

**TELECOMMUNICATIONS, INTERNET AND NETWORKING SERVICES**

**SERVICE ORDER FORM: PLEASE COMPLETE ALL INFORMATION PER LOCATION**

**Event Name:** \_\_\_\_\_ **Event Date:** \_\_\_\_\_ **Location:** \_\_\_\_\_  
**Organization Name:** \_\_\_\_\_ **Ordered/Authorized By:** \_\_\_\_\_  
**Contact Address:** \_\_\_\_\_ **City, State, ZIP:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_

PLEASE MAIL OR FAX TO:

PAYMENT OPTIONS (VISA PREFERRED)



**VISA    Master Card    Check    Direct**

I authorize WBL Services to bill my credit card for the charges above and any additional charges (based on prior approval) I agree to the terms and conditions. **PCI compliance requires that this form be sent via fax or postal service.**

**4433 27th Avenue West,  
 Seattle, WA 98199  
 Phone: 206-270-7320  
 Fax: 206-283-7072  
 Email: [orders@wblservices.com](mailto:orders@wblservices.com)  
 Website: [WBLServices.com](http://WBLServices.com)**

**Credit Card #:** \_\_\_\_\_  
**Card Holder:** \_\_\_\_\_  
**Card Expiration:** \_\_\_\_\_ **CCV:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Billing Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**SERVICES ORDERS PAID FOR PRIOR TO EVENT DATE QUALIFY FOR ADVANCE ORDER DISCOUNT**

Service Items	Location	Quantity	Standard	Discount	Total
POTS Standard Voice Line			\$500	\$425	
Standard Internet Connection - 20 MB			\$1000	\$900	
Standard Internet Connection - 50 MB			\$2000	\$1900	
Standard Internet Connection - 100 MB			\$2500	\$2400	
ISDN BRI 2x64KB D Channels <i>Limited availability</i>			CALL	CALL	
Additional Services (Phone Rental, Power Needs) <i>Call for pricing</i>					
<b>TOTAL</b>			<b>\$</b>	<b>\$</b>	<b>\$</b>

SPECIAL REQUESTS

## TELECOMMUNICATIONS, INTERNET AND NETWORKING SERVICES

## WBL SERVICES TERMS AND CONDITIONS

**CONDITION FOR PROCESSING SERVICE ORDER FORM:**

Payment (in US dollars) for ALL services must accompany Service Order Form, or service requested cannot be activated. Booth/room number (s) must be identified on Service Order Form.

Placement of voice and data connections in a booth/room must be accompanied by a floor plan provided by the client, or WBL Services Inc. (WBL Services) will place connections in the rear of booths that are in rows or in the center of island booths. A client requesting a longer line cord may purchase one from WBL Services for \$1.00/foot.

Incomplete Service Order Form will delay processing.

**EQUIPMENT PROCEDURES:**

Clients requesting single line telephone, dial-up Internet or ISDN service will receive a standard RJ-11 jack as part of the contract pricing. Clients requesting shared or dedicated Ethernet service will receive a standard RJ-45 jack as part of the contract pricing.

Clients are responsible for the protection and safe keeping of any equipment issued by or rented from WBL Services.

Lost, stolen or damaged equipment will be charged to the client at prevailing rates, including line cords provided by WBL Services.

Standard Voice Line – standard voice grade line is provided. These lines are not for connection to computers. Internet connectivity through a Single Line Phone connection is prohibited. If it is determined that a client is connecting to the Internet through a Single-Line Phone connection, that client's authorized credit card will be charged the prevailing rate for the Internet.

**PAYMENTS AND REFUNDS:**

Long distance charges may apply (\$.50/min Domestic, \$3/min International) and charges for all toll calls made (i.e. Directory Assistance, 800 calls) and airtime (\$1.00/min).

Charges for additional services provided after the initial order will be posted to the referenced credit card at the close of the event. Services Installed but not used will not be refunded.

