

YOUR INFORMATION

Name: John Smith
Service Address: 3-2400 32 Ave NE, Calgary, AB, T2E 9A7
Mailing Address: 3-2400 32 Ave NE, Calgary, AB, T2E 9A7
Account Number: 099-1111-1111

AGREEMENT INFORMATION

Commitment Period: Automatically renews on the invoice due date each month

Plan Details for Internet services, current as of 9 January 2020

Minimum Monthly Charges	\$70.00
One-Time Charges	\$0.00
Regular Rate of Service	\$115.00
PLUS APPLICABLE TAXES.	

Internet

Internet 600	\$115.00
Internet 600 12 Month Promotion (31-Mar-2020 - 08-Jan-2021)	-\$35.00
BlueCurve Gateway XB6 WiFi Modem Rental	\$0.00
BlueCurve Gateway XB6 WiFi Modem Rental Discount	-\$10.00

Discounts listed above require the related service(s) or equipment in order to be maintained. If a discount listed above includes both Internet & TV in the name of the discount, it is considered bundled whereby both services are required to maintain the discount. If a bundle discount listed above includes the name of a specific package or level of service, that specific package or level of service must be maintained in order to receive the discount.

Your Internet Service includes:

- A maximum download speed of <##> Mbps and a maximum upload speed of <##> Mbps.
- A monthly data usage limit of <##> (overage charges do not apply)
- Up to <##> devices for customer access to Shaw's Go WiFi

The products, services, equipment and their associated monthly charges above are subject to the terms and conditions of your Agreement, including but not limited to the Joint Terms of Service, Acceptable Use Policies and Privacy Policy. Phone services you may have ordered may not be reflected in your Agreement. If you have subscribed to Phone services, the applicable monthly fees and promotions will be included separately on your monthly invoice. Equipment rental fees may become payable if you downgrade your services, see Equipment Section for more details.

Questions? We're here to help.

If you have any questions about your Shaw ValuePlan, visit shaw.ca/contact-us or call us at 1-888-472-2222 to get the support you need.

Commissioner for Complaints for Telecom-television Services

The Commissioner for Complaints for Telecom-television Services (CCTS) is an independent agency whose mandate is to resolve complaints of individual and small business customers about their television and telecommunications services, free of charge. If you have a complaint about your telephone, wireless, television or internet service, you must first try to resolve it directly with your service provider. If you have done so and have been unable to reach a satisfactory resolution, CCTS may be able to help you.

To learn more about CCTS, you may visit its website at www.ccts-cprst.ca or call toll-free at 1-888-221-1687

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Your Buyer's Right to Cancel is located after the "Charges & Payment" section.

Thank you for signing up for Shaw's Services Agreement ("Agreement")

Shaw will provide you with the selected combination of services, plans, add-ons, channels, rental equipment and other products as set out above and may be amended from time to time in accordance with this Agreement (the "**Services**"). The Services in this Agreement will be provided on a month-to-month basis and will automatically renew each month.

If you choose to change any of your Services, the monthly fee payable is the then current market price of your new selection plus applicable taxes. Equipment rental discounts may be removed if you downgrade or vary your services, see Equipment Section for more details.

Commitment Period and Service Activation

Your Commitment Period begins (i) for new customers, on the date that your installation and Service activation is scheduled to occur and (ii) for existing customers, on the date when you are scheduled to have your new or changed Services activated. Billing for the Services will begin once the new or changed Services have been activated. Notwithstanding the foregoing, billing for certain self-installed Services may automatically commence upon the timing provided to you in the Service conditions. Your billing cycle date can be found on the first monthly invoice.

Charges, Payment & Changes

You may visit the MyShaw tool at my.shaw.ca for more information on your current Services, to view your monthly Internet data usage and notifications and to manage your billing information. You will be billed monthly for both your Services and any applicable equipment and the charges will appear on your monthly invoice. Amounts owing after the monthly due date are subject to a late payment interest charge calculated and compounded monthly on the outstanding amount at 2% per month (26.8% per year) from the date of the first bill on which it appears until paid in full. Payment terms are included in our Joint Terms of Service. Shaw may, at its sole discretion, make changes to your Services and any applicable key terms and conditions of this Agreement from time to time, including changing the applicable regular monthly fees and charges in connection with normal rate increases applicable to all Shaw customers, by providing you with not less than 60 days' notice of any such change becoming effective. If you do not wish to accept the aforementioned changes, you may contact Shaw to change or cancel your Services. For all other changes, including changes to the Joint Terms of Service, Acceptable Use Policies and Privacy Policy, each of which are hereby incorporated by reference into this Agreement, Shaw will provide you with not less than 30 days' notice of any such change becoming effective. You shall be deemed to have accepted any changes made by Shaw if you continue to use your Services after such changes are effective with no additional action or agreement required. This Agreement is non-transferable by you but may be freely assigned by Shaw.

