



COLUMBUS COMMUNICATIONS (GRENADA) LIMITED

**RESIDENTIAL DIGITAL**

Account No. \_\_\_\_\_

1. Customer's Full Name: Ms. Mrs. Mr. \_\_\_\_\_  
Alias and other known Names: \_\_\_\_\_
2. Address and directions where service is required:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. Was there cable at this address before: Yes  No
4. Billing Address: \_\_\_\_\_
5. Telephone Contact : Home \_\_\_\_\_  
Work \_\_\_\_\_ Cell \_\_\_\_\_  
Other \_\_\_\_\_  
E-Mail \_\_\_\_\_  
  
How do you want to receive bills:  
Post  Email  No Bills
6. Grenadian (a) National I.D. Card (b) Passport  
(c) NIS # (d) Drivers license  
\_\_\_\_\_  
Other Nationals - Passport # \_\_\_\_\_  
Issue Date \_\_\_\_\_
7. Non National Deposit - Payment of 2 months rental.
8. Person requesting Service:  
Home Owner  Tenant  Other
9. Electricity Meter #: \_\_\_\_\_
10. Name of Current Employer: \_\_\_\_\_
11. Number of Residential outlets: \_\_\_\_\_
12. Boxes required SD \_\_\_\_ HD \_\_\_\_ PVR \_\_\_\_

**TERMS AND CONDITIONS OF SERVICE**

**1. MONTHLY SUBSCRIPTION FEES**

- |   |                |
|---|----------------|
| <b>FLOW ECONOMY</b>   | <b>\$49.99</b> |
| Visitor Channel ,LTV, CC6, WGN, CBS, Gayelle, NCB, ABC, MTV (Local), GBN, GIS, Syne TV, Caribvision, EWTN, 3ABN, USA, Science Channel, CBC, City TV, TV Land, Fox, PBS, JCTV, Syfy, CW11 (WWOR), DWTV, The Africa Ch, One Caribbean Weather, KILA (Super Station), My 9, A & E, TNT In'l, Learning Channel, CNN, Audio Channels 500—504 |                |
| <b>FLOW CLASSIC* (INCLUDES FLOW ECONOMY)</b>  | <b>\$69.99</b> |
| Lifetime, Cartoon Network, Animal Planet, LIV, Discover Ch., ESPN C'bean, MTV, BBC World, Discovery Kids, BET, Fox News, WBTV, E! Entertainment, National Geographic  |                |
| <b>OPTIONAL PACKAGES &amp; RATES</b>  |                |
| <b>FLOW INSPIRATION - Inspiration for the Soul</b>  | <b>\$15.00</b> |
| Gospel, Church Channel, I Life TV, TBN, Smile of a Child, Inspiration   |                |
| <b>FLOW FAMILY - Programming for the entire family</b>  | <b>\$22.99</b> |
| Game Show Network, Disney Channel, Turner Classic Movies, Space, The N, Nickelodeon, Baby First TV, Encore Westerns   |                |
| <b>FLOW LIVING - Indulge in contemporary lifestyle</b>  | <b>\$22.99</b> |
| Lifetime Movie Network, Food Network, Oxygen, HGTV, E! Style, Discovery Home & Health, Discovery Science  |                |

<b>FLOW EXTREME - Games and the great outdoors</b>	<b>\$22.99</b>
Speed, ESPN Int'l, Fox Soccer, Discovery Turbo, Fuel TV, NBA Network	
<b>FLOW GROOVE - Smooth Music for Mature Music Lovers</b>	<b>\$22..99</b>
BET Gospel, Hype TV, MTV Jams, MTV Hits, VH1, VH1 Soul, VH1 Country	
<b>FLOW ORIENT - A medley of Chinese entertainment</b>	<b>\$22.99</b>
CCTV9, CCTV4	
<b>FLOW EN ESPANOL - A Variety of Spanish Programming</b>	<b>\$22.99</b>
Cuba Vision, Tooncast LA, CNN Espanol, Fox Sports Espanol, Cartoon LA, Nick LA, TV Chile	
<b>FLOW IN THE KNOW - Learn About the world around you</b>	<b>\$22.99</b>
BBC America, CNN Int'l, CNN Headlines News, Discovery Travel & Living, History, Euro News, Discovery Civilization	
<b>FLOW YOUR OWN</b>	<b>\$29.99</b>
<b>Customise your package by choosing up to 5 channels from the following packages</b>	
* Flow Family * Flow Groove * Flow Living * Flow Extreme * Flow Inspiration * Flow in the Know	
<b>FLOW TUNES</b>	<b>\$10.00</b>
Audio Channel 505 to 549	
<b>FLOW FLICKS - Premier Entertainment</b>	<b>\$34.50</b>
HBO Caribbean, HBO East, HBO East HD, HBO Family East, HBO Plus East, Cinemax East, HBO West, HBO Family West, HBO Plus West, Cinemax West, Showtime, Starz,	
<b>THE MAX PAK - Sports at its best</b>	<b>\$31.00</b>
SportsMax Fox Soccer Plus	
<b>A LA CARTE - Special Interest channels</b>	
<input type="checkbox"/> Sony	\$57.50
<input type="checkbox"/> TV5	\$15.00
<input type="checkbox"/> Spice Xcess	\$46.00
<b>SUBSCRIPTION PACKAGE</b>	
Ch # 330 to 350 NBA league pass	
<b>2. OTHER CHARGES</b>	

