

Usage Based Billing and New Service Packages

TekSavvy Customers, Please Note

The following describes certain changes to the Terms of Service (Terms) applicable to your plan, necessitated by the requirement that TekSavvy pass on usage based billing practices of certain DSL providers. Continuous use of your services will be considered agreement with those changes to the Terms and your service plan. If you do not agree with the changes to the Terms your sole remedy is to call us, cancel all the TekSavvy services to which you subscribed, stop using all of the services and terminate your Agreement with TekSavvy. If you do not agree with the changes to your high-speed Internet service plan, your sole remedy is to stop using the service and terminate your Agreement with TekSavvy with regard to that service. In such case you may consider signing up for another, more suitable, plan.

Important Changes to your TekSavvy High Speed DSL Internet service

Recently the Canadian Radio-television and Telecommunications Commission (CRTC) rendered a decision allowing incumbent carriers, such as Bell Canada, to introduce Usage Based Billing (UBB) on the wholesale high-speed access services that TekSavvy requires to provide its own DSL-based high-speed Internet services. These charges are billed to TekSavvy based on TekSavvy end customer connections.

Since TekSavvy will incur additional usage-based costs in order to provide Residential DSL High-Speed Internet services to customers in Ontario and Quebec, we will implement UBB on all of our Residential DSL High Speed Internet services in Ontario and Quebec effective March 1, 2011.

Frequently Asked Questions

1. What is Usage Based Billing (UBB)?

Usage Based Billing (UBB) is an increasingly controversial charge that is virtually unique to Canada, and makes consumers pay artificially high amounts for downloading and uploading content via the Internet. With UBB your High Speed Internet usage will be measured and capped to a set monthly limit. Additional usage will be charged extra.

2. Why is TekSavvy implementing Usage Based Billing for residential High Speed DSL Internet customers?

On January 25, 2011, **the CRTC** rendered a decision allowing incumbent carriers, such as Bell Canada, to introduce UBB on the wholesale high-speed access services that TekSavvy employs to provide its own

DSL-based high-speed Internet services in Ontario and Quebec, effective March 1, 2011. The introduction of UBB by those carriers effectively forces TekSavvy to pass those additional costs to its Residential DSL High-Speed Internet customers.

3. What is the CRTC?

The CRTC is an independent public authority that regulates and supervises broadcasting and telecommunications in Canada.

4. When will these changes be implemented?

Commencing March 1st 2011, your existing up to 5 Mbps High Speed Internet plan will now have 25GB (gigabytes) of monthly usage included. Your usage will be calculated from the first through the last day of each calendar month.

5. How can I see and track my Internet usage?

You can view your monthly Internet usage, by calendar month, by visiting the TekSavvy Monthly Bandwidth Usage webpage at <http://teksavvy.com/en/gigusage.asp>, or through our new Customer Portal at <https://myworld.teksavvy.com>.

6. How many gigabytes (GB) do different online activities use?

1GB of usage will allow you to do the following things (approximate measurements)	
- View 26,000 web pages or	
- Send/receive 105,000 e-mails or	
- Exchange over 2,000 Microsoft Word documents (of about 10 pages each) or	
- Exchange up to 500 digital photos or	
- Download more than 200 songs or	
- Stream 18 hours of music from the web or	
- Download 1.5 movies (or 2/3 of a movie in high definition) or	
- Play games online for 240 hours (or 10 days)	

7. How do I determine the approximate amount of gigabytes (GB) I will need?

If you have never verified your household usage or if you are a new customer, you may not know your average monthly usage. Below is a table that may help you estimate potential usage based on your intended activity:

Intended Internet Activity	Average Monthly Usage
Primarily use email combined with a light amount of web surfing.	< 25GB
Moderate web surfing, occasional file sharing, online shopping and email.	< 25GB
Extensive web surfing, sharing music, video streaming, downloading and playing games, online shopping and email. Power users that use multiple computers, smartphones, and game	Potentially > 25GB

consoles at the same time.

8. What are my options?*

In response to the implementation of UBB, TekSavvy had devised new usage plans tailored to your intended Internet activity. We've also introduced Insurance and Usage Vault options.

9. How does the Insurance Option work?

Insurance above the "Base Usage" amount for your selected package is a recurring subscription fee that provides you with additional monthly usage. Additional usage bought within a calendar month using an Insurance Option is not carried over into the next month.

