



# BELL Fibe™ TV WORK ORDER

WORK ORDER # \_\_\_\_\_

**Bell Canada ("Bell")**

100 Wynford Drive, Suite 300, Toronto, Ontario, M3C 4B4

For customer service contact:

**1 866 797-8686 bell.ca/fibetv**

<b>Bell Fibe™ TV Specialist PEIN:</b> _____		
Bell Fibe™ TV Set Up Date: _____	Scheduled Time: _____	Actual Arrival Time: _____

Equipment (to be completed only for Additional Equipment orders for existing customers)	Serial Number(s)	MAC Address	Rented		Owned		Monthly Rental Fees (if applicable) (Applicable taxes and 1.5% Local Programming Contribution Fee extra.)
Console 1	_____	_____	_____	_____	_____	_____	\$ _____
Console 2	_____	_____	_____	_____	_____	_____	\$ _____
Console 3	_____	_____	_____	_____	_____	_____	\$ _____
Console 4	_____	_____	_____	_____	_____	_____	\$ _____
Console 5	_____	_____	_____	_____	_____	_____	\$ _____
Console 6	_____	_____	_____	_____	_____	_____	\$ _____

<p><b>EQUIPMENT RECOVERY (If applicable)</b></p> <p>List of equipment picked up (Customer to initial next to each item listed below) (collectively "System")</p> <p><input type="checkbox"/> Console(s) _____      <input type="checkbox"/> Wireless Gateway _____</p> <p><input type="checkbox"/> Remote control(s) _____      <input type="checkbox"/> Other _____</p>	<p>Bell Fibe™ TV Specialist acknowledges and confirms that the equipment listed has been picked up.</p> <p>Signature: _____</p> <p>Date: _____</p>	<p><b>TYPE OF ORDER</b></p> <p><input type="checkbox"/> New Activation</p> <p><input type="checkbox"/> Additional Equipment</p> <p><input type="checkbox"/> Service Assurance</p> <p><input type="checkbox"/> Move Order</p> <p><input type="checkbox"/> Other: _____</p>
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Installation Activity	Charge	Bell Fibe TV Specialist Comments: _____ _____ _____ _____ _____				
<b>Total Charges Payable by Customer</b> <small>(Applicable taxes and 1.5% Local Programming Contribution Fee extra.)</small>	<b>\$</b> _____	Customer Initial _____				

<p><b>CUSTOMER ACKNOWLEDGEMENT</b></p> <p>1. I have examined all Equipment listed above and other related equipment delivered to me and confirm that they conform to the goods that I ordered, that they are in good working order and I hereby accept delivery thereof.</p> <p>2. I acknowledge and agree that the Installation and Set Up work done has been completed to my satisfaction.</p> <p>3. In the case of Rented Bell Equipment, I agree to pay the monthly rental fees associated with all such Rented Bell Equipment.</p> <p><b>Customer Initial</b> _____</p>	<p>YES</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>NO</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
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By signing below you agree that you are at least 18 years of age, reside at the address shown above, and have read, accept and agree to all the terms on the front and back of this Work Order, including Section 5 that specifies that use of any Rented Bell Equipment is subject to the Bell Fibe TV Consumer Service Agreement. You also agree to be responsible and authorize Bell to charge your Bell account for the above charges.

**Customer Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## Installation and Service Work Terms and Conditions – BELL Fibe™ TV WORK ORDER

PLEASE TAKE THE TIME YOU NEED TO READ THE FOLLOWING TERMS AND CONDITIONS WHICH APPLY TO THE INSTALLATION AND SET UP WORK OF YOUR BELL Fibe TV EQUIPMENT (“**WORK ORDER**”):

**1. Single Visit.** This Work Order is limited to a single visit to your home. It does not apply to any further visits for any reason.

**2. Premium Installation and Set Up.** All Equipment must be installed by a Bell Fibe™ TV Specialist and you shall pay the required initial installation fee as disclosed to you by your Bell Fibe™ TV Specialist and indicated on page 1 of this Work Order, all plus applicable taxes for Premium Installation and Set Up. If you are a New Customer, then at the time of your initial Installation and Set Up only, you will be entitled to the Premium Installation and Set Up of the System including up to 3 Consoles. Installation and set-up of additional consoles is extra. Upon installation, you will also be required to sign this installation work order (“**Work Order**”) for the installation work to be performed, which may stipulate additional installation charges, if any, for any additional work needed to install the Equipment, which is not covered under the terms of “Premium Installation and Set Up”. These charges will be disclosed to you prior to signing the Work Order.

