

1. ACCOUNT INFORMATION

Name Email

(Please Print) First Last

How did you hear of us: If you are referred by an existing CitéNet client, please enter his/her full name and CitéNet account number here:

Service Address

Phone # Street City Postal Code -

Home Office Fax

2. YOUR SERVICE

Included Features : Fastpath Internet	Included Features : VoiceCool Home Phone	Indicate Amount
<ul style="list-style-type: none"> Download speed: up to 5.0 Mbps², Upload speed: up to 800 kbps² 12 personal email accounts with 1 GB of storage per mailbox Inbound email virus scanning & SPAM protection 50MB of webspace with CitéNet domain name FREE monthly 5\$ long distance coupon! BONUS: <ul style="list-style-type: none"> Personal Security Suite (2 licences included with a 12 month agreement; a 120\$ value!) 	<ul style="list-style-type: none"> Option of transferring your existing number to VoiceCool Caller ID, Call Waiting, Call Forwarding, Conference Calling Access voicemail from anywhere via VoiceCool web portal Voicemail messages sent to e-mail Travel with your number Unlimited calls to other VoiceCool users anywhere 24/7 Technical support 	INCLUDED!

Service (please select only one)

Plan	Additional Details	12 month contract	No contract	
SurfTalk LOCAL	Unlimited local calling + Fast Path Internet	<input type="checkbox"/> \$32. ⁹⁵ /month FOR THE FIRST 3 MONTHS \$42.95 /MO. THEREAFTER	<input type="checkbox"/> \$47. ⁹⁵ /month	
SurfTalk UNLIMITED*	Unlimited local & North American calling + Fast Path Internet	<input type="checkbox"/> \$44. ⁹⁵ /month FOR THE FIRST 3 MONTHS \$54.95 /MO. THEREAFTER	<input type="checkbox"/> \$59. ⁹⁵ /month	
SurfTalk UNLIMITED* PLUS	Unlimited local & North American calling with 2000 mins to 60 countries** PLUS + Fast Path Internet	<input type="checkbox"/> \$59. ⁹⁵ /month FOR THE FIRST 3 MONTHS \$69.95 /MO. THEREAFTER	<input type="checkbox"/> \$71. ⁹⁵ /month	

Hardware

Wireless (WiFi) Modem/Router ⁴	Wireless (WiFi) 4-port ADSL2+ Modem/Router with 1 telephone filter and 1 telephone splitter+filter	<input type="checkbox"/> Rent ⁵	\$5 /month	
		<input type="checkbox"/> Buy	\$89. ⁹⁵	
Linksys SPA2102 VOIP adapter/router from Cisco				\$74.⁹⁵

Optional Services

<input type="checkbox"/> Dry Loop ³	A dry loop is a residential line that doesn't have phone service. Choose this option if you do not have a residential phone line.	Monthly Fee	\$10 /month	
		One Time Setup Fee	\$30	
<input type="checkbox"/> Personal Security Suite (PSS) ⁷	Protection from viruses, spyware, hacker attacks, spam and inappropriate web content. Each PSS can be installed on one PC.	12-Month No Contract	__ x \$5 (each license per month)	
		12-Month Contract	FREE for 2 PCs	
<input type="checkbox"/> Additional Phone Filters	Eliminates static on your telephone lines caused by a high speed connection. Each telephone must have a filter.		__ x \$10 each	
<input type="checkbox"/> Adapter for Wireless VOIP	Make your VOIP adapter wireless		\$40	
<input type="checkbox"/> Onsite Installation ⁸	1 hour home installation of the service by our professional technicians.		\$100 per hour	

Shipping and Handling

			\$20 (one time)
<ol style="list-style-type: none"> Terms and Conditions of the Referral Program are available at www.citenet.net/referral. Speeds mentioned above represent maximum speeds. Actual speeds may be limited by distance and phone line quality. This service requires residential phone service from a local phone provider and is subject to availability. We strongly recommend that you use a CitéNet supplied modem. Should you choose to use your own modem, CitéNet will be unable to provide any technical support relating to the modem. The rented modem must be returned upon termination of your Internet service. Service is based on a 1-year subscription term and will switch to month-to-month at end of initial term unless customer advises otherwise. See Terms and Conditions for full details. The Personal Security Suite is delivered using software from Fortinet Inc. By signing this Agreement you accept Fortinet's End User License Agreement. See Terms and Conditions at www.citenet.net/pss. On-site installation requiring an excess of one hour will be subject to an additional charge of \$100/hour or part thereof. The work is limited to the configuration of TCP/IP, web browser, and e-mail clients. CitéNet will not configure additional systems, hardware, software, and/or settings as part of this service. Available only in Montreal. 			
			Subtotal
			GST (5%)
			QST (8.5%)
			TOTAL



SURFTALK BUNDLE - HOME PHONE AND INTERNET SERVICES

Please complete and fax to CitéNet Internet at 514-861-5953.

1751 Rue Richardson, Bureau 8133, Montréal, QC, H3K 1G6. Call 514-861-5050 / 1-866-962-4480 for assistance.

7. AGREEMENT

These Terms and Conditions of Service constitute the agreement ("Agreement") by and between 7041748 Canada Inc. o/a CitéNet Internet, 1751 Rue Richardson, Bureau 8133, Montréal, QC, H3K 1G6 ("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.

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.

I confirm that the information I have provided to CitéNet Internet is true to the best of my knowledge and that I am 18 years of age or older. I have read, understood and agree to Terms and Conditions of use of CitéNet Internet's Services. The Terms and Conditions are available at www.citenet.net/terms.

Signature: _____ **Name:** _____ **Date:** _____

*Please see Voice Cool Terms and Conditions located at www.citenet.net/terms

**Please visit www.citenet.net/countries for the list of 60 countries included in the UNLIMITED Plus plan.



Pre-Authorised Payment Agreement (PAP)

For assistance with completing this form, please call 514-861-5050.

(Please print clearly)

1. Customer and CitéNet Account Information

Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

CitéNet Account Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

2. Customer Bank Account Information

Name of Financial Institution: _____

Customer Bank Account Number: _____

Financial Institution Transit Number†

--	--	--	--	--	--

Financial Institution Number‡

--	--	--	--

A pre-printed personalised VOID cheque must be included with this Pre-Authorised Payment (PAP) form

3. Customer Credit Card Information

Name of Cardholder: _____

Credit Card Number VISA MASTERCARD: _____

Expiration Date (MM/YY):

--	--

 /

--	--

Cardholder's Signature: _____

4. Pre-Authorised Payment Details

By signing this Pre-Authorised Payment Agreement (PAP), you, the Payor, authorise CitéNet to draw on the bank account or credit card identified above for charges, services and products provided with respect to the above noted CitéNet Account Number. You must inform CitéNet, in writing, 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 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.

Please return the completed Pre-Authorized Payment (PAP) Agreement form by either mail, email, or by fax along with a pre-printed personalised VOID cheque.

By Mail: CitéNet Internet, 1751 rue Richardson, Bureau 8133, Montréal, Québec H3K 1G6
By Email: billing@citenet.net
By Fax: 514-861-5953

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/pap. CitéNet will only accept and action this request if it is signed and dated.

City _____

Date

--	--	--	--	--	--

D D M M Y Y

Signature _____

† The 5-digit transit number usually corresponds to the second set of numbers provided at the bottom of your cheque.
‡ The 3-digit institution number usually corresponds to the third set of numbers provided at the bottom of your cheque.