

ExpressVu™



# WORK ORDER

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

For customer service contact:  
1-888-SKY-DISH  
www.bell.ca/satellite

# WORK ORDER

Installation/Retail Co.
Technician PEIN/Dealer ID
Account #8455
Reference #
Activity Date

CUSTOMER		
SERVICE ADDRESS		
CITY	PROVINCE	POSTAL CODE
HOME PHONE ( )	BUSINESS PHONE ( )	

RECEIVER MODEL eg. (3100)	PHONE LINE CONNECT	SYSTEM GROUNDED	SMART CARD #	RECEIVER #	SIGNAL LEVELS @ 91°		SIGNAL LEVELS @ 82°	
					T1(%)	T32(%)	T1(%)	T32(%)
			S 04	R 00				
			S 04	R 00				
			S 04	R 00				
			S 04	R 00				
			S 04	R 00				
			S 04	R 00				

**EQUIPMENT RECOVERY (If applicable)**  
List of equipment picked up (Customer to initial next to each item listed below)

Set-top box (es) (R00# & S045# above) \_\_\_\_\_

Remote controls (s) \_\_\_\_\_

Cable accessories \_\_\_\_\_

Multisat switch \_\_\_\_\_

Technician acknowledges and confirms that the equipment listed has been picked up.  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**TYPE OF ORDER**

New Activation

Service Assurance

Nimiq 2 Upgrade

Additional Receiver

Move Order

**CUSTOMER SURVEY**

1. Are you satisfied with Bell ExpressVu's ease of ordering? YES  NO

2. Were your installation charges adequately explained to you at time of sale? YES  NO

3. Did your installer arrive on time? YES  NO

4. Did you receive your **Getting Started** booklet with your receiver? YES  NO

5. Are you satisfied with the quality of your installation? YES  NO

Customer Initial

**CUSTOMER ACKNOWLEDGEMENT**

1. I have examined the Receivers 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. YES  NO

2. I acknowledge and agree that the installation work done has been completed to my satisfaction. YES  NO

3. I confirm that I have the right to (a) authorize the installation, repair and replacement of satellite equipment (including a mounted satellite dish and related wiring) at the property noted above, and (b) permit Bell ExpressVu and its contractors to access the property for that purpose, as I am the owner of the property, or have the authority to do so having received all necessary approvals from the owner of the property, property management company for the property or the condominium Board of Directors, as applicable, to permit such installation and access. I accept responsibility for any costs or damages suffered by Bell ExpressVu due to this authorization not being valid. YES  NO

4. I represent, warrant and covenant that the person who initiated the order with Bell ExpressVu for the television and audio services contemplated by this Work Order will pay all fees and charges relating to this ExpressVu account once activated and any installation charges identified on this Work Order. YES  NO

Customer Initial

Bell ExpressVu welcomes your comments regarding today's service. Please visit us at <http://www.bell.ca/CustomerComments> to share your experience.

**Technician Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

INSTALLATION ACTIVITY	CHARGE	QST/PST	HST/GST	TOTAL
<b>TOTAL CHARGES PAYABLE BY CUSTOMER</b>				<b>\$</b>

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. You also agree and authorize Bell ExpressVu to charge your Bell ExpressVu account for installation charges or equipment needed to complete the installation, plus applicable fees and taxes.

