



Please fax to Virgin Technologies
(780) 469-4475 or email to
info@virgintechnologies.com

Products	BGAN
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BGAN Service Agreement

Partner Name:		Sales Partner #:	
Employee Name:		Phone Number :	
Street:		Email address:	
City:	Province:	Postal Code:	Country:
Installer Information: Installer Name:		Installer Number:	

Customer Information			
Name/Company:		Phone:	
Street:	City:	Fax:	
Province:	Postal Code:	Direct:	
Company Contact Name		Phone:	
Email Address (for invoicing and communication)			

If Installation location is different from above address please specify:			
Street:		City:	
Province		Postal Code:	
Phone Number	Latitude:	Longitude:	Expected Start Date: / /

Pre-Authorized Payment Options			
I authorize Virgin Technologies Inc. to debit the amount due each month from my Credit Card:			
<input type="checkbox"/> MASTER CARD	<input type="checkbox"/> VISA	<input type="checkbox"/> AMEX	CVV Code (Mandatory):
Credit Card #	Expiry: M/		Y/
Name on Card:			
Authorized Signature (for payment):			



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Please Select Airtime Package Below - Minimum One Year Term

Package		Download Speed (Up to)	Upload Speed (Up to)	Retail Price (1 Yr Term)
NERA WorldPro 1000	<input type="checkbox"/>	392 kbps	392 kbps	\$7 / MB (USD)
HNS 9201	<input type="checkbox"/>	512 kbps	512 kbps	\$7 / MB (USD)
SIM Card Fee	<input type="checkbox"/>			\$45 / month (USD)
Tel Service (Fixed)	<input type="checkbox"/>			\$1.25 / min (USD)

Additional Service Fees

Activation Fee - \$75.00 USD

If tax exempt, please enter tax exemption# here:

Please fax a copy of documentation of tax exemption

On-Site Service Plans - Minimum One Year Term

Plan		Service Level	Days per Week	Hours per Day	Retail Price (1 Yr Term)
Premium	<input type="checkbox"/>	Four Hour Response	Mon. - Fri.	9:00 A.M. - 5:00 P.M.	\$1500 / yr
Critical	<input type="checkbox"/>	Four Hour Response	365 days a year	24 hours a day	\$3000 / yr

Response times commence when call centre issues On-Site Service work order. For Standard Plan work order must be issued by 1:00P.M. EST. & on-site service will be next business day or 48 hours-best efforts in some geographic areas. Service includes parts, labour and travel to Customer site experiencing equipment operation problems resulting from normal equipment use and instituting repairs to equipment by adjustments and/or parts replacement of Virgin Technologies customer premise equipment (CPE) which is under manufacturers warranty. If access to the site is not available for any reason outside of the technicians control then service will be provided on a best efforts basis. *On-Site Service not available in all areas. Contact Virgin Technologies for availability.

- All services are subject to a minimum one-year service term from the date of activation. The Communications Service offerings are priced as a flat fee per month with a monthly volume guarantee (MVG) as defined above. Virgin Technologies reserves the right to limit users to the applicable MVG ordered, through the application of various mechanisms, in the event that it deems, in its sole discretion, the excess usage to unduly congest the network.
- The Communications Services offered hereunder are designed for end user Internet access including email and web browsing. The Communications Services are not to be used for network infrastructure applications or media intensive content. Virgin Technologies reserves the right to limit or deny access for higher usage applications including, but not limited to, the following: Web hosting, Streaming services, Backbone connectivity, Internet POP connectivity, Peer to Peer file sharing (serving), Constant bit rate services.
- Virgin Technologies reserves the right to limit or deny access to traffic generated by malicious applications including but not limited to: Computer or network viruses, Trojan horses, Denial of Service attacks.

By signing this document, I confirm that the above information is accurate and I agree to the Virgin Technologies Terms and Conditions attached hereto.

Customer Signature	Date
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