



COLUMBUS COMMUNICATIONS (GRENADA) LIMITED

RESIDENTIAL

Account No. _____

1. Customer's Full Name: Ms. Mrs. Mr. _____
Alias and other known Names: _____
2. Address and directions where service is required:

3. Length of time at that address: _____
4. Was there cable at this address before: Yes No
5. Previous address: _____
Previous telephone No: _____
6. Billing Address: _____
7. Telephone Contact : Home _____
Work _____ Cell _____
Other _____
E-Mail _____
How want to receive bills: Post Email No Bills
8. Grenadians: (a) National I.D. Card (b) Passport
(c) NIS # (d) Drivers license
Other Nationals: - Passport # _____
Issue Date _____
9. Non National Deposit - Payment of 2 months rental.
10. Person requesting Service:
Home Owner Tenant Other
11. Electricity Meter #: _____
12. Name and address of employer : _____

13. Required Number of outlets: _____
14. Additional Box required? _____

15. **SERVICE REQUIRED**
 Max Pak Basic Value Movie Pak
 Spice Xcess Royal Sony Majestic
 Sports Max

DECLARATION BY CUSTOMER

I/we hereby declare that all the details are correct and that before I/we sign this Agreement:

I/we read and understood the terms as to payment contained in the First Schedule hereto and the terms and conditions contained in the Second Schedule hereto;

Customer's Signature: _____

Date _____

Flow Grenada hereby agrees that it will provide the Service to the Customer in consideration of the payments to be made by the Customer to Flow Grenada as specified in this Agreement and upon the terms and conditions specified in this agreement.

Signature on behalf of Columbus Communications (G'da) Ltd.

Date _____

TERMS AND CONDITIONS OF SERVICE

1. MONTHLY SUBSCRIPTION FEES

BASIC PACKAGE	
The Visitor Channel, CNN, TNT, CC6, Gayelle, ABC, NBC, CBS, MTV, GBN, GIS, ESPN, EWTN, PBS, Discovery, Lifetime, Sci-Fi, Discovery Kids, MTV, Animal Planet, Fox News, Tempo, People & Arts, Lighthouse TV, DW, TV5, 3ABN TV, USA, COM, SYNE, TVGUIDE, Caribvision	\$54.49
VALUE PACKAGE	
BBC World, A&E, TBS, WGN City TV, Jesus Christ TV, BET	\$18.00
The Cartoon Network, FOX, ESPN Int'l, Fit TV	\$14.45
ROYAL	
Speed, Discovery Home & Health, Food Network, Disney, MY 9, History, Turner Classic Movies (TCM), Game Show Network (GSN), BBC America, National Geographic	\$23.00
MAJESTIC	
Home & Garden TV (HGTV), Discovery Travel & Living, Nickelodeon, CW11, Lifetime Movie Network, TV Land, Canadian Broadcasting Corporation (CBC), The Science Channel, Gospel TV, Fox Soccer Channel	\$23.00
PREMIUM PACKAGE AND SERVICE REQUIRED	
HBO Caribbean	\$34.50
HBO	
HBO Family	
HBO East	
Cinemax	
MAX PAK - \$33.00 PER MTH.	
Fox Soccer Plus	
SportsMax	
ADULT CHANNEL	
Spice Xcess	\$40.00
A LA CARTE \$57.50 PER CHANNEL PER MTH.	
Sony TV (Indian TV)	\$57.50

2. OTHER CHARGES

RESIDENTIAL CONNECTION	
This fee applies to premises within 150 feet from tap, surcharges may apply to longer distances	\$139.99
INSTALLATION OF ADDITIONAL OUTLET	
With initial installation	\$29.00
At later date	\$55.00
MONTHLY SUBSCRIPTION FEE FOR ADDITIONAL OUTLETS	
Each Additional Outlet	\$ 5.50
EQUIPMENT MONTHLY RENTAL	
Set Top Box	\$ 5.50
Service calls	
Restoring partial or total loss of cable signal	FREE
TV re-tuning	\$22.00
Relocation of outlet	\$66.00
Reconnection fee	\$66.00
Reconnection and relocation of outlet at the same location	\$83.00
Change Name Fee	\$55.00

*Package Prices Include VAT

3. OTHER TERMS AND CONDITIONS

1. Flow Grenada is liable for transmission of its signal only up to the receiver. All outside wiring connections must be performed by Flow Grenada with Flow Grenada equipment. Inside wiring must meet our technical standards.