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

# Terms and Conditions

## Installation and Service Work

PLEASE TAKE THE TIME YOU NEED TO READ THE FOLLOWING TERMS AND CONDITIONS WHICH APPLY TO THE INSTALLATION AND SERVICE WORK OF YOUR BELL EXPRESSVU EQUIPMENT (THE "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. Basic Installation. If your work order is for basic installation of an ExpressVu satellite system (a "Basic Installation"), it shall include (a) hook up of one receiver to one (main) television (b) ensure all receivers are activated on your Bell ExpressVu account, (c) installation of up to 150' of RG-6 coaxial cable, (d) grounding of system to meet code, (e) system peaking for maximum performance, (f) cable routing through structure with single wall penetration, (g) weather seal connections and structure penetration, (h) connection of phone line to receiver, (i) 90 day installation warranty, (j) up to a total of three 3 hours labour on site, and (k) travel up to a 50 km radius from retailer (additional mileage may incur extra charges). In some circumstances, Basic Installation is provided at no charge. Please see your Bell ExpressVu Agreement if you are eligible for free Basic Installation. Typically, an agreement to subscribe to a certain level of programming for a 24 month term is required.
3. Nimiq 2 Upgrade. Please note that if your work order refers to a Nimiq 2 Upgrade installation service, you may need to purchase an additional multi-satellite upgrade kit. Please check with the service technician in advance or call 1-888-SKY-DISH if you have any questions.
4. Multiple Receiver Installation. Basic Installation of a second receiver is always extra and additional fees may be applicable for each additional receiver. Please confirm the rates and amounts with the installer prior to installation.
5. Letter of Permission. If you live in a condominium, townhouse, apartment or other multiple dwelling building (each a "MDU"), a letter of permission by the landlord, condo board or authorized MDU governing body is required before any installation can occur in such MDU.
6. Residential Service Agreement. Your subscription to and use of ExpressVu's satellite television and audio service (the "Service") is subject to the Residential Customer Agreement ("RCA") and so long as you are subscribing to the Service, you agree to comply with the RCA. You may obtain a copy of the most recent version of the RCA by calling 1-888-SKY-DISH or by visiting our website at [www.bell.ca/satelliteagreements](http://www.bell.ca/satelliteagreements).
7. Additional Services. Additional services outside the scope of this Work Order may be available for an additional fee.
8. Missed Appointments. If you are not at home when the service technician arrives, they will leave you a card on your door with a phone number to call to re-schedule an appointment. Please note that a charge may apply for a follow-up service or installation call. We will not be responsible for any missed appointments or failure or delay to perform any service work.
9. Installation Warranty. We will provide you with a 90 day installation warranty on material and labour provided in connection with this work order. This warranty will not cover repair or damage as a result of: (i) accident, misuse, neglect, failure to follow instructions for proper use, care or abuse, or (ii) an act of God such as, for example, fire, flood, tornado, windstorms, snowstorms, ice storms, earthquakes, hail, damage by animals. Other than the foregoing, ExpressVu and its agents, affiliates, officers, directors, and employees, makes no representations and warranties, either express or implied, and expressly disclaims all warranties.
10. Receiver Warranty. This Work Order does not cover any defect in your Bell ExpressVu equipment. Please see the Limited Warranty that came with your receiver for details regarding warranty coverage.
11. Tenant Acknowledgement: If I am a tenant of the premises noted on the face page of this Work Order (the "Premises"), I confirm that I am required to have authorization from the owners or property management company of the Premises to permit satellite installation/service work as contemplated by this Work Order and I confirm that all necessary approvals and consent for such work have been granted. I hereby accept all risks and responsibility for all costs and/or damages related to or resulting from, the installation, repair, replacement and/or removal of the equipment to be installed pursuant to this Work Order at, on or in the Premises. I hereby release Bell ExpressVu Inc., in its capacity as General Partner of Bell ExpressVu Limited Partnership ("ExpressVu"), and ExpressVu's installation contractors (the "Installers") from any liability associated with the installation services contemplated by this Work Order.
12. Limitation of Liability. ExpressVu shall not be liable for any indirect, special, consequential, exemplary or incidental damages of any kind or for any reason whatsoever. ExpressVu's liability to you shall not exceed the total amount actually paid by you to ExpressVu 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 EXPRESSVU 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.
13. Appointment of Representative (Rental Installation). I confirm that the ExpressVu account will be created in my name, or that I have been appointed by the individual who placed the order to rent and activate ExpressVu equipment. The person on the rental order will be responsible for all fees and charges relating to this Bell ExpressVu account including programming, receiver rental and installation fees and charges.
14. Miscellaneous. The parties hereto expressly agree that this Work Order shall be written in the English language. Les parties aux présentes conviennent à ce que ce document soit rédigé dans la langue anglaise. 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 ExpressVu 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 Receivers are purchased by you.