

GorillaNET.ca

Please read carefully. The Service Agreement (“Agreement”) imposes obligations upon you. If you have any questions, feel free to contact us at info@GorillaNET.ca.

1. Subscriber: The terms “you”, “your” and Subscriber shall at all times refer to the undersigned Subscriber under this Agreement and shall include all other users of the Service

2. Company: The terms “Company” and “GorillaNET.ca” shall at all times refer to GorillaNET.ca.

3. Internet Access Service: The Company undertakes to provide the Subscriber with Internet access service

(“Service”) which shall include any additional and/or enhanced services identified as an addendum schedule

to this Agreement.

4. Service Availability Warning: The Company does not guarantee uninterrupted service. The availability of the

Service provided by the Company will be subject to power outages and other conditions affecting Internet use

which are outside the control of the Company. By accepting this Agreement, the Subscriber will be deemed to

have considered and accepted this qualification with respect to the Subscriber’s application of the Service to

the use of VoIP telephones, security systems, health monitoring systems or other systems requiring permanent, always-on connections. The Subscriber hereby releases the Company from all claims it may have against

the Company in the future arising from damage or losses suffered by the Subscriber as a result of interruption

of service due to conditions beyond the control of the Company.

5. Payments:

- Site survey: Where chargeable survey is required, payment is due in advance of scheduling site surveys

by a technician or to be paid on-site, if pre-agreed with GorillaNET.ca. Site survey charges are credited

against installation charges upon completion of installation.

- Start up Cost (including radio modem and installation): Payment shall be made directly to GorillaNET.ca

immediately upon installation by cheque, credit card or preauthorized payment. This Agreement will be

cancelled without further obligations by either party if service cannot be installed within 120 days.

- Service: On initiation of service, payment is required on installation for (a) service from the date service

is commenced to the first day of the next month, and (b) the first full month's service, and thereafter, the

Company shall charge the subscriber for service in advance prior to the beginning of each month of service. All payments are due in full ten (10) days prior to the beginning of each period of service. Accounts

are considered active until cancelled by the Subscriber. Unused time in any month is non-refundable. All

credit cards and preauthorized bank payments will be charged automatically approximately fifteen (15)

days preceding the period to which the service applies. If the Subscriber disputes a charge and the credit

company reverses the payment or the credit card company declines a valid credit card charge levied

by the Company or receives an NSF cheque or returned preauthorized payment from the Subscriber's

financial institution, the Service will be disabled and an administration charge of \$50.00 plus all overdue

amounts must be paid to the Company within 21 days failing which the Service will be terminated. Where

Service has been terminated for non payment or default of any of the provisions of this Agreement, or

not renewed at the request of the Subscriber, a network connection fee of \$250.00 will be assessed which

must be paid prior to reinstatement of Service. A service charge of 1.5% per month will be charged on all

past due amounts. If the Subscriber's account is referred to collection, the Subscriber hereby agrees to

pay all collection costs incurred including reasonable administration fees, legal fees, filing fees and court

costs. Billing invoices for Service will be sent via e-mail only.

6. Change in Terms: The Company reserves the right to change, without prior notification to the Subscriber, the

terms and conditions of this Agreement, as may be required to conform with changes in Government Regulations. Further, the Company reserves the right to change its rates and otherwise modify the terms and conditions of this Agreement at any time by notifying you 30 days in advance of the effective date of such changes.

In the event that you wish to terminate your account due to a price increase, you, the customer, will have 10

days from the date of notification of the effective increase to either mail or fax the Company a written request

to terminate services. Otherwise, the existing service will be billed at the new rate. This Agreement hereby supersedes all previous representations, understanding, or agreements, written or oral, by or between you and

the Company, and shall prevail notwithstanding any variance with terms and conditions of any and all orders

GorillaNET.ca - Terms and Conditionssubmitted.

7. Applicable Law: This Agreement is governed by the laws of Canada and the Province of Ontario.

8. No Redistribution: Unless specifically provided for as an addendum schedule to this Agreement, the Subscriber is not permitted to redistribute the Service, whether or not for monetary gain, to any other party except

internally within the Subscriber's address. If the Subscriber chooses to redistribute the Service internally using

wireless technology, it is the complete responsibility of the Subscriber to ensure that the wireless technology

is secure to prevent any unauthorized access. Violation of this clause will result in immediate termination of

Service.