The insurance blocks are offered in four levels:

- The first three levels of insurance each provide monthly usage above the "Base Usage" amount in 40 GB increments at a monthly cost of \$4.75 per increment. For example, if you wish to have 120GB of additional usage each month (level three), you would pay for three increments of insurance at \$4.75 each. This would be a total of \$14.25 of insurance per month on top of the "Flat Monthly Price"
- The fourth level of insurance provides you with a maximum of 300GB of monthly usage for a total monthly insurance cost of \$55.00 above the "Flat Monthly Price". Note that for the fourth level of insurance, you do not need to have first purchased the prior three levels.

Insurance purchased after the start of a calendar month is prorated for both cost and available usage based on the calendar date. Insurance upgrades are applied to accounts effective immediately. Insurance downgrades to accounts are effective as of the next billing date. For insurance at the 300 GB level, prorating is not available. The entire package amount must be pre-paid for the given calendar month regardless of when the package is purchased during the month.

Customers who opt for the third (e.g., 120 GB increment) and fourth (e.g. 300 GB total) levels of insurance will be move to a monthly billing cycle and their bills during the transition period from non-calendar billing cycles to calendar month billing cycles will be prorated accordingly.

10. What is the Usage Vault?

The Usage Vault is payment made in advance to purchase usage beyond the base level of your plan including any additional Insurance Option you have selected. Having prepaid funds in the vault will make it more convenient for you in the event that you exceed selected monthly usage level.

11. How does the Usage Vault work?

The Usage Vault allows the clients to purchase and bank usage outside of the Insurance Options. This usage must be prepaid and purchased in blocks of \$10, \$25, \$50, or \$100. The usage stored in the vault has no expiration date. Please see table below for applicable rates.

Usage protection will be deducted from your vault as follows:

Packages	Base Usage	Flat-Monthly Price	Insurance Option (used in the calendar month)	Monthly Insurance Price	Total Usage	Total Monthly Price
Lite up to 640 kbps/ 512 kbps	2 GB	\$24.95	120 GB	\$14.25	122 GB	\$39.20
	2 GB	\$24.95	275 GB	\$55.00	300 GB	\$79.95
Premium up to 5 Mbps/ 800 kbps	25 GB	\$31.95	120 GB	\$14.25	145 GB	\$46.20
	25 GB	\$31.95	275 GB	\$55.00	300 GB	\$86.95
Billing Cycle Must be moved to Monthly Calendar Cycle						

Usage Vault “for extra peace of mind” no expiration date	Usage protection will be deducted from your vault as follows:
	Lite up to 640 kbps/512 kbps Package
\$10 Usage Block	\$2.35 / GB up to 300 GB in a given month
\$25 Usage Block	\$0.95 / GB above 300 GB in a given month
\$50 Usage Block	
\$100 Usage Block	Premium up to 5 Mbps/800kbps Package
	\$1.90 / GB up to 300 GB in a given month
	\$0.95 / GB above 300 GB in a given month

If you do not select one of the new options prior to March 1, 2011, we will transition you as follows:

1. High Speed Internet Lite will be transitioned to Lite with Insurance Option “None”; and
2. High Speed Internet Premium and High Speed Internet Unlimited will be transitioned to Premium with Insurance Option “None”.

13. What are my new Residential Dry Loop DSL Internet Options?

Your previous options were:

Package Names	Base Usage Included/month	Up to 640 kbps/512 kbps Plans
High Speed Internet Lite	Unlimited	\$24.95/month + Band rate**
Package Names	Base Usage Included/month	Up to 5 Mbps/800 kbps Plans

High Speed Internet Premium	200 GB	\$31.95/month + Band rate**
High Speed Internet Unlimited	Unlimited	\$39.95/month + Band rate**

In response to the implementation of Usage Based Billing, TekSavvy had devised new usage plans tailored to your intended Internet activity. We've also introduced Insurance and Usage Vault options.

Your new options are:

Packages	Base Usage	Flat-Monthly Price	Insurance Option (used in the calendar month)	Monthly Insurance Price	Total Usage	Total Monthly Price
Lite up to 640 kbps/ 512kbps	2 GB	\$24.95 + band rate **	None	n/a	2 GB	\$24.95 + band rate **
	2 GB	\$24.95 + band rate **	40 GB	\$4.75	42 GB	\$29.70 + band rate **
	2 GB	\$24.95 + band rate **	80 GB	\$9.50	82 GB	\$34.45 + band rate **
Premium up to 5 Mbps/ 800kbps	25 GB	\$31.95 + band rate **	None	n/a	25 GB	\$31.95 + band rate **
	25 GB	\$31.95 + band rate **	40 GB	\$4.75	65 GB	\$36.70 + band rate **
	25 GB	\$31.95 + band rate **	80 GB	\$9.50	105 GB	\$41.45 + band rate **
Usage prorated based on calendar day of signup						

