



R.V.R INTERNATIONAL LIMITED
#2491 HIGH STREET, RIO CLARO TEL : 226-4787

CUSTOMER CONTRACT

THIS CONTRACT is made on _____ between R.V.R INTERNATIONAL LIMITED a company duly incorporated under the Laws of the Republic of Trinidad & Tobago, situated at #2491 High Street, Rio Claro, Trinidad (RVR) and _____ the CUSTOMER) of _____

for the provision of a Cable Television Service and High Speed Internet Service (hereinafter collectively referred to as a “Service” and collectively the “Services” under the following terms and conditions.

SUBSCRIBER’S NAME

SURNAME **FIRST**

SERVICE ADDRESS

HOUSE LP# **STREET**

ADDRESSED CONTINUED.

TELEPHONE **HOME** **WORK**

MOBILE **MOBILE #2**

ID/DP/PASSPORT # **EMAIL ADDRESS**

ACCOUNT #

STB#

HFC MAC ID

WIRELESS NO YES

The service(s) will be provided to you (“you”, “your”, or “customer”) on the terms and conditions set forth in this Contract for Services (the “Contract”) by RVR (“e”, “us”, or “our”) that operates Services in your area.

1. **We may change** our prices, fees, the Service(s) and/or the terms and conditions of this Contract with reasonable notice to you and in accordance with the law. Unless this Contract or applicable law states otherwise, we will give you thirty (30) days prior notice of any significant change to this Contract. If you do not agree to the change, you have the right to cancel your Service(s) prior to the end of the notice period. However, if you continue to receive Service(s) after the end of the notice period of the change, you will be considered to have accepted the changes and your contract auto-renewed for a further period of 1 year (12 months).
2. **Time frame:** This Contract is for a fixed term of two-year (24-month). In the event that the customer elects to terminate this Contract prior to the expiration of the fixed term, the customer shall be liable for an early termination charge. The early termination charge shall be in respect of any subsidy provided by us to you under or in connection with the contract, and shall be pro-rated over the term of the contract.
3. **Charges, Fees and Taxes:** Your payments are due monthly in advance for all Service(s). Service(s) are provided to you on a month-to-month basis unless you are subject to a minimum term Contract wherein the Service(s) are the term of the Contract.
4. **You agree** to pay all charges for the Service(s), including, but not limited to, installation and service charges, monthly service charges and applicable taxes for the use of the Service(s).
5. **Late or Non-Payment:** You may be billed late fees, interest and/or charges related to late payment or non-payment if we do not receive payment for the Service(s) by the payment due date or if you paid less than the full amount due for the Service(s).
6. **All dishonored payments** including dishonored cheques or cheques endorsed “Refer to the Drawer” are subject to the banks’ returned cheque service charge and an administrative service charge and the Customer shall be required to settle all outstanding balances on their “RVR” account by cash or certified cheque.
7. **Collection Costs:** If we use a collection agency or legal services to collect money owed by you, you agree to pay the costs of collection. These costs include, but are not limited to, any collection agency’s fees, legal fees or court costs.
8. **Suspension:** If you fail to pay the full amount due for any or all of the Service(s), we may suspend or terminate any or all of the Service(s) you receive, upon termination if you fail to pay what is owed, your case will then be handed to our debt collection department for further legal acts.
9. **Reconnection Fees:** If you resume Service(s) after any suspension or termination, we may require you to pay three months’ rent in advance, a reconnection fee and/or service activation fee. These fees are in addition to all past due charges, interest and other fees.
10. **If you intend** to dispute a charge or request a billing credit, you must contact us within 30 days of the date on the bill. You waive any disputes or credits that you do not report within 60 days.

You may submit a complaint using any of the following methods:

- **Email:** send your complaint to cs@rvrnetworks.com

- **Telephone:** Contact our Customer Service Department at 226-4787 (4RVR) or 607-4787 (4RVR) or by WhatsApp: 336-8416.
- **In Person/ Walk In:** Visit any of our customer service offices. Current locations and operating hours are available at www.rvrnetworks.com

11. Changes to Services: We may change our services, equipment, or related terms with due notice. We may also rearrange, delete, add to, or otherwise modify programming, features, or other offerings contained in the Service(s), including but not limited to content, functionality, hours of availability, customer equipment requirements, and speed or upstream and downstream rate limitations. Where any change involves a modification to the tariffs, customers will be provided with at least thirty (30) days' prior notice.