9. Subscriber responsibility: The Subscriber is responsible for:

- Creating back-up copy of any important or critical information that is stored Subscriber's system (including computers, servers and off-line storage).
- Establishing, maintaining, modifying and protecting Subscriber name(s) and password(s).
- Ensuring that battery backup is available to Subscriber radios, routers, etc, during power outages.
- Ensuring equipment is disconnected or suitably protected from lightning strikes or power surges. Subscriber is liable for damage to Company's Equipment resulting from failure to protect Company's Equipment in a prudent manner.
- Providing adequate virus protection to the Subscriber's system.
- Securing the access to the Service provided in this Agreement to avoid any unauthorized and/or unauthorized use thereof, whether intentional or unintentional.

10. Acceptable Use Policy ("AUP"): GorillaNET.ca is committed to being a responsible network citizen. To assist

GorillaNET.ca in protecting the usefulness and enjoyment of the Internet, the Subscriber agrees to abide by the

terms of this Acceptable Use Policy (the "AUP"). If you have any questions about this AUP, do not hesitate to

contact GorillaNET.ca Support at info@GorillaNET.ca.

- Any Internet activity, which references back to the Company or its services in a damaging manner, will result in suspension or termination of Service. Illegal Internet activity using or referencing to the Company

or an account or services provided by the Company will also result in possible prosecution, and assessment of legal fees and court costs incurred by the Company.

- Subscriber(s) are responsible for the content of messages sent from their account, whether sent as mail

or as electronic postings.

- Subscriber(s) shall not use their account to create or distribute any images, sounds, messages or other

material, which are or may be considered in law to be obscene, pornographic, harassing, racist, malicious, fraudulent or libelous, nor use the account for any activity that may be considered unethical, immoral, and illegal or against the public interest.

- Subscriber(s) shall not intentionally seek information about, browse for, obtain copies of or modify files,

passwords, tapes or any electronically or digitally formatted or stored information belonging to other

individuals, businesses, corporations, governments, or organizations no matter where they are located,

unless specifically authorized to do so by the owners of or persons having control and authority over

such information.

- Subscriber(s) shall not attempt to decrypt any encrypted material unless authorized to do so.

- Unless specifically provided for as an addendum schedule to this Agreement, the Subscriber is specifically not permitted to host any type of server that allows others to download data via the Subscriber's

Service including but not limited to any server that provides peer-to-peer or similar type access.

- The use of the Service to send out any bulk and/or unsolicited e-mail, commercial or otherwise (spamming), is strictly prohibited under this Agreement. Bulk e-mail (spamming) is defined as identical or

similar e-mail messages sent to 25 or more recipients where the recipient has not specifically requested

such e-mail. Any violation of this policy may result in the immediate termination or suspension of Service

under this Agreement, at the sole discretion of the Company.

- The posting of any advertisement or other commercial solicitation to any newsgroup is prohibited. Posting to any newsgroup in contravention of the newsgroup charter is prohibited. The Company reserves the

right to determine whether a post constitutes a prohibited act. The posting of a single article or substantially similar articles to an excessive number of newsgroups or mailing lists, or continued posting of

articles that are off-topic is strictly prohibited. A posting will be considered off-topic when it provokes

complaints from the regular readers of the newsgroup or is deemed so by the Company. • Impersonating another Subscriber or otherwise falsifying one's Subscriber name in e-mail or any post to

any newsgroup or mailing list is strictly prohibited.

Any violation of this AUP will constitute a violation of the terms of this Agreement and may result in the immediate suspension of the Subscriber's Service and/or termination of this Agreement. The Subscriber hereby acknowledges and hereby authorizes GorillaNET.ca to provide full co-operation with law enforcement agencies in connection with any investigation arising from an alleged or possible breach of this AUP.

13. Remedies and Penalties: The actions the Company will take as a result of any breach of this Agreement,

including non payment for Service(s), Excessive Consumption, Installation, and/or Site Survey may include

suspension, cancellation or termination of this Agreement, at the sole option and discretion of the Company.