II. The ownership of all cable, decoders, converters and equipment of whatsoever description rented for the transmission of the television signal, up to and including the matching device connecting to the customer's receiver, is and shall remain the property of Flow Grenada and shall not be removed or tampered with. The customer will be liable for the full replacement value of any items stolen, lost or damaged beyond reasonable wear and tear.

Set Top Boxes \$175.00. Hand Held Sets (Remotes) \$45.00

III. The duly authorized representative of Flow Grenada shall be given access to the Customer's premises at all reasonable times for the purpose of inspecting, repairing and removing cable and all equipment belonging to Flow Grenada. Failure to give access to a Flow Grenada employee performing a service call previously booked with the customer will result in the customer being charged a fee of \$15.00

IV. The customer shall pay to Flow Grenada the full replacement value of any Flow Grenada equipment not delivered up to Flow Grenada upon disconnection, or not returned to Flow Grenada within 24 hours after such disconnection and during normal business hours. In addition to the full replacement value of any equipment not recovered by Flow Grenada in recovering or attempting to recover possession of any equipment or payment of such replacement value.

V. From time to time interruptions may occur due to unscheduled maintenance procedures, acts of God, power failures, equipment failures or other events beyond the control of Flow Grenada. Flow Grenada and the customer agree that Flow Grenada will use its best efforts to restore services as quickly as possible but Flow Grenada will not be liable for any such interruptions. It is the customer's responsibility to promptly report any equipment or reception failure to Flow Grenada.

VI. An adult (18 years and over) or a member of the household must be present during connection and service calls and sign the relevant documents.

VII. Flow Grenada reserves the right to institute different rates and/or terms and conditions for promotional purposes.

VIII. Flow Grenada undertakes to use its best efforts to provide the Customer with the channels listed in his package always. However, the Customer hereby acknowledges that Flow Grenada may become unable to continue to provide a particular channel(s), whether temporarily or permanently. In such an event, Flow Grenada will make a replacement therefor, the suitability of which will be determined solely by Flow Grenada.

Further, it is hereby expressly agreed that any channel(s) which may be provided for the viewing pleasure of the Customer from time to time, in addition to the channels listed in the Customer's package, does not form part of the Customer's package. Flow Grenada therefore reserves the right to withdraw any such additional channel(s) at any time without notice to the Customer and without replacement therefor.

IX. The customer shall not use Flow Grenada equipment at any address other than the address given herein.

X. Only one television, FM receiver and set top box may be attached to any outlet. Any unauthorized attachments to Flow Grenada cable equipment or tampering with Flow Grenada signals shall constitute breach of this agreement and shall render the customer liable for all damages arising therefrom, and will result in the immediate disconnection of your cable service.

XI. Monthly service charges are subject to increase in the event of an authorized rate increase or an increase in applicable taxes. The customer agrees to pay any such increased rate for the period which the customer received the service.

XII. In case of moving the customer shall give Flow Grenada ten (10) days prior notice. To terminate or suspend the service the customer must notify Flow Grenada in writing at least seven (7) days before the required termination date. Service charges shall be payable by the customer to Flow Grenada up to the date of the requested termination.

XIII. Monthly subscription fees and all other charges are due and payable by the date stated on your monthly bill. In the event the balance on your account is not paid by the due date, the balance shall be deemed overdue and subject to an interest charge of 2.5% per month.

XIV. Failure to receive or loss of the bill for monthly service charge and/or other charges will not be accepted as an excuse for non-payment of those bills.

XV. Any cheques returned by a Bank will be charged a processing fee of \$50.00.

XVI. Flow Grenada reserves the right to revise its charges at any time at its discretion.

XVII. Customers who do not have 110V outlets, are required to obtain a transformer for analog cable TV services and either a transformer or universal adapter for Inter service. Depending on supply available, FLOW can supply the transformers at EC \$30.00 each.

DECLARATION BY CUSTOMER

I hereby declare that all the above details are correct and that before I signed this agreement, I read and understood the terms of service contained in this agreement.

Customer's Signature _____

Flow Grenada hereby agrees that it will provide the service to the customer in consideration of the payments to be made by the customer to Flow Grenada as specified in this agreement and upon the terms and conditions specified in this agreement.

Signature on behalf of Columbus Communications (G'da) Ltd.

Date _____