Packages	Base Usage	Flat-Monthly Price	Insurance Option (used in the calendar month)	Monthly Insurance Price	Total Usage	Total Monthly Price
Lite up to 640 kbps/ 512kbps	2 GB	\$24.95 + band rate **	120 GB	\$14.25	122 GB	\$39.20 + band rate **
	2 GB	\$24.95 + band rate **	275 GB	\$55.00	300 GB	\$79.95 + band rate **
Premium up to 5 Mbps/ 800kbps	25 GB	\$31.95 + band rate **	120 GB	\$14.25	145 GB	\$46.20 + band rate **
	25 GB	\$31.95 + band rate **	275 GB	\$55.00	300 GB	\$86.95 + band rate **
Billing Cycle Must be moved to Monthly Calendar Cycle						

Usage Vault "for extra peace of mind" no expiration date	Usage protection will be deducted from your vault as follows:
	Lite up to 640 kbps/512 kbps Package
\$10 Usage Block	\$2.35 / GB up to 300 GB in a given month
\$25 Usage Block	\$0.95 / GB above 300 GB in a given month
\$50 Usage Block	
\$100 Usage Block	Premium up to 5 Mbps/800 kbps Package

\$1.90 / GB up to 300 GB in a given month
\$0.95 / GB above 300 GB in a given month

If you do not select one of the new options prior to March 1, 2011, we will transition you as follows:

1. High Speed Internet Lite will be transitioned to Lite with Insurance Option "None"; and
2. High Speed Internet Premium and High Speed Internet Unlimited will be transitioned to Premium with Insurance Option "None".

14. What are my new Residential DSL MLPPP Internet Options?? ***

Residential DSL Internet with 2 DSL Lines (MLPPP)

Your previous options were:

Package Names	Base Usage Included/month	Up to 1.28 Mbps/1024 kbps Plans
MLPPP High Speed Internet Lite	Unlimited	\$53.90/month + Band rate**
Package Names	Base Usage Included/month	Up to 10 Mbps/1.6Mbps Plans
MLPPP High Speed Internet Premium	400 GB	\$67.90/month + Band rate**
MLPPP High Speed Internet Unlimited	Unlimited	\$83.90/month + Band rate**

Your new options are:

In response to the implementation of Usage Based Billing, TekSavvy had devised new usage plans tailored to your intended Internet activity. We've also introduced Insurance and Usage Vault options.

Packages	Base Usage	Flat-Monthly Price	Insurance Option (used in the calendar month)	Monthly Insurance Price	Total Usage	Total Monthly Price
MLPPP Lite up to 1.28 Mbps/1024 kbps	4 GB	\$53.90 + band rate **	None	n/a	4 GB	\$53.90 + band rate **
	4 GB	\$53.90 + band rate **	80 GB	\$9.50	84 GB	\$63.40 + band rate **
	4 GB	\$53.90 + band rate **	160 GB	\$19.00	164 GB	\$72.90 + band rate **
MLPPP Premium up to	50 GB	\$67.90 + band rate **	None	n/a	50 GB	\$67.90 + band rate **
	50 GB	\$67.90 + band rate **	80 GB	\$9.50	130 GB	\$77.40 + band rate **
	50 GB	\$67.90 + band rate **	160 GB	\$19.00	210 GB	\$86.90 + band rate **

10 Mbps/ 1.6 Mbps
Usage prorated based on calendar day of signup

Packages	Base Usage	Flat-Monthly Price	Insurance Option (used in the calendar month)	Monthly Insurance Price	Total Usage	Total Monthly Price
MLPPP Lite up to 1.28 Mbps/1024 kbps	4 GB	\$53.90 + band rate **	240 GB	\$28.50	244 GB	\$82.40 + band rate **
	4 GB	\$53.90 + band rate **	596 GB	\$110.00	600 GB	\$163.90 + band rate **
MLPPP Premium up to 10 Mbps/1.6 Mbps	50 GB	\$67.90 + band rate **	240GB	\$28.50	290 GB	\$96.40 + band rate **
	50 GB	\$67.90 + band rate **	550 GB	\$110.00	600 GB	\$177.90 + band rate **
Billing Cycle Must be moved to Monthly Calendar Cycle						

Due to UBB, traffic on MLPPP is calculated separately for each line before being billed.

