

# Terms & Conditions of Use

*Commitment Period: 36 months*

Thank you for choosing Custom Integration Solutions!

We're so excited you've chosen the products and services below. As soon as your membership is activated, you'll be good to go. Again, thanks for choosing Custom Integration Solutions.

## WHAT YOU'RE GETTING TODAY

This program applies specifically to one of the 3 devices listed below, that you have chosen as part of your membership



### CIS-NWPOE-4

Full Retail Price	<b>\$699.99</b>
Your Router Discount	<b>\$ -100</b>
Your Price	<b>\$599.99</b>

#### YOUR NEW DEVICE:

CIS-NWPOE-4

#### YOUR MEMBERSHIP PLAN:

CIS-FLTR-RESI PLATINUM

#### TOTAL MONTHLY CHARGE:

**\$29.99**

\* Plus applicable taxes

#### YOUR DEAL:

**Full Retail Price** \$699.99  
**Your Router Discount** -\$100.00  
**Your Price** \$599.99

For less than a \$1.00 a day, this monthly membership is only \$29.99\*. The Device Balance of \$599.99 is reduced by \$199.99\* at the end of each 12-month cycle and will be \$0 at the end of your 36-month commitment period.

Select Plan



### CIS-80MKV

Full Retail Price	<b>\$1099.99</b>
Your Router Discount	<b>\$ -100</b>
Your Price	<b>\$1599.99</b>

#### YOUR NEW DEVICE:

CIS-80MKV

#### YOUR MEMBERSHIP PLAN:

CIS-FLTR-RESI PLATINUM

#### TOTAL MONTHLY CHARGE:

**\$39.99**

\* Plus applicable taxes

#### YOUR DEAL:

At only \$39.99\* monthly, this membership is under 33¢ a day more than the CIS-NWPOE-4. The Device Balance of \$999.99 is reduced by \$333.33\* at the end of each 12-month cycle and will be \$0 at the end of your 36-month commitment period.

Select Plan



### CIS-RB5009

Full Retail Price	<b>\$1599.99</b>
Your Router Discount	<b>\$ -100</b>
Your Price	<b>\$1499.99</b>

#### YOUR NEW DEVICE:

CIS-5009-8POE

#### YOUR MEMBERSHIP PLAN:

CIS-FLTR-RESI PLATINUM

#### TOTAL MONTHLY CHARGE:

**\$49.99**

\* Plus applicable taxes

#### YOUR DEAL:

**Full Retail Price** \$1599.99  
**Your Router Discount** -\$100.00  
**Your Price** \$1499.99

At only \$49.99\* monthly, this membership is under 33¢ a day more than the CIS-80MKV. The Device Balance of \$999.99 is reduced by \$499.99\* at the end of each 12-month cycle and will be \$0 at the end of your 36-month commitment period.

Select Plan

# MEMBERSHIPS & ADDON'S

## Can I add other features or services to my network?

Absolutely. These are add-ons and are optional services you can add by contacting our CIS installation partner. One-time service fees may apply in some circumstances, for instance to reconnect service after a suspension. These services fees are applied at the current rate of \$149.99 per 30-minute instance.

## What happens when my commitment period is over?

When your commitment period expires, no worries, we will not leave you hanging. Your membership will continue month to month until you let us know otherwise. If your rate plan is no longer available, we will use a membership that is closest to what you have.

## THE IMPORTANT STUFF

### Is my device covered by a warranty? Yes.

As part of this agreement, you're covered the CIS 36-month manufacturer's warranty, which you can find in the packaging of your device.

### How can I contact Custom Integration Solutions?

You can reach us by calling **1-888-976-3651** toll free, or by **[email@info@mycis.net](mailto:email@info@mycis.net)**

### How much will I have to pay if I cancel service?

If for some reason you cancel this agreement before the end of your commitment period or if we cancel service because you have violated the terms of service, for instance by not making payments, you agree to pay the "Full Retail Price" of your new CIS Router. Specifically, Model: CIS-NWPOE-4 \$699.99, Model: CIS-80MKV \$1099.99, and Model: CIS-5009-8POE \$1599.99, plus the remaining balance of the current year's membership and all applicable taxes.

You will still be responsible for any unpaid charges for using the service. You may cancel service by contacting us toll free at **1-888-976-3651**

### What charges should I expect on my first bill?

Your first CIS bill will be higher than usual because of the charges for the first month. Your next bill will better reflect what you can expect as ongoing monthly charges.

### What charges should I expect on my first bill?

1. Regular monthly charges for the first complete month plus HST or GST based on region, billed

# CIS Service Terms & Privacy Commitment

The service may fail or be interrupted for many reasons, including network maintenance, physical limitations inherent because of the internet service provider (ISP) failure to deliver service, and technical limitations arising from the connection with other telecommunications companies. Custom Integration Solutions does not guarantee service availability.

Custom Integration Solutions will not be liable for loss of profits, data, earnings or business opportunities, economic loss, punitive damages, or any other loss caused by use or failure of the service or any device used with the membership or CIS equipment.

Custom Integration Solutions may make changes to its networks and undertake maintenance at any time without notice to you. Custom Integration Solutions may also update or change the software, features, and settings on your device, to ensure the device meets Custom Integration Solutions standards.

We understand that privacy is important to you and our Privacy Commitment describes how Custom Integration Solutions may gather, use, and disclose your personal information. The permitted uses include sending you marketing messages for other Custom Integration Solutions services or messages

that are tailored to your interests, based on your use of Custom Integration Solutions services. You can always unsubscribe. Every electronic marketing message from Custom Integration Solutions will have an unsubscribe option and you can manage other types of marketing messages from Custom Integration

## YOU'RE ALMOST THERE

My authorisation I consent to everything I've read in this agreement and understand that by using Custom Integration Solutions services or letting another person use my device, I accept the Custom Integration Solutions Terms.

I consent to Custom Integration Solutions getting information about my credit history from time to time, and I authorize any person, consumer reporting agency or credit grantor to verify the information provided here. I also consent to the exchange of credit information with others at any time, including my payment history with Custom Integration Solutions.