



Terms of Service

By using World on Wireless (WOW) services, you agree to the Terms of Service as set out below in effect from time to time:

1. WOW may at its discretion change these Terms of Service at any time upon written notice and posting them to its website, and your continued use of WOW services constitute your acceptance of any changes. These Terms of Service apply to all WOW subscription programming services and equipment.
2. WOW shall have the right to inquire about credit information regarding you and your account from others, including credit-reporting agencies. WOW has the right to provide your account information to others in the collection of any unpaid amounts.
3. You agree to pay the total charges due upon receipt of your invoice using any of the methods below:
 - a. Online at a local bank.
 - b. Automatically by pre-authorized bank, credit or debit card payment.
 - c. By mailing or hand delivering a cheque or bank draft made payable to World on Wireless.
 - d. Cash Payment hand delivered to World on Wireless.
4. Failure to receive your monthly invoice does not constitute a valid reason not to pay your bill. Any balance unpaid after the due date will be subject to a late payment charge in effect from time-to-time. Overdue accounts are subject to cancellation of services. Any uncollected charges may be subject to collection through a collection agent with all collection fees the responsibility of the account. A returned cheque or declined card fee in effect from time-to-time will be levied if your card is denied or if your cheque is returned unpaid. An administration fee in effect from time-to-time for account processing activities may apply.
5. Any questions or discrepancies regarding charges on your invoice must be reported to WOW's Customer Care within 60 days of the billing date. Failure to contact WOW within this time will constitute your acceptance of such charges.
6. High Definition Personal Video Recorder (HD-PVR) equipment to acquire WOW service is provided by WOW. Such equipment may be rented for a monthly rental fee in effect from time-to-time or purchased. The warranty provided for your purchased HD-PVR equipment is ninety (90) days from date of purchase on hardware only. WOW warrants that it will either repair or replace the HD-PVR equipment the result of defective hardware within the warranty period. WOW for a charge will make reasonable efforts to arrange for the repair of your HD-PVR equipment outside of the warranty period or sell you another HD-PVR equipment. It will still be necessary for you to rent a SmartCard to acquire the service at the prevailing rates in effect and this SmartCard remains the property of WOW. Standard definition Set-Top-Boxes will continue to be available on a monthly rental basis.
7. You agree to give WOW 30 days' written notice to cancel and/or disconnect any service or equipment. WOW may waive the 30 days' notice at its sole discretion. Applicable WOW subscription television and equipment charges continue until the 30 days' have elapsed or until the service has been cancelled or discontinued and WOW equipment returned to WOW. WOW will only cancel/close your service, upon request, once full and final settlement of any outstanding balance is paid and all equipment has been returned.
8. Your account information may, from time-to-time, be disclosed to other members of the WOW organisation and its agents and authorised dealers in order to service your account, respond to your questions and to promote additional products and services offered by WOW that may interest you. WOW will not release this account information to other third parties save with your consent or in circumstances where required by law to do so.
9. All equipment installed or provided by WOW, except equipment purchased outright by you, remains the property of WOW. Equipment may be provided and charged as part of the monthly fee. WOW may require you to pay an equipment deposit prior to providing you with rental equipment. You agree to pay WOW as applicable, an early cancellation fee, or the cost of any WOW equipment not returned to WOW upon disconnection or loss, together with any costs incurred by WOW in seeking to obtain possession of any such equipment. You authorise WOW to charge your credit or debit card account, your WOW account, or under your pre-authorized payment authorisation, in payment for all outstanding service and equipment charges.
10. WOW acquires its programming from various sources and is not responsible for the content in the programming broadcast on its subscription television network. WOW is not responsible for any changes, including but not limited to cancellation, substitution, rescheduling, and blackouts to programming originating or requested from the programming suppliers. Furthermore, the aforementioned change does not entitle you to a credit in part or whole for your monthly programming fees unless such an outage remains continuous for a 24 hour period. Only then a credit may apply for that specific part of the programming not delivered. In any case, should a credit be applied such credit will not be greater than your total monthly programming subscription fee.



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11. WOW is not responsible for disruption to programming broadcast due to atmospheric disturbance affecting its ability to receive a broadcast programme signal.

WOW UHF DVB-T and DVB-T2 Services Only:

1. Any unauthorised attachments to our wireless subscription television equipment, or interfering or tampering with WOW's wireless subscription television equipment or unauthorised use of our signals, is prohibited and may constitute an offence under The Telecommunications Act 1986 (as amended) (Section 51).
2. You may use WOW equipment only at the address identified on the sign-up form.
3. If a service call is required to restore your wireless subscription TV services that has been terminated for non-payment a service charge for restoration of service may apply.
4. WOW may at its sole discretion add, terminate and alter the sequence or wireless subscription TV services; introduce and/or substitute new basic and tier packages of wireless subscription TV services; and change the services in each package and prices for packages of wireless subscription TV services.