If more than two lines are aggregated under MLPPP, rates are prorated accordingly.

Usage Vault “for extra peace of mind” no expiration date	Usage protection will be deducted from your vault as follows:
	Lite up to 1.28 Mbps/1024 kbps Package
\$10 Usage Block	\$2.35 / GB up to 600 GB in a given month
\$25 Usage Block	\$0.95 / GB above 600 GB in a given month
\$50 Usage Block	
\$100 Usage Block	Premium up to 10 Mbps/1.6 Mbps Package
	\$1.90 / GB up to 600 GB in a given month
	\$0.95 / GB above 600 GB in a given month

If you do not select one of the new options prior to March 1, 2011, we will transition you as follows:

1. MLPPP High Speed Internet Lite will be transitioned to MLPPP Lite with Insurance Option “None”; and
2. MLPPP High Speed Internet Premium and MLPPP High Speed Internet Unlimited will be transitioned to MLPPP Premium with Insurance Option “None.”

15. Will I be notified when I approach and reach the usage limit of my plan?

If you reach 75% of your available usage for a calendar month, TekSavvy will notify you via your browser that you are approaching your usage limit. At this time you will be given the option to increase the level of Insurance on your monthly account or to add credit to your Usage Vault.

When you reach your available usage limit for a calendar month, TekSavvy will notify you via your browser and reduce the speed of your connection to 64kbps. At this time you will be given the option to increase the level of insurance on your monthly account or to add credit to your Usage Vault.

If you exceed 100% of your available usage for a calendar month, you will be billed a rate of \$2.35 per GB for any Lite or MLPPP Lite service plan and \$1.90 for any Premium or MLPPP Premium service plan for excess usage up to and including 300 GB of total usage in the month and/or at \$0.95 per GB of total usage in the case of any service plan for any excess usage above 300 GB.

16. Can I buy additional usage every now and then, instead of upgrading my package on a going forward basis?

Yes, additional usage can be purchased using our Usage Vault option.

17. What is a Grandfathered User? / What are the options for Grandfathered Users?

A Grandfathered User is an end-user that has been a continuous customer since before Feb. 1, 2007, having a continual Residential DSL High Speed Internet service of a particular speed on the same physical phone line, in accordance with a list provided to us by Bell Canada.

As a grandfathered User, you will have the choice to be moved to one of the new UBB service plans or you may pay an additional \$5.00 per month and stay with your current package.

If you are a grandfathered user and make a change to your service, you may not revert to a grandfathered plan.

If you are not sure whether you are a grandfathered user, please go to your customer portal at <https://myworld.teksavvy.com> for verification.

Regular Residential DSL Internet

Our previous packages were:

Package Names	Base Usage Included/month	Up to 640 kbps/512 kbps Plans
High Speed Internet Lite	Unlimited	\$24.95/month
Package Names	Base Usage Included/month	Up to 5 Mbps/800 kbps Plans
High Speed Internet Premium	200 GB	\$31.95/month
High Speed Internet Unlimited	Unlimited	\$39.95/month

The new Grandfathered Users packages are:

Package Names	Base Usage Included/month	Up to 640 kbps/512 kbps Plans
High Speed Internet Lite	Unlimited	\$29.95/month
Package Names	Base Usage Included/month	Up to 5 Mbps/800 kbps Plans
High Speed Internet Premium	200 GB	\$36.95/month
High Speed Internet Unlimited	Unlimited	\$44.95/month

If you are a Grandfathered User and you do not select one of the new options prior to March 1, 2011, you will remain on the same Grandfathered User plan at the new applicable higher rate.

If you are a High Speed Internet Premium user and you exceed your usage cap of 200 GB for any two consecutive months, you will be automatically upgraded to the High Speed Internet Unlimited plan on a going forward basis and billed accordingly thereafter.

Dry Loop Residential DSL Internet

Our previous packages were:

Package Names	Base Usage Included/month	Up to 640 kbps/512kbps Plans
High Speed Internet Lite	Unlimited	\$24.95/month + Band rate**
Package Names	Base Usage Included/month	Up to 5 Mbps/800 kbps Plans
High Speed Internet Premium	200 GB	\$31.95/month + Band rate**
High Speed Internet Unlimited	Unlimited	\$39.95/month + Band rate**

The new Grandfathered Users packages are:

Package Names	Base Usage Included/month	Up to 640 kbps/512kbps Plans
High Speed Internet Lite	Unlimited	\$29.95/month + Band rate**
Package Names	Base Usage Included/month	Up to 5 Mbps/800 kbps Plans

High Speed Internet Premium	200 GB	\$36.95/month + Band rate**
High Speed Internet Unlimited	Unlimited	\$44.95/month + Band rate**

If you are a Grandfathered User and you do not select one of the new options prior to March 1, 2011, you will remain on the same Grandfathered User plan at the new applicable higher rate.

