



COMMERCIAL

COLUMBUS COMMUNICATIONS (GRENADA) LIMITED

Account No. _____

1. Customer's Full Name: Ms. Mrs. Mr. _____
 Company/Business Name: _____

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. Contact : Tel: _____
 Fax: _____
 Other: _____
 E-Mail _____

8. Service required for Business / Bar / Restaurant
 Hotel / Guest House
 (10 Rooms & Over)

9. Electricity Meter #: _____

10. Required Number of outlets: _____

11. Set Top Boxes: _____

12. Remote Handsets : _____

15. SERVICE REQUIRED
- Basic Movie Pak
 - Value 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;

Co. Stamp: _____

Customer's Signature: _____

Name: _____

Position: _____

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, CBS, CC6, Gayelle, NBC, ABC, MTV, GBN, GIS, Lighthouse TV, Caribvision, EWTN, SDA TV, ESPN, People & Arts, Lifetime, Sci-Fi, Discovery Kids, PBS, Animal Planet, Fox News, Discovery, DW, TV5, Tempo, MTV, USA, COM, SYNE, TV GUIDE.	\$33.00	\$165.00
VALUE PACKAGE		
The Cartoon Network, WGN, FOX, ESPN Int'l, Fit TV, BBC World, City TV, A&E, JCTV, BET	\$11.00	
ROYAL * **		
MY 9, History, Turner Classic, Game Show Network (GSN), BBC America, National Geographic, Speed, Discovery Home & Health, Food Network, Disney Toon, National Geo.	\$22.00	\$22.00
MAJESTIC ** \$11.00 Discount if both packages are taken		
Lifetime Movie Network, TV Land, (Canadian Broadcasting Corporation, CBC), The Science Channel, Gospel TV, Fox Soccer Home & Garden TV (HGTV), Discovery Travel & Living, Nickelodeon, CW11	\$22.00	\$22.00
PREMIUM PACKAGE AND SERVICE REQUIRED		
HBO Caribbean		\$34.50
Starz		
HBO Family		
HBO East		
Showtime		
MAX PAK		
Sports Max		\$45.00
Setanta (Sports Max plus Setanta)		\$69.00
A LA CARTE		
Sony TV (Indian TV)		\$57.50
Spice Xcess		\$40.00

COMMERCIAL CONNECTION		
This fee is applied per outlet and does NOT include the cost of bringing cable to the premises		\$165.00
COMMERCIAL RENTAL FEE		
All commercial enterprises excluding hotels and TV retailers - Additional outlet		\$55.00
TV retailers first outlet		\$165.00
Additional outlet		\$11.00
EQUIPMENT MONTHLY RENTAL		
Set Top Box		\$5.50
SERVICES CALLS		
Restoring partial or total loss of cable signal		FREE

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. A senior member of staff 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. A customer shall not allow the broadcast of Adult Entertainment Channels by the general public in commercial establishments. Display of these channels must be limited to a privately enclosed area and individuals entering this enclosed area must be notified of such display.

XVIII. 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 _____