The Company does not issue any credits for accounts cancelled due to breach by the Subscriber of any term

or condition of this Agreement. The Company reserves the right to refuse service to anyone at anytime for any

reason. In addition to any other fees and penalties that may be assessed by the Company, as provided herein,

the Subscriber shall be held liable for any and all costs incurred by the Company as a result of the violation of

any terms and conditions of this Agreement. This includes, but is not limited to, legal fees and costs resulting

from responses to complaints from and the cleanup of unsolicited commercial mailings and/or unauthorized

bulk mailings and/or news server violations. The Company's current hourly rate for responses to complaints

and cleanup of unsolicited commercial mailings and/or unauthorized bulk mailings and/or news server violations is \$150 per hour, with a minimum one (1) hour charge, plus \$1 for each bulk-email or Usenet message

sent, plus \$10 per complaint received. These rates are subject to change at any time without prior notification.

14. Termination: If at any time during the term of this Agreement the Subscriber fails to abide by any of the terms

and conditions in this Agreement, GorillaNET.ca reserves the right to immediately cancel all or part of the Service. This Agreement may be terminated at any time for default in payment and/or breach of the terms thereof

and all fees for the remaining Agreement period will then be due in full. In the event that the Subscriber wants

to cancel the Service, it must notify the Company in writing, no later than thirty (30) days prior to such cancellation, provided that such cancellation shall be deemed to be effective no earlier than the date upon which

the term of this agreement or any subsisting renewal thereof expires. This notice must be e-mailed, faxed or

mailed to the Company or otherwise delivered to the then current address shown on the Company's web site

at GorillaNET.ca.

15. Common Use Policy: The GorillaNET.ca Broadband network is engineered where all users have the potential

to provide or receive service to/from other GorillaNET.ca customers or participants. The Subscriber agrees that

personnel of the Company and its sub-contractors (together recognized as the "Service Provider") will be allowed at their sole discretion to install, upgrade, repair and maintain equipment located at the Subscriber's

premises (the "Equipment") to: a) provide service to the Subscriber; and b) operate the network (including

without limitation the Equipment at the Subscriber's premises) for the benefit of, and to provide services to all

Subscribers. The Subscriber specifically agrees to:

- provide space sufficient to install the Equipment on its buildings, structures or towers (the "Facilities")
- allow the Service Provider free access to the Facilities over the internal road system located on the remainder of the Subscriber's property from a public road abutting the Subscriber's property
- allow the Service Provider to access outdoor Equipment at all times
- where applicable, provide access to the interior of the Facilities during regular hours of operation for the

Service Provider to maintain the Equipment, its power and network connections

- provide reasonable care and protection for the Equipment
- prevent anyone from moving, altering or modifying the Equipment, its installation and configurations.

16. Loss or Theft: It is the Subscriber's responsibility to notify GorillaNET.ca immediately at info@GorillaNET.ca if

any Equipment is lost, stolen or destroyed (including, but not limited to vandalism, fire, and lightning). The

Subscriber is responsible to reimburse GorillaNET.ca for the cost of removal and replacement Equipment

including all labour charges, fees and other charges incurred as a consequence of loss, theft or destruction of

such Equipment. 17. Effective Date: This Agreement is effective upon the date it is executed by both parties, whether or not the

Subscriber uses the Company's services, and continues in full force and effect until service terminated by either party. If either party terminates this Agreement, the Subscriber is still responsible for any unpaid charges

to its account.

18. Terms:

- Agreements having a term of more than one (1) month will be automatically be renewed to a month to

month contract for Service at the then prevailing monthly rate and Terms and Conditions as published in

the Company's web site and may be cancelled by either the Subscriber or the Company on not less than

one (1) full calendar month's prior written notice to the other party.

- Month to month contracts for Service may be cancelled by either the Subscriber or the Company on not

less than one (1) full calendar month's prior written notice to the other party.

- Prepaid Seasonal and Annual Service plans will be automatically renewed at the then prevailing prepaid

rate and Terms and Conditions as published in the Company's web site and may be cancelled by either

the Subscriber or the Company on not less than one (1) full calendar month's prior written notice to the

other party.

