



## **Ragged Edge Community Network**

Box 458, Port McNeill, BC V0N 2R0

250-956-2282 or 1-866-950-7326

# **Terms of Service**

## **Your Account**

As the RAGGED EDGE COMMUNITY NETWORK Internet Services account holder, you are responsible for your account and the maintenance of all passwords related to your account. You are solely responsible and liable for any and all activities that occur under your account, including without limitation all activities of any sub-account holders. You are also responsible for maintaining the confidentiality of your account and all passwords related to your account. You agree to immediately notify RAGGED EDGE COMMUNITY NETWORK of any unauthorized use of your account or any passwords related to your account or of any other breach of security and to provide assistance to RAGGED EDGE COMMUNITY NETWORK, as requested, to stop and/or remedy any breach of security.

## **Customer Information**

You acknowledge that you have read the RAGGED EDGE COMMUNITY NETWORK Acceptable Use Policy at <http://www.recn.ca> (as it may be updated from time to time) and hereby consent to the collection, use and disclosure by RAGGED EDGE COMMUNITY NETWORK and its agents of your personal information (whether previously collected or to be collected). RAGGED EDGE COMMUNITY NETWORK's use of customer information is also subject to applicable terms and conditions contained in RAGGED EDGE COMMUNITY NETWORK's General Terms of Service.

You agree to provide true, current, accurate and complete customer information as prompted by RAGGED EDGE COMMUNITY NETWORK's registration process or as otherwise requested by RAGGED EDGE COMMUNITY NETWORK or its agents and you agree to promptly notify RAGGED EDGE COMMUNITY NETWORK of any changes to this information as required to keep it current, complete and accurate.

## **30 Day Money Back Guarantee**

NEW dial up customers to RAGGED EDGE COMMUNITY NETWORK qualify for the 30 Day Money Back Guarantee. When the written cancellation notice is received, the account will be cancelled immediately and RAGGED EDGE COMMUNITY NETWORK will process a full refund to the payment form originally used to pay for the new account. If you paid by debit card, on-line banking, cheque or cash, you will be refunded by cheque. Cheque refunds will take 4 – 6 weeks to process. Written notice of cancellation along with the 30 day money back guarantee request is required by the authoritative account holder.

## **Automatic Debit and Prepayment**

All accounts must be pre-paid or on Automatic debit through a bank account or credit card. Accounts will not be backdated nor will credit cards be refunded for non-usage or to avoid additional hours. It is your responsibility to notify us of any changes to your credit card, including expiration date changes. A \$20 Processing Fee will be charged for any payment that is declined for any reason. Applicable monthly charges are:

- \$39.95 monthly (plus applicable taxes)
- \$439.45 yearly (plus applicable taxes) Payable in advance – a savings of 1 month's cost of service
- \$5.95 monthly – E-mail only for "On Hold" accounts
- Commercial Service – As per quote

## **Automatic Bank Withdrawal Processing**

Payments are processed on the 1st or 15th of each month. At the time of signup, your billing period will be pro-rated for the first month. Each subsequent month will be charged for 'Calendar' monthly services. Charges for 'separate' services are invoiced and payable separately (i.e. additional bandwidth usage or account term charges). Account adjustments must be made a minimum of 5 days prior to the assigned auto-debit processing date of either the 1st or 15th. To sign up, complete the 'Direct Funds Transfer' form with full signature. Provide either a "VOID" cheque or a teller slip from the Bank (with the 'Bank, Transit and

Account' numbers written on the slip) (if opting to pay via your Savings, Trust or other bank account). Please contact our billing department for more information or to sign up for this service. A \$20 Processing Fee will be charged for any payment rejected by the Financial Institution for any reason.

## **Cancellations and Refunds**

The authoritative holder (account owner) must give notice of cancellation in writing via email, fax or mail 21 days prior to the end of the billing period for all accounts. For the protection and security of the account owner, RAGGED EDGE COMMUNITY NETWORK will not take a cancellation by telephone.

All accounts will have the cancellation made effective at the end of that billing period. All pre-paid are non-refundable. Upon cancellation of an account, if you have any credit remaining for full account months that you have paid for but not used, you may choose to have it:

- Held on account for future use
- Transferred to another account holder of your choice or friend or family member
- Convert the remaining credit to a mail forwarding or other account type of your choice

## **Suspended Accounts**

If there is a balance on your account over 30 days in arrears, RAGGED EDGE COMMUNITY NETWORK reserves the right to suspend your services until you make such arrangements to pay the balance owing in full. To reactivate a suspended account, the full outstanding balance must be paid and automatic payment must be used going forward.

## **On Hold**

Accounts can be put on hold for a minimum of two month and a maximum of 6 months to assist our summer community members. Application of a hold must be arranged as such by the authoritative account holder with one month's notice to Ragged Edge Community Network. Only the authoritative account holder can request an account be reactivated.

## **E-mail Access While Account is on Hold**

Ragged Edge customers may request an "E-mail Only" designation while their account is on hold. Charges to the account will be \$5.95 per month plus applicable taxes for this service.

## **Ragged Edge Equipment**

Should you have a high speed modem and associated components provided for your use as part of the RAGGED EDGE COMMUNITY NETWORK Internet Services high speed service then these are at all times owned by RAGGED EDGE COMMUNITY NETWORK. You hereby agree not to sell, transfer, lease, assign any interest in, or encumber all or any part of the RAGGED EDGE COMMUNITY NETWORK-owned high-speed equipment. Customers are responsible for maintaining equipment in secure location, preventing damage to the equipment and returning the equipment when the service is terminated. If equipment is returned damaged, you are responsible for replacement costs.

## **Support**

The RAGGED EDGE COMMUNITY NETWORK Internet Services Help Desk will provide telephone assistance on a reasonable efforts basis, via the telephone number and during the hours specified on the RAGGED EDGE COMMUNITY NETWORK Internet Web Site. Assistance is limited to your problems using the RAGGED EDGE COMMUNITY NETWORK Internet Services and may exclude problems related to certain equipment and software, as specified by RAGGED EDGE COMMUNITY NETWORK, in its discretion. RAGGED EDGE COMMUNITY NETWORK cannot guarantee the resolution of any particular problem or RAGGED EDGE COMMUNITY NETWORK Internet Services interruption.

## **Service Changes**

RAGGED EDGE COMMUNITY NETWORK reserves the right to change the RAGGED EDGE COMMUNITY NETWORK Internet Services charges, service plan features, e-mail addresses, minimum equipment and software requirements and any other aspect of the RAGGED EDGE COMMUNITY NETWORK Internet Services at any time, without notice or liability, at RAGGED EDGE COMMUNITY NETWORK's sole and absolute discretion. If you do not agree to such changes, your sole remedy will be to terminate your RAGGED EDGE COMMUNITY NETWORK Internet Services account.