

## 1. ACCOUNT INFORMATION

**Name**  
 (Please Print) \_\_\_\_\_  
 First Last Email

**Address**  
 \_\_\_\_\_

**Phone**  
 # Street Apt. City Prov. Postal Code  
 Home Mobile Work

## 2. YOUR SERVICE

- Transfer your existing number to VoiceCool
- 22 features include Caller ID, Call Waiting, Call Forwarding, Conference Calling and more!
- Access your call history and Voicemail from the VoiceCool web portal
- Voicemail messages sent to your email
- Unlimited calls between VoiceCool users
- Travel with your number and save on long distance fees



**INCLUDED**

### Select your plan

PLAN	CALLING MINUTES	12 MONTH AGREEMENT	MONTHLY AGREEMENT	MONTHLY RATE	ONE-TIME FEE
VoiceCool Local	Unlimited <b>Local</b> calling	<input type="checkbox"/> \$9 <sup>.95</sup> per month	<input type="checkbox"/> \$14 <sup>.95</sup> per month		-
VoiceCool Unlimited	Unlimited <b>North American</b> calling	<input type="checkbox"/> \$24 <sup>.95</sup> per month	<input type="checkbox"/> \$29 <sup>.95</sup> per month		-
VoiceCool Unlimited PLUS	Unlimited <b>North American</b> plus 2,000 minutes to <b>60 countries</b>	<input type="checkbox"/> \$39 <sup>.95</sup> per month	<input type="checkbox"/> \$44 <sup>.95</sup> per month		-

### Optional Equipment and Services

<input type="checkbox"/>	Cisco/Linksys SPA2102 VoIP Adapter – preconfigured and ready to use	\$74 <sup>.95</sup>	-	
<input type="checkbox"/>	B.Y.O.D. <sup>(1)</sup>	I will be using my own SIP/ATA	-	-
<input type="checkbox"/>	Shipping Fee	\$20 <sup>.00</sup>	-	
			<b>SUB-TOTAL</b>	

1. We strongly recommend that you use a CitÉnet supplied VoIP adapter. Should you choose to use your own, CitÉnet will be unable to provide any support relating to configuration or troubleshooting of your device.

*Provincial and federal sales tax will be added according to your province*

## 3. PHONE NUMBER INFORMATION - Information regarding the VoiceCool phone number

Assign me a new VoiceCool number with the following area code:

I wish to transfer the following number VoiceCool:

## 4a. PAYMENT BY CREDIT CARD

Visa  MasterCard

Cardholder name: \_\_\_\_\_

Card number: \_\_\_\_\_ Expiry Date: (mm/yy) \_\_\_\_\_

*I have read, understood and agree to the terms and conditions of Section 5* Cardholder Signature: \_\_\_\_\_

**4b. PAYMENT BY PRE-AUTHORISED DEBIT** Pre-authorized debit (please attach a copy of a **VOID** cheque)

Name of financial institution:

Institution (3 digits):

Transit (5 digits):

Bank Account (7 digits):

**5. PRE-AUTHORISED PAYMENT AGREEMENT**

By signing this Pre-Authorised Payment Agreement (PAP), you, the Payer, authorise CitéNet to draw from the bank account or credit card identified above for charges, services and products provided with respect to the above noted CitéNet account. You must inform CitéNet, by email or by fax, of any change in information associated with the bank account provided in this authorisation at least (10) business days prior to the next due date of the pre-authorized payment. CitéNet may, at its sole discretion, charge a \$45.00 non-sufficient fund (NSF) administration fee for any payments that are returned to us due to insufficient funds.

You may revoke the present authorisation at any time, with a 30-day notice. You can notify us of any cancellation by email to: [billing@citenet.net](mailto:billing@citenet.net) or by faxing your PAP cancellation letter to 514-861-5953. For information regarding what needs to be submitted in order to cancel a Pre-Authorised Payment Agreement (PAP), please call 514-861-5050 and select option 3 for accounts. Revocation or termination of this authorisation does not terminate any contract for services or products that exists between you and CitéNet. This authorisation applies only to the method of payment and the amount of the payment, and does not otherwise have any bearing on the contract for services or products including any related terms and conditions.

The client understands and agrees to all provisions in this Pre-Authorised Payment Agreement (PAP). The complete Terms and Conditions are available at [www.citenet.net](http://www.citenet.net). CitéNet will only accept and action this request if it is signed and dated.

**6. IMPORTANT INFORMATION REGARDING THE EMERGENCY 911 SERVICE**

Please note that VoiceCool offers an alternative form of 911 service, which has some limitations and differences compared to traditional telephone service. Your 911 calls will be automatically routed to a specialised call centre that handles emergency calls from VoIP subscribers. You should be prepared to provide or confirm your address and call back number with the operator. You should ensure the service address (the physical location from where you will be using your VoiceCool service) is kept current at all times. If you move your device to a new location and/or if you add a new line to your account, you must re-register your new address. VoiceCool 911 operates differently from traditional 911. See full VoiceCool 911 Terms of Service at [www.citenet.net](http://www.citenet.net).

 By signing this agreement, I acknowledge and accept the VoiceCool Emergency 911 terms of service**7. SERVICE AGREEMENT**

These Terms and Conditions of Service constitute the agreement ("Agreement") by and between 7041748 Canada Inc. o/a CitéNet Internet, 204 rue Notre Dame O., Suite 401, Montréal, QC, H2Y 1T3 ("CitéNet") (hereinafter individually and collectively referred to as "VoiceCool", "we" or "us") operators of the "VoiceCool" Residential Voice over IP ("VoIP") Telephone Service or Long Distance services and any related products or services (all of which are referred to as "Service") and the User ("You", "User" or "Customer") of the Service. This Agreement governs both the Service and any devices, such as an IP phone, Multimedia Terminal Adapter, Analog Telephone Adapter or any other IP connection device ("Device" or "Equipment"), used in conjunction with the Service and it applies to all lines on each VoiceCool™ account. If you purchased the Device, Equipment and Service from a retail store, dealer, reseller or provider other than VoiceCool™, you are a "Retail Customer" for purposes of this Agreement.

This service agreement is based on the term chosen above, and will continue on a month-to-month basis after the initial term has ended. If the service is cancelled before the end of the initial term, the client will be billed for any discounts or promotions received up to \$50. This agreement begins on the service activation date.

All hardware the first month's service fees must be paid in advance before activation.

By signing this Agreement or using the Service you represent that you have read and fully understand this Agreement and agree that this Agreement becomes a legally binding contract between you and VoiceCool. In addition to the other representations, warranties and agreements you make under this Agreement, you specifically represent and warrant that the person signing on your behalf is authorized to sign for, and bind, the Customer named herein. You confirm the information you have provided to VoiceCool is true to the best of your knowledge and that you are 18 years of age or older.

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_