19. Equipment: With the exception of the tower(s) and related infrastructure equipment sold to the Subscriber as

specified herein, all Equipment supplied on Subscriber's premises by the Company to provision the Service

remains the property of the Company or its agents. The Subscriber hereby acknowledges and agrees that any

equipment belonging to the Company that cannot be retrieved following the termination of Service and/or this

Agreement by the Company or its agents during normal business hours due to the Subscriber's non-cooperation will deemed to have been purchased by the Subscriber at the original cost to the Company and payment

thereof shall be immediately due upon delivery to the Subscriber of the requisite invoice.

20. Prior Agreements Void: This Agreement hereby supersedes all previous representations, understanding, or

agreements, written or oral, by or between the Subscriber, agents and/or representatives and the Company,

and shall prevail notwithstanding any variance with terms and conditions of any other agreements.

21. Warranty: In providing the Service, the Company, its officers, directors, employees, representatives and

agents, make no representations or warranties except as expressly stated herein and EXPRESSLY DISCLAIM

ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND SECURITY, AND SHALL NOT BE LIABLE TO THE SUBSCRIBER FOR

INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER RESULTING FROM PROVISION OF OR FAILURE TO PROVIDE THE SERVICE. WITHOUT LIMITING THE FOREGOING,

THE COMPANY WILL NOT BE LIABLE FOR DAMAGES RESULTING FROM THE USE OR INABILITY TO USE THE

SERVICE OR TO ACCESS THE INTERNET, RELIANCE ON INFORMATION OBTAINED THROUGH THE INTERNET,

INTERRUPTIONS IN SERVICE FOR ANY REASON, DELETION OF FILES OR E-MAIL, LOST DATA, UNAUTHORIZED ACCESS TO THE CUSTOMER'S RECORDS OR FILES, ERRORS, DEFECTS, DAMAGES TO COMPUTERS

AND STORED INFORMATION DUE TO VIRUSES, DELAYS IN OPERATION OR TRANSMISSIONS OR ANY OTHER

FAILURE OF PERFORMANCE.

22. Miscellaneous: GorillaNET.ca's failure to insist upon or enforce strict performance of any provision of this

Agreement will not be construed as a waiver of any provision or right. Where any provision of this Agreement

conflicts with an applicable Federal or Province of Ontario law(s), the applicable law will supersede this Agreement only in respect of the conflicting provision. GorillaNET.ca may assign its rights and obligations under this

Agreement to any third party without the Subscriber's prior consent. The Subscriber may not assign or otherwise transfer this Agreement. In no event will GorillaNET.ca be liable for any failure to comply with this Agreement if such failure results from any condition or event beyond the reasonable control of GorillaNET.ca, including, but not limited to, terrorism, hacking, security breach, fire, flood, earthquake, any other elements of nature

or acts of God, theft, riot, strike or other labour disturbance, power failure, insurrection or war.

23. Force Majeure:

- If at any time during the Term, the Provider or a supplier to the Provider is unable to provide any or all of

the Services by reason of the occurrence of an event of Force Majeure (defined in Section 23(b)), The Provider will be excused from the performance of its obligations hereunder, during the continuance of such

inability, provided that The Provider provides written notice of the occurrence of the Force Majeure to the

Customer within ten (10) days of its occurrence and takes all reasonable measures to prevent or remove

the Force Majeure. In the event of the occurrence of an event of Force Majeure, The Provider may provide

the Customer with bridge service, if possible, and the Customer may, at its option, terminate the Agreement with written notice if The Provider cannot resume provision of the Services within sixty (60) days of

the occurrence of the event of Force Majeure. • “Force Majeure” means a fire, rain, flood, epidemic, earthquake, snowstorm, thunderstorm, lightning storm,

ice buildup, quarantine, embargo, or other act of God; explosion, damage or destruction of equipment or

facilities; strike, lockout or other dispute with workers; riots, civil disputes, war (whether declared or undeclared) or armed conflict; any municipal ordinance or provincial or federal law, governmental order of regulation or order of any court or regulatory body; the inability to obtain, or any delay in obtaining, local access

for any reason whatsoever, fraud control by The Provider which renders continued provision of a Service or

the Services under the Agreement impossible, impracticable or illegal.

End of Terms and Conditions