**3. Access to Premises and Installation Permits.** You will, at your cost (a) grant Bell and its agents safe access to your premises to install and activate the Equipment; (b) obtain all permits, consents, approvals and authorizations for the installation, including any modifications to the premises; and (c) pay all charges applicable under this Work Order.

**4. Permission.** If you live in a condominium, townhouse, apartment or other multiple dwelling building (“**MDU**”), it is your responsibility to obtain a letter of permission by the landlord, condo board or authorized MDU governing body before any installation can occur in such MDU. You agree that you shall indemnify Bell for any damages suffered by it as a result of your failure to obtain such permission.

**5. Service Agreement.** Your subscription to and use of the Bell Fibe™ TV service (“**Service**”) and use of the Equipment is subject to the Bell Fibe™ TV Consumer Service Agreement and so long as you are subscribing to the Service and using the Equipment, you agree to comply with the Service Agreement. You may obtain a copy of the most recent version of the Service Agreement by visiting our website at [bell.ca/legal](http://bell.ca/legal).

**6. Additional Services.** Additional services outside the scope of this Work Order may be available for an additional fee.

**7. Missed Service or Installation and Set Up Appointments.** In no event will Bell be responsible for any claims, damages, losses or expenses, including lost wages or missed work, if an appointment for the Bell Fibe™ TV Service Installation and Set Up is missed, either by Bell or by any third party installer. If you are not at home when the Bell Fibe™ TV Specialist arrives, they will leave a card on your door with a phone number to call to re-schedule an appointment. A charge may apply for a follow-up service or installation and set-up call.

**8. Bell Fibe TV Specialist Authorization.** You hereby authorize the Bell Fibe™ TV Specialist to take all steps necessary to facilitate the installation, set-up and operation of the Service at your Service Address, including inspecting your home wiring, verifying bandwidth capabilities, installing and/or configuring wiring, Equipment, and other components, as necessary, as well as accessing, downloading and installing third party software and applications necessary to enable the Fibe™ TV Service. You acknowledge that such third party software or applications may contain licenses and other terms and conditions to which you must agree prior to downloading and using such software or application.

**9. Service Set Up Warranty.** Bell will provide you with a **90** day service set up warranty on material and labour provided in connection with the Bell Fibe™ TV Service Installation and Set Up. This warranty will not cover repair or damage as a result of, but not limited to (a) accident, misuse, neglect, failure to follow instructions for proper use, care or abuse; (b) an act of God such as, for example, fire, flood, tornado, windstorms, snowstorms, ice storms, earthquakes, hail or damage by animals; or (c) your changes to wiring, set up or configuration after the installation is complete. Other than the foregoing, Bell and its agents, affiliates, officers, directors, and employees, makes no representations and warranties, either express or implied, and expressly disclaims all such representations and warranties.

**10. Equipment Warranty.** This Work Order does not cover any defect in any equipment. Please see the Limited Warranty in the Service Agreement for details regarding warranty coverage.

**11. Limitation of Liability.** IT IS YOUR RESPONSIBILITY TO CREATE DATA BACKUPS BEFORE THE INSTALLATION AND SET UP. BELL OR ITS AGENTS WILL NOT BE HELD RESPONSIBLE FOR ANY LOSS OF DATA. BELL SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR INCIDENTAL DAMAGES OF ANY KIND OR FOR ANY REASON WHATSOEVER. BELL'S LIABILITY TO YOU SHALL NOT EXCEED THE TOTAL AMOUNT ACTUALLY PAID BY YOU TO BELL AND ITS AUTHORIZED AGENTS FOR THE SERVICES PROVIDED UNDER THIS WORK ORDER. YOU ASSUME ALL LIABILITY WITH RESPECT TO THE USE OF THE EQUIPMENT, AND HEREBY RELEASE BELL FROM ANY DEMAND, CLAIM OR LIABILITY WITH RESPECT TO ANY LOSS, DEATH, INJURY, OR DAMAGE WHATSOEVER WHICH MAY BE CAUSED BY THE DESIGN, MANUFACTURE, OPERATION OR MALFUNCTION OF EQUIPMENT.

**12. Miscellaneous.** This Work Order and all related documents have been drawn up in the English language at the express request of the parties. Le présent bon de travail ainsi que tous les documents connexes ont été rédigés en anglais à la demande expresse des parties. Time is of the essence with respect to this Work Order. If any provision of this Work Order is declared invalid such provision shall be deemed severed and shall not affect the remaining provisions. Clerical errors shall not affect the validity of this Work Order and Bell shall be entitled to unilaterally correct the same. This Work Order shall be governed by the laws of the Province or Territory in which the installation and set up work is performed.