



Office Use Only  
 ISP Mgr: LS \_\_\_\_\_ Optigold:   
 CO: \_\_\_\_\_ / \_\_\_\_\_  
 Start Date: \_\_\_\_\_ ISP Mgr:

**ADSL RESIDENTIAL APPLICATION**  
 Internet Lightspeed  
 Tel: 604-482-1190  
 Fax: 604.482.1191  
 Toll free: 1-866-798-0906  
 email: info@lightspeed.ca  
 800 - 6960 Royal Oak Avenue  
 Burnaby, BC V5J 4J2  
 www.lightspeed.ca

**1 Provide New Member Details** please use the address listed on your current telephone or utility bill

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Home: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_  
 Work: ( ) \_\_\_\_\_ e-Mail: \_\_\_\_\_

**2 ADSL Service Details**

ADSL Line Number\* ( ) \_\_\_\_\_ - \_\_\_\_\_  
 Carrier: Telus  Rogers  Bell  or Other: \_\_\_\_\_  
 ADSL Installation Address: Same as above  or: Service Address: \_\_\_\_\_

\* This is the phone number of the line you wish to upgrade to ADSL. The telephone line must be a standard TELUS or SPRINT residential line. Incompatible services include: Centrex lines, digital lines or configured overlines. The phone number provided must NOT have a current ADSL service attached to it. If you currently have ADSL service with another provider, please indicate the date that the service will end: \_\_\_\_\_

**3 User Name & Password**

Upgrade my existing Lightspeed account.  
 New Lightspeed account. Preferred email: \_\_\_\_\_@lightspeed.ca  
 Important: Up to 5 email addresses are included with your account. If you would prefer to use an existing address, please provide it here:  
 UserName: \_\_\_\_\_ @ \_\_\_\_\_ Password: \_\_\_\_\_

! Note: Your password must be at least 6 characters long and must include at least two of the following: lowercase letters, uppercase letters, numbers or punctuation.

**4 Choose Account Option(s)** Note: All accounts include: 5 free email addresses, FREE spam filtering, FREE e-mail anti-virus & technical support.

Account Choices	Details	
<input type="checkbox"/>	<b>Call Today: 604-482-1190</b> <b>Toll Free: 1-866-798-0906</b>  www.lightspeed.ca www.dolphintel.com  Ask about our VOIP & Aastra IP Phone Systems	<input type="checkbox"/> 1) I will be purchasing a Self-Connect Modem Kit (required for Price Protection Plans) - \$49.95 <input type="checkbox"/> 2) I require a rental modem, billed at a rate of \$3.95 per month. I understand the modem remains the property of Lightspeed Communications and must be returned within 7 days to Lightspeed's offices upon termination of my ADSL service. Failure to return the modem (or any accompanying cables, filters or other hardware) will result in an equipment replacement charge of \$125.00 to my account. <input type="checkbox"/> 3) Client Owned Modem: I own a modem compatible with Lightspeed and do not require a modem.
<input type="checkbox"/>	<b>Month-to-Month Plan</b> \$29.95 / Month  <b>3.0Mbs / 1.0Mbs, 125 GB data transfer.</b> <b>Upgrade to 6.0/1.0 Mbs for only \$7.00 Mo.</b> where available	Modem Serial #: _____  <b>Modem Shipment Options:</b> Your modem may be mailed to you for a minimum charge of \$10.00. <input type="checkbox"/> Pickup at Lightspeed - <input type="checkbox"/> Mail Modem -
<input type="checkbox"/>	<b>Add Naked ADSL Service</b> \$15.00 Set-up Fee plus monthly tariff charge.  Free yourself and your Internet connection, if you have a phone jack, you can have our superior ADSL service without the need for a telephone.	<b>ADSL Line Filters</b> (Please indicate total number required): Each device that shares a line with the ADSL (i.e., phones, fax, answering machine, etc.) requires a filter to prevent interference with normal operation. 2 filters are provided with your modem. Additional filters are \$9.50 each. NOTE: Filters not required with Naked ADSL. <input type="checkbox"/>

**5 Choose Your Payment Plan, Provide Your Payment Details**

! PLEASE NOTE: For your convenience, we offer monthly preauthorized payment from your credit card or bank account. We also accept payment by cash, cheque, or online/tele-banking.

CREDIT CARD - Please enter details  
 By signing, you agree that Internet Lightspeed may bill your account for any charges you accrue as a result of your use of Internet Lightspeed's services. You also agree to pay the card issuer any such amounts, as detailed in your agreement with them.  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

DIRECT DEBIT  
 Please note that your signature constitutes sufficient authority for Lightspeed to automatically debit your account for any charges you accrue as a result of your use of Internet Lightspeed's services.

Transit # \_\_\_\_\_ Bank # \_\_\_\_\_ Account # \_\_\_\_\_

Please attach a void cheque, or fill out the above information, using the sample provided to the right as a guide.

Your Name \_\_\_\_\_ 097  
 1342 Main Street  
 Pay to \_\_\_\_\_ /100  
 \_\_\_\_\_

12345 004 12486781  
 Transit# Bank# Account#

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**6 Residential ADSL Service Agreement - PLEASE READ CAREFULLY & APPROVE**

I understand:  
 - the ADSL plan, contract and hardware option I have selected,  
 - the prices quoted are for self-installation with phone support and do not include applicable taxes, government mandated fees, tariffs, or the \$4.95 system access fee.  
 - Lightspeed's support services are limited to my ADSL connection and do not extend to home networks or other attached devices. Lightspeed's on-site service is available at extra cost  
 - A minimum of 5 working days is required for service connection to be completed (unless otherwise notified) and that connection time also depends on port availability and other factors beyond Lightspeed's control,  
 - All services provided by Lightspeed must be paid in advance. A late payment charge applies if my account is not paid by the due date indicated on the invoice. This charge will apply to the unpaid portion of the account and is based on a monthly compounded rate of 1.5%. If my account is in arrears, it may be disconnected at the discretion of Lightspeed and a reconnection fee of \$25.00 may apply.  
**Account Cancellation:** I may cancel my service agreement at the end of my contract period by providing Lightspeed with 30 days written notice. If I cancel my service before the end of the contract period I agree to pay Lightspeed a cancellation fee equal to 50% of my average monthly usage, where usage is applicable, plus 50% of the monthly recurring charges for each of the charges specified in the service agreement for each month remaining in the contract period.  
**Data Transfer Limits:** I understand and acknowledge the data transfer limit on my account and agree to pay for any data transferred on my account beyond the limit at a rate of 50 cents per gigabyte. I further understand that this limit includes any data transferred to or from any computer on my account. Any activity originating from a machine using my account, whether known or unknown, is solely my responsibility. I also understand that anti-virus software combined with a firewall, although not mandatory, is highly recommended to protect my system while using Lightspeed's ADSL service.  
**My Personal Data:** I hereby authorize Lightspeed, its employees, agents or assigns to collect and use personal information regarding myself and my credit history, from other firms and corporations, credit bureaus and other parties to administer my credit and their credit policy. This contract has been read and agreed upon in its entirety, including terms and conditions as posted on the official Lightspeed website. I certify that all information provided on this form is true and correct. I will be responsible for all fees/charges incurred through the use of this account by myself and others.

COMPANY CODE

Printed Name \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Form: ADSL\_ResApp v4.5 Salesperson: \_\_\_\_\_