

**New Client Information -- What happens next?**

Once we have established that your connection is working satisfactorily, we send you two invoices: for installation (if needed) and for service.

Standard installation is \$150 including all hardware and taxes. If your situation is complicated, needing extra time and equipment, the cost will be higher. If your building is already connected there is no charge.

For service there are four plans available. All rates include taxes. Overage of \$0.50/GiB applies to all plans. You can upgrade at any time. All rates include GST and PST. Plans can be combined, so a Medium and an Ultra combine to 530GiB/month.

		<b>annual</b>	<b>6 month</b>	<b>3 month</b>	<b>annual/monthly</b>
<b>Standard</b>	80	\$ 350	\$ 180	\$ 95	\$33
<b>Medium</b>	130	\$ 500	\$ 260	\$ 135	\$46
<b>High</b>	250	\$ 820	\$ 420	\$ 220	\$75
<b>Ultra</b>	400	\$ 1,100	\$ 575	\$ 300	\$105

**Monthly Payment Plans.** For all plans we offer a monthly payment plan, but only if you pay through the First Credit Union or other bank and sign up for the yearly option. You will have to set up a monthly payment plan through the bank. You will need your GBIS/CityWest account number.

**Overage.** Clients are responsible for monitoring their own usage. This is done through the User Manager. The sum of your downloads and uploads is your current usage. Usermanager details can be found at [www.gilliesbay.ca/wireless/userManager.html](http://www.gilliesbay.ca/wireless/userManager.html)

**Payment options.** For all plans and overage you have three options to pay: by direct deposit through a bank (the preferred way), by cheque, or by credit card. You will be sent a separate note explaining the options.

**Acceptable use Policy**

The GBIS acceptable use policy is posted at [www.gilliesbay.ca/wireless/AUP.pdf](http://www.gilliesbay.ca/wireless/AUP.pdf)  
You should read this policy as soon as convenient.

Questions? If you have a problem, for assistance please call **1-855.767.4247**

This number will give three options:

- (a) Press 1 to report a connection problem and to check for outages.
- (b) Press 2 for account or billing questions.
- (c) Press 3 to request a new connection.

**If possible, keep your Internet radio powered up even if you are away. It uses very little power, but if the technical manager makes changes to the system while you are away, you might not have service when you return.**