All clients must complete the "Payment Options" section on the front of this form, and submit credit card authorization information. For customers paying by credit card, the signing of this form constitutes authorization for ALL services ordered. For clients prepaying by check, balances due over and above the amount of prepayment will be charged to the referenced credit card.

There will be a \$50 service charge for any checks returned. If a check is returned for any reason, a cashier's check, money order, or valid credit card can only replace it. There will be a \$50 service charge added if payment is wire transferred to WBL Services.

A monthly service charge of 1.5% will be added to invoices 30 days past due. Refunds, after installation – NO REFUNDS

There is a minimum \$100.00 cancellation charge per telephone/data line when cancelled less than 5 days prior to event start date. There is a \$250 cancellation charge on each cancelled Ethernet or ISDN service.

**WBL SERVICES CARRIER OF CHOICE PROVIDES LONG DISTANCE:**

All lines will be restricted from "976", "900", and "10-10" dialing unless otherwise requested in writing and approved by WBL Services. WBL Services will provide a detailed listing of all calls made on the line at the client's request. L.D. rates are \$.50/min, Dom., \$3/min Int'l.

**ONLY WBL SERVICES PERSONNEL** are authorized to modify system wiring or cabling. Material and equipment furnished for this service contract shall remain property of WBL Services.

**ALL CUSTOMERS EQUIPMENT** must comply with FCC regulations and must be able to be configured to operate with "dial 9" service.

**COMPLETION OF SIGNED SERVICE ORDER FORM** constitutes authorization to proceed with work necessary to accomplish the services ordered and handle negotiations for the installation of the service. This includes arranging for disconnection's or rearrangements of service and equipment as appropriate.

**CLIENT CONTRACTING** For services from WBL Services agrees to indemnify and hold and save whole and harmless, WBL Services, its employees and/or its subcontractors from and against any and all loss, damage or injury to person or property arising from or related to customer and its employees, guests, invitees, or agents use of telecommunications/Internet services from WBL Services unless such loss, the sole negligence, gross negligence or willful misconduct of WBL Services, its employees and/or its subcontractors cause damage or injury.

**WBL SERVICES** is not responsible for loss of communication services caused by local and/or long distance carriers. WBL SERVICES CANNOT GUARANTEE the security of proprietary information carried on lines installed by WBL Services and/or its subcontractors. Wi-Fi service is provided on an as-is basis subject to signal degradation and weak signal areas. No refunds after 12 hours of service unless notified.

**WBL SERVICES OBLIGATIONS UNDER** this agreement are subject to, and WBL Services and/or its subcontractors shall not be liable for delays, failure to perform, or destruction or malfunction of the equipment and services. Also, any consequences of the above, caused, occasioned or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure explosions, civic disturbances, government regulatory requirements, acts of God or public enemy, war, military or governments requisitions, shortage of equipment or supplies, unavailability of transportation, act or omissions of anyone other than WBL Services, its representatives, agents, subcontractors, or employees, or any other cause beyond WBL Services' reasonable control.

**INTERNET SERVICE PROVIDERS (ISP'S)** for Internet services will be WBL Services selected provider(s). Any customer that has equipment that effects other customers will have their service terminated

**INTERNET CLIENT HAS FULL**, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of the Internet Service Provider(s) and/or WBL Services. Subscribers agree to indemnify and hold and save whole and harmless Internet Service Provider(s) and WBL Services from and/all problems, and damages resulting from translation of services.

**COMMUNICATION SERVICES ARE TO BE** ordered by each client separately, and is not to be shared with other customers. Any client sharing communication services without written authorization from WBL Services shall be charged for that service on a full and complete second Service Order Form.

## TELECOMMUNICATIONS AND INTERNET SERVICES PROVIDER FOR EVENTS

FOR ADDITIONAL INFORMATION PLEASE MAIL US AT:

4433 27th Avenue West, Seattle, WA 98199

Phone: 206-270-7320 • Fax: 206-283-7072

Email: [orders@wblservices.com](mailto:orders@wblservices.com)

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