Buyer's Right to Cancel

You may cancel this Agreement from the day you enter into the Agreement until 10 days after you receive a copy of the Agreement. You do not need a reason to cancel.

If you do not receive the goods or services within 30 days of the date stated in the Agreement, you may cancel this Agreement within one year of the Agreement date. You lose that right if you accept delivery after the 30 days. There are other grounds for extended cancellation. For more information, you may contact your provincial/territorial consumer affairs office. If you cancel this Agreement, Shaw has 15 days to refund your money and any trade-in, or the cash value of the trade-in. You must then return the goods. To cancel, you must give notice of cancellation at the address in this Agreement. You must give notice of cancellation by a method that will allow you to prove that you gave notice, including registered mail, fax or by personal delivery. If you send the notice of cancellation by mail, facsimile or electronic mail, it doesn't matter if Shaw receives the notice within the required period as long as you sent it within the required period.

Equipment

Shaw will provide you with the applicable rental of new or refurbished equipment as selected by you and shown above at the then current monthly rental price plus applicable taxes, with such price subject to change with notice. All equipment provided by Shaw under this Agreement shall remain the property of Shaw and must be returned to Shaw within 30 days of termination or early cancellation of this Agreement or the Services. In the event of any loss of, damage to, or non-return of such equipment, you hereby authorize Shaw to charge you for replacement and/or repair of the equipment. If you choose to downgrade or vary your Services you may no longer be eligible for any equipment rental discount itemized in the Agreement.

Price Guarantees

If any of your Services have a price guarantee (as identified in the Service description and discounts above) the monthly fees payable during the above stated promotional term(s) will not increase during this Agreement as a result of normal rate increases applicable to all Shaw customers. Price guarantees do not apply to any television add-ons, channels, channel packages, theme packs, rental equipment, phone add-ons (such as voicemail or call waiting), domestic or international long-distance charges, pay-per-use charges or third-party costs including, but not limited to, levies, surcharges, taxes or other fees required to be paid as a result of the Services provided.

Additional Terms and Conditions

The Joint Terms of Service, the Acceptable Use Policies and the Privacy Policy set out below or in the attached and available at www.shaw.ca, as may be amended from time to time, apply to the provision of all Shaw services. Where the terms contained herein differ from those contained in the Joint Terms of Service, the Acceptable Use Policies or the Privacy Policy, the terms of this Agreement shall prevail.

How to Make Changes to your TV and Internet Services

You can find up to date pricing for channels and theme packs as well as more information on how to make changes to your channel line-up at www.shaw.ca/television/programming/. You can also find up to date pricing for Internet services and information on how to make changes for your Internet services at <https://www.shaw.ca/internet/>.

How to Contact Customer Service

If you have any questions about your Services, visit shaw.ca/contact-us to get the support you need.

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How to find the Television Service Provider and Internet Codes

You can find more information about the Television Service Provider Code and Internet Code at the Canadian Radio-television and Telecommunications Commission's (CRTC) website at www.crtc.gc.ca/. You can also find a PDF copy of either the Television Service Provider Code directly at www.crtc.gc.ca/eng/archive/2016/2016-1.pdf or the Internet Code directly at <https://crtc.gc.ca/eng/archive/2019/2019-269.pdf>.

Related Documents

SHAW CABLE JOINT TERMS OF SERVICE

A1-A7

The Joint Terms of Service contains additional terms and conditions that govern the rights and obligations between you and Shaw in relation to the Services.

PRIVACY POLICY

B1-B6

The Privacy Policy is Shaw's describes commitment to protecting Personal Information. Shaw has established its Privacy Policy using the ten principles set out in the National Standard of Canada entitled Model Code for the Protection of Personal Information.

ACCEPTABLE USE POLICY – INTERNET

C1-C4

The Acceptable Use Policy (Internet) governs the customers use of the internet Services and any devices and/or equipment used to support the Services.