12. If you do not agree to a change in the Service(s), you have the right to cancel your Service(s). However, if you continue to receive Service(s) after the effective date of the change, this will constitute your acceptance of the change. Any termination will be processed within seven (7) days of our receipt of your request for termination. Any remaining credit on your account will be repaid to you within fourteen (14) days of the service termination.

13. Access to your Premises and Customer Equipment: You agree to allow us and our agents the right to enter your property at which the Service(s) and/or Equipment will be provided (the "Premises") at reasonable times, for purposes of installing, configuring, maintaining, inspecting, upgrading, replacing and removing the Service(s) and/or equipment used to receive any of the Service(s). If you are not the owner of the Premises, you are responsible for obtaining any and all necessary approval from the owner to allow us and our agents into the Premises to perform the activities specified above. In addition, you agree to supply us or our agent, if we ask, the owner's name, address and phone number and/or evidence that the owner has authorized you to grant access to us and our agents to the Premises.

I. Equipment: "Equipment" means any equipment provided such as routers, cable TV boxes, cable modems, remote controls and any other equipment provided to you by us or our agents. You agree to use the Equipment only for the Service(s) pursuant to this Contract. We may remove or change the Equipment at our discretion at any time the Service(s) are active or following the termination of your Service(s). You acknowledge and agree that our addition or removal of or change to the Equipment may interrupt your Service(s).

II. The Equipment may only be used in the Premises. You will not use the Equipment at any time other than the Premises without our prior written authorization.

III. At your request, we may relocate the Equipment in the Premises for an additional charge. You agree that you will not allow anyone other than RVR or its agents to repair, relocate or service the Equipment.

IV. You agree that all Equipment belongs to RVR. You may not sell, lease, abandon or give away the Equipment, or permit any other person to use the Equipment.

V. You will be liable for loss, repair, replacement and other costs, damages, fees and charges if you do not return the Equipment to us in an undamaged condition. **No Unauthorized Devices or Tampering:** You agree not to attach or assist any person to attach, any unauthorized device to our cable network or Equipment. If you make or assist any person to make any unauthorized



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connection or modification to the Equipment of the Service(s) or any other part of our cable network, we may terminate your Service(s) and may take legal action against you.

14. Use of Services: You agree that the Service(s) and the Equipment will be used only for non-commercial purposes, unless otherwise specifically authorized by us in writing. You agree not to resell or permit another to resell the Service(s) in whole or in part. You will not use or permit any person to use the Equipment or the Service(s), directly or indirectly, for any unlawful purpose.

15. Assignability: This Contract and the Service(s) hereunder may not be assigned by you without our consent. You agree to notify us immediately of any change of ownership or occupancy of the Premises. We may assign our rights and obligations under this Contract with or without notice to you.

16. Termination of this Contract

I. Term: This Contract will be in effect from the time that the Service(s) are activated until it is terminated as provided for by this Contract or it is replaced by a revised Contract.

II. Termination by You: Unless you have agreed to a minimum term Contract, you may terminate this Contract by giving us 30 days' notice by sending a notice via our e-mail address or calling our customer service line during normal business hours. All applicable fees and charges for the Service(s) will accrue until such time as this Contract has been terminated, the Service(s) have been disconnected and all Equipment has been returned. Where you have agreed to a minimum-term Contract, any penalty for early termination shall be only in respect of any subsidy provided by us to you under or in connection with the Contract, and shall be pro-rated over the term of the Contract.

III. Suspension and Termination by RVR: Under the conditions listed below, RVR reserves the right, subject to applicable law, to immediately and without notice to terminate or suspend the Service(s). RVR may take these actions if it : (1) determines that your use of the Service(s) does not conform with the obligations set out in this Contract, (2) determines that your use of the Service(s) interferes with RVR's ability to provide the Service(s) to you or others, (3) reasonably believes that your use of the Service(s) may violate any laws, regulations or written and electronic instructions for use, or (4) reasonably believes that your use of the Service(s) interferes with or endangers the health and/or safety of our personnel or third parties.