If you are a High Speed Internet Premium user and you exceed your usage cap of 200 GB for any two consecutive months, you will be automatically upgraded to the High Speed Internet Unlimited plan on a going forward basis and billed accordingly thereafter.

MLPPP Residential DSL Internet

Our previous packages were:

Package Names	Base Usage Included/month	Up to 1.28 Mbps/1024 kbps Plans
MLPPP High Speed Internet Lite	Unlimited	\$53.90/month + Band rate **
Package Names	Usage	Up to 10 Mbps/1.6 Mbps Plans
MLPPP High Speed Internet Premium	200 GB	\$67.90/month + Band rate **
MLPPP High Speed Internet Unlimited	Unlimited	\$83.90/month + Band rate **

The new Grandfathered Users packages are:

Package Names	Base Usage Included/month	Up to 1.28 Mbps/1024 kbps Plans
High Speed Internet Lite	Unlimited	\$63.90/month + Band rate **
Package Names	Usage	Up to 10 Mbps/1.6 Mbps Plans
High Speed Internet Premium	200 GB	\$77.90/month + Band rate **
High Speed Internet Unlimited	Unlimited	\$93.90/month + Band rate **

If you are a Grandfathered User and you do not select one of the new options prior to March 1, 2011, you will remain on the same Grandfathered User plan at the new applicable higher rate, but only if each of the lines used in the provision of the MLPPP service qualifies individually under the Grandfathered User policy.

18. Will I be billed for all of the usage associated with my telephone line(s)?

Yes, you will be billed for all usage originating from your telephone line(s).

19. Is there anything we can do (as customers) to fight this? / Can you point out some petitions or effective courses of action?

If you would like to get further involved here's a links to visit to make your thoughts known and to participate:

- www.stopthemeteter.ca (signing the petition will now automatically send our Minister of Industry, Tony Clement (the person politically responsible for the CRTC) an email.
- Join the twitter campaign at <http://act.ly/2kw>
- Join the Facebook campaign <http://www.facebook.com/notes/openmediaca/stop-the-meter-on-your-internet-use/455248704798>

20. How can I contact TekSavvy?

To contact us:

By Mail: TekSavvy Solutions Inc.
330 Richmond Street, Suite 205
Chatham, Ontario
N7M 1P7

By Telephone: 1-877-779-1575

By Fax: 519-360-1716

By Email: support@teksavvy.com

For additional information about TekSavvy, see <http://www.teksavvy.com>

Notes:

* Taxes extra. Installation and hardware costs extra. Offer and rates are subject to change. Offer only available in those locations that are accessible by suitable facilities and technologies, and that are served by underlying required services provided by other providers of telecommunications services, where applicable. Speeds quoted show maximum download speed followed by maximum upload speed. Download and upload speeds actually attained with our high-speed Internet services may be less than advertised due to numerous factors beyond our control. Our services may be subject to Internet traffic management practices of our underlying carriers. **Some terms and conditions apply.** See <https://secure.teksavvy.com/en/termspolicies.asp>.

** DSL service runs over the phone line. When there is no active phone service (and so you are not already paying for the use of the line) TekSavvy is required to pay an extra charge for the use of line to allow the Internet service to function. The charge varies by band which, in turn, varies depending where you are located. The pricing is based on band rates A to G and is mandated by the CRTC.

Band	Price
Band A	\$7.25/mo.
Band B	\$9.10/mo.
Band C	\$10.22/mo.
Band D	\$10.98/mo.
Band E	\$15.91/mo.
Band F	\$16.20/mo.
Band G	\$25.10/mo.

*** Multilink PPP (MLPPP) is a communications protocol that enables a personal computer (PC) to use two PPP (Point-to-Point Protocol) communications ports as if they were a single port of greater bandwidth. For example, a subscriber can use two modems jointly to connect to the Internet, thereby obtaining a connection that works at approximately twice the data transfer rate of a single modem used alone. Due to UBB, traffic on MLPPP is calculated and billed separately for each line.