

# welcome

**READ THIS OVER  
AND THEN WE'LL  
TEACH YOU THE  
SECRET HANDSHAKE...**

## MEMBERSHIP AGREEMENT

### 1 YOUR PERSONAL DETAILS:

FULL NAME

HOME CONTACT TELEPHONE #

HOME ADDRESS

CITY

PROVINCE

POSTAL CODE

E-MAIL ADDRESS (For e-Bill activation and reminder notices)

### 2 YOUR MEMBERSHIP DETAILS:

MOBILE PHONE NUMBER

MEMBERSHIP NUMBER

ESN/MEID #

PHONE MODEL

SERVICE START DATE

MEMBERSHIP TERM

### 3 YOUR SERVICES

NEW MEMBERSHIP ACCOUNT

PHONE UPGRADE

#### YOUR PLAN BASICS

MY PLAN

#### EXTRA STUFF

TOTAL MONTHLY BILL: \$ \_\_\_\_\_

MONTHLY BILL DATE: \_\_\_\_\_



# WE MADE ALL THIS LEGAL STUFF SHORT AND SWEET.

## YOUR TERMS OF SERVICE

So here's the legal stuff. Your services and your Membership Term begin on the date your phone is activated. The use of your phone is subject to the Virgin Mobile Canada Terms and Conditions of Service, which may change from time to time ("Terms of Service"). A copy is included with your phone, and you can also read them online at [www.virginmobile.ca](http://www.virginmobile.ca). To stay up-to-date with the most recent Terms of Service, please make sure to check our web site or call 1.888.999.2321. By activating and using your phone, you're accepting and agreeing to follow the current Terms of Service, so make sure you read them over before you start using your phone. If there is anything in the Terms of Service that you don't agree with, return your phone to the point of purchase before you activate or use it. You can return your phone for a refund within 30 calendar days of the date of your activation of the phone, subject to certain fees and conditions specified in the Terms of Service, including, but not limited to, a \$35 activation fee and any accrued usage fees.

## SOME IMPORTANT STUFF TO KNOW

Your monthly bill will be sent to you electronically and automatically to your e-Bill account once each month. It will be available to be viewed, downloaded, and printed from your e-Bill account for 12 months from the date it was delivered. In addition to your e-Bill, you can request that a paper copy of your bill be mailed to you (a "Supplemental Paper Bill") for a charge of \$4 plus applicable taxes for each paper bill you request.

During your Membership Term, we will not raise the price of your monthly rate plan or decrease the amount of minutes you get for that plan. Other elements may change but we will give you at least 30 days' notice before they do.

Your payment terms will be detailed on every electronic and paper invoice we send out. It's your responsibility to verify the accuracy of your bill, and to pay the outstanding balance on or before the Payment Due Date, in accordance with the Terms of Service. If your payment is not received by the Due Date on the bill, late payment charges may be applied to the total amount outstanding at the interest rate set out in the monthly bill.

We may, in our discretion, implement a monthly spending cap on your account and/or require that you provide us with a security deposit in accordance with the Terms of Service.

Mobile phone service isn't perfect and it can be affected by everything from the weather to your location while you're making a call. We aren't liable for any loss or damages from service disruption except for those expressly set out in the Terms of Service.

## ENDING YOUR SERVICES

If you want to end your services before your Membership Term is finished, we will charge you an early termination fee in the amount of the greater of (i) \$100; or (ii) \$20 per month for each month remaining in your Membership Term up to a maximum of \$400 (plus applicable taxes) in accordance with our Terms of Service. Of course, when you leave, you'll still be responsible to pay any unpaid charges on your account. When your Membership Term is over your services will continue on a month-to-month basis. At that point you can end your services and you only have to pay all unpaid charges on your account.

If you activate a smartphone with a three-year Membership Agreement for which a data plan or add-on has been purchased and you remove the data plan or add-on within the first year of your Membership Term, we will charge you \$250 (plus applicable taxes).

## YOUR AUTHORIZATION

By entering into this Membership Agreement I authorize Virgin Mobile Canada to obtain and provide information about my credit history from time to time. I agree that I am responsible for and will pay all charges set out in this Agreement and in accordance with the Terms of Service. I acknowledge that I have received a copy of the Terms of Service and agree that the use of my phone, by myself or anyone that may have access to my phone, confirms my continued unconditional acceptance of the then current Terms of Service.

- I acknowledge and agree that my monthly bill will be provided to me free of charge only in electronic format and will automatically be delivered to my e-Bill account, which I hereby designate as the information system to be used for the purpose of delivery and receipt of my monthly bill.
- I acknowledge that an activation notice email containing my login username, temporary password, and an e-Bill access link will be sent to me at the email address above.
- I agree to access my e-Bill account prior to my first Monthly Bill Date (noted above). I agree that if I do not do so, or if Virgin Mobile Canada becomes aware that delivery of my e-Bill activation notice to the email address above has failed, Virgin Mobile Canada may immediately add a Supplemental Paper Bill to my account, at a monthly fee of \$4, for each following month. I may remove the Supplemental Paper Bill option for future bills by speaking with a Virgin Mobile Canada Customer Care representative and providing an alternate, valid, email address.
- I consent to the exchange of information about my account and usage between Virgin Mobile Canada and its agents for the purposes of offering additional services or products and that Virgin Mobile Canada may contact me by phone, text or email to inform me of new offers and promotions. I understand that I may withdraw my consent at any time by changing my account profile at [www.virginmobile.ca/my-account](http://www.virginmobile.ca/my-account) or calling 1.888.999.2321 from any phone.

I confirm that I'm of the age of majority in the province or territory in which I live.

Customer Signature

Date

Authorized Signature

Date

**QUESTIONS?**  
GIVE US A SHOUT AT  
1.888.999.2321

