



SureNet

SureNet Home:Fone



SURENET HOME FONE REQUISITION FORM

Note: You must have SureNet High Speed Internet service to receive SureNet Home Fone service. Dialup will not work.

- I already have SureNet High Speed Services
 - I have SureNet High Speed DSL (over telephone Line)
 - I want to add this as a second line
 - I want to replace my phone line with a dry loop \$9/month
 - I have SureNet High Speed Cable Internet
 - I have SureNet High Speed Wireless (Antenna on your building)

- I want to arrange High Speed service with SureNet
- I use a router with my internet connection
- I do not use a router
- Please provide a router _____
- I want to keep my current fone number _____

Service fone Number (if different from above)
OFFICE USE ONLY

Name _____

Address _____

Daytime Contact Number _____

Billing Address (if different from above) _____

Method of Payment

- Use existing billing information
- Use information below:
 - Pre-Authorized Banking (Please provide VOID CHEQUE or Authorization Form)
 - Credit Card

Credit Card # _____

Exp. date _____ CVV _____

Signature _____

PLEASE SELECT A SERVICE PLAN

- Home Fone Basic \$14.99
- Home Fone 500 \$19.99
- Home Fone 2000 \$29.99
- Home Fone International \$39.99

ADDITIONAL SERVICES

- Fax line: \$19.99
- Toll Free Number \$9.95
- Additional Calling Zone: \$9.95

LOCAL CALLING ZONE

- Huntsville
- Bracebridge
- Other _____

USER NAME

- Use my existing information
- Use the following:

Username _____

Password _____

INSTALLATION

- Hardware ATA Fone Device \$99.99
- Self Install/Activation \$19.99
- Onsite Installation \$49.99

OFFICE USE

- Activation date _____
- QB
- Plat

911 Service:

THIS SECTION CONTAINS IMPORTANT PROVISIONS, INCLUDING THOSE REGARDING 911 SERVICE

- 1. Description** SureNet Homefone (VoIP or Voice over IP) services allow you to make or receive telephone calls over the Internet to or from the public switched telephone network. The nature of SureNet Homefone telephone calls, while appearing similar to traditional telephone calling services, create unique limitations and circumstances, and you acknowledge and agree that differences exist between traditional telephone service and SureNet Homefone telephone services, including the lack of traditional 911 emergency services.
- 2. 911 Service** Because of the unique nature of SureNet Homefone telephone calls, emergency calls to 911 through your SureNet Homefone service will be handled differently than traditional phone service. The following provisions describe the differences and limitations of 911 emergency calls, and you hereby acknowledge and understand the differences between traditional 911 service and SureNet Homefone calls with respect to 911 calls placed to emergency services from your account as described below.
- 3. Placing 911 Calls** When you make a 911 emergency call, the SureNet Homefone service will attempt to automatically route your 911 call through a third-party service provider to the Public Safety Answering Point ("PSAP") corresponding to your address of record on your account. However, due to the limitations of the SureNet Homefone telephone services, your 911 call may be routed to a different location than that which would be used for traditional 911 dialing. For example, your call may be forwarded to a third-party, specialized call centre that handles emergency calls. This call centre is different from the PSAP that would answer a traditional 911 call which has automatically generated your address information, and consequently, you may be required to provide your name, address, and telephone number to the call centre.
- 4. How Your Information is Provided** The SureNet Homefone service will attempt to automatically provide the PSAP dispatcher or emergency service operator with the name, address and telephone number associated with your account. However, for technical reasons, the dispatcher receiving the call may not be able to capture or retain your name, phone number or physical location. Therefore, when making a 911 emergency call, you must immediately inform the dispatcher of your location (or the location of the emergency, if different). If you are unable to speak, the dispatcher may not be able to locate you if your location information is not up to date.
- 5. Correctness of Information** You are responsible for providing, maintaining, and updating correct contact information (including name, residential address and telephone number) with your account. If you do not correctly identify the actual location where you are located, or if your account information has recently changed or has otherwise not been updated, 911 calls may be misdirected to an incorrect emergency response site.
- 6. Disconnection** You must not disconnect the 911 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or location information. If you are inadvertently disconnected, you must call back immediately.
- 7. Connection Time** For technical reasons, including network congestion, it is possible that a 911 emergency call will produce a busy signal or will take longer to connect when compared with traditional 911 calls.
- 8. 911 Calls May Not Function** For technical reasons, the functionality of 911 SureNet Homefone emergency calls may cease or be curtailed in various circumstances, including but not limited to: Failure of service or your service access device-if your system access equipment fails or is not configured correctly, or if your SureNet Homefone service is not functioning correctly for any reason, including power outages, SureNet Homefone service outage, suspension or disconnection of your service due to billing issues, network, or Internet congestion, or network or Internet outage in the event of a power, network or Internet outage; you may need to reset or reconfigure the system access equipment at a location other than that described in your account information or otherwise on record with Mascon Cable Systems.
- 9. Inform Other Users** You are responsible for notifying, and you agree to notify, any user or potential users of your SureNet Homefone services of the nature and limitation of 911 emergency calls on the SureNet Homefone services as described herein.
- 10. Limitations of Liability** SureNet Communications terms of service limit and disclaim liability related to SureNet Homefone 911 service, so please read these carefully. If you do not understand and agree with the limitations of the SureNet Homefone 911 service, you should consider alternate means of accessing traditional 911 services or terminating your SureNet Homefone service. We employ third parties to assist us in routing 911 calls to the local Emergency Response Centre's. We disclaim any and all liability or responsibility in the event such third party data used to route calls is incorrect or yields an erroneous result. Neither SureNet Communications, nor its Affiliates, Partners, Officers, Directors, Employees may be held liable for any claim, damage or loss, and you hereby waive any and all such claims or cause of action, arising from or relating to the 911 dialing service unless such claims or causes of action arose from our gross negligence, recklessness or willful misconduct. You shall defend, indemnify and hold harmless SureNet Communications, its Officers, Directors, Employees, Affiliates and Agent Partners and any other service provider who furnishes service to you in connection with the service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, legal fees and expenses) by, or on behalf of, you or any third party relating to the absence, failure or outage of the service, including 911 dialing, incorrectly routed 911 dialed calls, and or the inability of any user of the service to be able to use 911 dialing or access emergency service personnel.