<b>RESIDENTIAL INSTALLATION</b>		
<input type="checkbox"/> Standard Definition (SD)	\$139.99	<b>FREE</b>
<input type="checkbox"/> High Definition (HD)	\$139.99	\$99.99
<input type="checkbox"/> Personal Video Recorder (PVR)	\$139.99	\$199.99
This fee applies to premises within 150 feet from tap; surcharges may apply to longer distances		
<b>INSTALLATION OF ADDITIONAL OUTLET</b>		
<input type="checkbox"/> With initial installation	\$29.00	
<input type="checkbox"/> At later date	\$55.00	
<b>MONTHLY SUBSCRIPTION FEE FOR EACH ADDITIONAL DIGITAL BOX</b>		
<input type="checkbox"/> Standard Definition (SD)	\$10.00	
<input type="checkbox"/> High Definition (HD)	\$20.00	
<input type="checkbox"/> Personal Video Recorder (PVR)	\$30.00	
<b>SERVICE CALLS</b>		
<input type="checkbox"/> Restoring partial or loss of cable signal	free	
<input type="checkbox"/> TV re-tuning	\$22.00	
<input type="checkbox"/> Relocation of outlet	\$66.00	
<input type="checkbox"/> Reconnection fee	\$66.00	
<input type="checkbox"/> Reconnection and relocation of outlet at the same location	\$83.00	
<input type="checkbox"/> Change Name Fee	\$55.00	

**\*\*All Prices VAT Inclusive**

### 3. OTHER TERMS AND CONDITIONS

- I. This Agreement is effective upon receipt of order from Customer and will continue from the date the service is installed for a period of one (1) year. Thereafter, this Agreement will automatically be extended on a month to month basis at the respective charges in force for the services, unless terminated by either party upon giving thirty (30) days written notice.
- II. Customer may terminate Service at any time on thirty (30) days prior written notice. In these circumstances, Customer will be liable for any applicable early termination charges as set forth below, and shall pay all charges incurred to the date the Service is terminated. If the Customer terminates the Service prior to it being available for use, Customer shall be responsible for any costs incurred by FLOW in reference to the Customer's request for Service.
- III. If Customer orders Service subject to a term commitment and Service is discontinued prior to the end of that term commitment, Customer will pay an early termination charge equal to fifty percent (50%) of the total monthly charges for the Service multiplied by the number of months remaining in the term commitment.
- IV. 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.
- V. 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.  
  
Standard Definition Digital Set Top Box \$460.00.  
High Definition Set Top Box \$805.00  
  
High Definition Personal Video Recorder \$ 1725.00
- VI. Remote controls provided with Set Top Boxes carry a 6 month warranty, replacement will be provided by FLOW for faulty equipment, not equipment failure due to damage or tampering. Customers will be liable for full replacement value beyond this 6 month period at the rate of \$55.00.
- VII. 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
- VIII. 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.
- IX. 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.
- X. 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.
- XI. Flow Grenada reserves the right to institute different rates and/or terms and conditions for promotional purposes.
- XII. 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.
- XIII. 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.
- XIV. The customer shall not use Flow Grenada equipment at any address other than the address given herein.
- XV. 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 there from, and will result in the immediate disconnection of your cable service.
- XV. 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.
- XVI. 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.
- XVII. 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.
- XVIII. 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.
- XIX. Any cheques returned by a Bank will be charged a processing fee of \$50.00.
- XX. Flow Grenada reserves the right to revise its charges at any time at its discretion.
- XXI. 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 internet or digital cable Service. Depending on supply available, FLOW can supply the transformers at EC \$33.00 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 \_\_\_\_\_

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 \_\_\_\_\_