Service is required for installation to proceed.

➔ **ESIS Privacy Policy** online: <http://www.eastshoreinternet.ca/help-desk/privacy-policy/>

Please review prior to your installation.

I agree to the ESIS Terms of Service

I do not agree

➔ _____ Date: _____
New Member/Subscriber Signature

_____ Date: _____
Installer Signature

Member/Subscriber Basic Contract Details

Billing Method and Period: Billing period is monthly (or other approved payment period). Charges accrue from the 1st day of the billing period. Payment is due, in full, 28 days after the invoice date. Accounts with past due balances may be speed limited. ESIS sends billings by email only. The email address you gave us will be used by us for sending your monthly statement and other notices. Please review the Terms of Service for details (link provided on the first page).

Customer Portal: Your email address will be your username to login to the Customer Portal where you can access and review your account data usage. When your account is activated, you will receive a link by email to reset your password.

Equipment Provided: All installed equipment remains the property of the East Shore Internet Society. You must ensure that the location of the installed equipment is suitable and safe both for the intended use and the use by the homeowner of the site and environs, and that equipment is not tampered with and remains safe from damage. Contact Technical Support for any concerns or changes regarding ESIS installed equipment.

Installation Fees and Conditions:

Equipment and Setup (typical installation)	\$100.00	+ GST/PST
Membership* (current year)	\$10.00	+ GST
Refundable security deposit	\$60.00	exempt

The above charges total \$182.50 which is payable prior to booking your installation appointment with a technician. If you do not have a router, you may purchase one through our technician for an additional fee, typically \$60 - \$90 plus taxes. The refundable security deposit will be refunded at termination of service and the account balance paid.

Payments may be made by mailing a cheque, e-Transfer, Nelson Credit Union bank payment or by Visa or Mastercard. No cash payments. Overdue accounts are subject to interest charges (see Terms of Service link on first page).

* ESIS is a not-for-profit society and, in order to have internet service from us, our bylaws require you to be a Member in good standing. After the first year's membership, you will be charged a membership renewal each year on January 1st in the amount of \$5.00+GST. Your membership gives one vote at the Annual General Meeting. Please support us by attending.

Monthly Charges, Speed and Data: Your internet service operates on a month-to-month basis. To discourage unnecessary changes, ESIS does not pro-rate billings for a change to your internet service that you request to occur during the month. You are billed for the highest rated service assigned to your account for the entire month regardless of when the change is made. Please schedule changes in advance to start on the 1st of the month.

Data Overage Fees are charged at \$1.00/GB plus GST/PST.

Service	Data limit GB	Download speed Mbps	Upload speed Mbps	Cost (+ GST/PST)
Lite	10	2.5	1.5	\$25
Bronze	100	5	1.5	\$50
Copper	150	6	2	\$70
Silver ¹	300	8	2.5	\$90
Gold ¹	400	12	3	\$110
Platinum ¹	600	15	3	\$155
Unlimited Data ²	∞	Per selected service	Per selected service	\$25
Away ³	n/a	n/a	n/a	\$20

1. Requires a direct Line of Site. 2 Not available with Lite service. 3. A minimum \$40 (two month) charge applies to a maximum of \$100 per absence. Service activation during brief visits requires paying the full package rate for the entire month. Subscribers away longer than 12 months without service reactivation will be contacted for equipment collection.

Customer Service and Complaints: For equipment or connectivity issues, please contact support@eastshoreinternet.ca or call Toll-free 1 (844) 776-3747; for service changes or issues concerning invoicing, please contact billing@eastshoreinternet.ca or call toll-free 1 (844) 776-3747 (Monday – Friday, 9 a.m. – 1 p.m. Creston time zone); and, for serious complaints regarding internet service provided by the ISP, East Shore Internet Society, that are not satisfactorily resolved by ESIS, contact the CCTS – Commission for Complaints for Telecom Services at <https://www.ctcs-cprst.ca/contact-us/>.