I HAVE READ AND UNDERSTAND THE LIMITATIONS OF 911 SERVICE _____

Conditions of Service:

Service Quality and Availability

High traffic usage on the subscriber's Internet connection may affect the quality and availability of the VOIP service. Outages of the subscriber's Internet connection will result in lack of VOIP service. SureNet Communications cannot guarantee uninterrupted operation of the service.

Limitation of Liability

Neither SureNet Communications Internet Solutions nor any of its affiliates, directors, officers, employees, agents or underlying third party service providers shall be held liable for any injury, death or damage to persons or property, arising directly or indirectly out of, or relating in any way to the provision of SureNet's Homefone service, including without limitation any inability on your part to access VoIP 9-1-1 service or any other emergency 9-1-1 service, and you hereby waive any and all such claims or causes of action arising out of or from the absence, outage or failure of SureNet Homefone service and VoIP 9-1-1 service.

You agree to defend, indemnify and hold harmless, SureNet Communications and its respective employees, affiliates, directors, officers, agents or underlying third party service providers from and against any liabilities, claims, losses, damages, penalties, fines and expenses (including, without limitation, legal fees and expenses), by or on behalf of you or any third party or user of your SureNet Home fone service relating to the absence, outage, failure or degradation of the voice quality of the SureNet Home fone service, including without limitation the inability to be able to dial 9-1-1 to access emergency services, the inability to complete a 9-1-1 call, the inability to correctly route a 9-1-1 call to the appropriate PSAP or to correctly dispatch emergency services to the location from which the 9-1-1 call originated.

Long Distance Service

The account holder is responsible for all long distance calls and charges resulting from the use of SureNet Communications's VoIP service or any third party service. We advise that you check your online call detail records on a monthly basis to ensure that all charges are correct. It is important to keep your PIN private. Contact your local office to change your PIN. International rates are subject to industry changes. Our International rates are effective for one calendar month. All our International rate changes will take effect on the first 15th day of every month. Not all International rates will change and rates to cellular phones may be different than those to landline phones.

Payment

All payments will be made on the 15th or 30th of each month by pre-authorized credit card or pre-authorized banking. Payments will include pre-payment of the up-coming period plus any charges for long distance and other fees from previous periods. SureNet Internet fees will be billed separately. You agree to SureNet's standard terms of service.

Cancelling your Service

This is a 1 yr contract. Cancellations penalties will equal the full balance for the remainder of the contract for Home fone service and your internet connection. Cancellations are processed at 15th of each month. Subscribers who wish to cancel both their VOIP service and their Internet service must provide written notification 30 days before the end of the contract to ensure timely disconnection of hardwire facilities. Please provide a hard copy cancellation request by email, fax or regular mail. Cancellations will not be accepted by telephone. Hardcopy cancellation will be confirmed with by an email confirmation. Telephone cancellations will not be accepted. Please request a cancellation reference number. For your convenience you may email cancel@suren.net 30 days prior to your requested cancelation date.

Limitations of Service

1. The subscriber must have a high speed Internet service of 512 Kbps or higher.
2. Local line calls must be placed from the service address for all 9-1-1 features to be fully supported.
3. The subscriber must be using a VOIP ATA purchased from SureNet Communications.
4. The subscriber agrees to be liable to any long distance calls placed from their local phone service.
5. Directory assistance is available by dialing 411. The charge for Directory Assistance is 0.85 cents per call.
6. This service supports fax services if that feature has been purchased.

Overdue accounts may result in suspension or cancellation of service and a reconnection charge may apply.

Connected Equipment Terms

The equipment purchased and paid for by the customer is not returnable or refundable. The customer is responsible to ensure that their equipment is protected from tampering. Electrical surge, or any other damage. The customer is responsible for the full cost of the repair or replacement should the equipment be lost, stolen, destroyed or damaged, including without limitation damage caused by lightning or any other type of electrical surge. It is the responsibility of the customer to replace equipment at their cost should it cease to function due to abuse. A manufacturer's warranty is provided on all new equipment sold by SureNet. Customer can contact the manufacturer to effect repairs.

THIS IS A CONTRACT. I HAVE READ THE TERMS OF SERVICE AND THE LIMITATIONS OF 911 SERVICE AND UNDERSTAND AND AGREE TO THEM. I HAVE READ SURENET'S TERMS OF SERVICE FOR INTERNET USE AND ACCEPT THEM. I AUTHORIZE SURENET TO DEDUCT FUNDS FROM MY ACCOUNT AS PER THE SERVICES SELECTED.

Signature _____

Date _____

Date of Birth _____