IV. Your Obligation Upon Termination: You agree that upon termination of this Contract, you will do the following:

a. You will immediately cease all use of the Service(s) and all Equipment;

b. You will pay in full for your use of the Service(s) up to the date that this Contract has been terminated and the Service(s) are disconnected; and

c. Within ten (10) days of the date on which Service(s) are disconnected, you will return all equipment to us at our registered office or to our agent in undamaged and working order, save for normal wear and tear excepted otherwise you will be charged the retail price of a new Equipment. Or;

d. You will permit us or our agents to access the Premises to remove all Equipment provided by RVR will accrue in accordance with the applicable law until such time.

e. You shall be charged for any fees associated with the cost of the service at the time of termination.

17. Disputes: Any dispute between you and RVR shall be resolved through mediation or under the provisions of the Telecommunications Act specifically referring to disputes.

18. Representations and Warranties: You also represent and warrant that you have provided us with information that is accurate, complete and current and that you agree to notify us immediately if there is any change in the information that you have provided to us. Failure to do so is a breach of this Contract.

19. Notice: RVR may deliver any notice of any change to this Contract by posting it on our website, by mail or e-mail to the address for your account or by including it on or with your bill for Service(s). if you do not agree to any changes to this Contract, you have the right to cancel your Service (s). Your continued receipt of the Service (s) after 30 days from the date RVR delivers notice of the change will constitute your acceptance of the change.

20. LIMITATION OF RVR'S LIABILITY: YOU ACKNOWLEDGE AND AGREE THAT WE WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE including but not limited to, causes attributable to you or your property, inability to obtain access to the Premises, failure of any signal at the transmitter, failure of a communications satellite, loss of use of poles, or other utility facilities, strike, labour dispute, riot or insurrection, war, explosion, malicious mischief, fire, flood, lightning, earthquake, wind, extreme weather conditions, or other acts of God or any court order, law, actor order of government agency or regulator restricting or prohibiting the operation or delivery of the Service(s). we cannot guarantee download speeds for 24 hours a day, 7 days a week. We will provide minimum guaranteed speeds as required by law. In any other case or interruption, credit will be given for the loss of service where it is in excess of seventy- two (72) consecutive hours and where the loss of service is due solely to RVR. Request for such credits must be made in writing.

21. RVR NOR ITS EMPLOYEES, AGENTS, SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE, LOSS, OR DESTRUCTION TO THE CUSTOMER'S television set or sets, computers, laptops, tablets and other similar devices and other customer equipment unless caused by the gross negligence or willful misconduct of RVR its employees or agents.

22. INDEMNIFICATION AND LIABILITY OF CUSTOMER: You agree that you shall be responsible for and shall defend and indemnify RVR, ITS EMPLOYEES AND AGENTS and shall reimburse RVR for any damages, losses or expenses (including but not limited to reasonable legal fees) incurred by RVR in any Claim, judgment or cause of action arising out of your use of the Service(s).

23. GOVERNING LAW: This agreement is governed by the Laws of Trinidad and Tobago.

24. CONFIDENTIALITY AND PRIVACY: The Company shall collect use, store and protect all personal information provided by the customer – including name, address, telephone number and any other identifying details in accordance with the Data Protection Act 2011. Such



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information will be used solely for the provision, management and verification of the contracted services. The Company shall not disclose the customer's personal information to any third party except where required by law, authorized by the customer, or in the furtherance of the implementation and/or performance of this agreement (such as to contractors, suppliers and agents.)

WE AGREE TO THE ABOVE TERMS AND CONDITIONS: -

SUBSCRIBER'S SIGNATURE

DATE

ON BEHALF OF RVR INTERNATIONAL LIMITED

DATE

OFFICIAL USE ONLY

SERVICE TYPE

VALUE MBPS

NUMBER OF STB

INSTALLATION FEE

MONTHLY RENTAL/FEE

PERIOD PAID FOR

TOTAL

SIGNATURE OF RVR INTERNATIONAL REPRESENTATIVE _____