

## BROADBAND PHONE SERVICE

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.

### 1. ACCOUNT INFORMATION

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

How did you hear of us: \_\_\_\_\_

### Service Address

**Phone** # Street City Postal Code  
Home Office Fax

### 2. YOUR SERVICE

#### Included Features

- |   |   |                  |
|---|---|------------------|
| <ul style="list-style-type: none"> <li>Option of transferring your existing number to VoiceCool</li> <li>Caller ID, Call Waiting, Call Forwarding and Conference Calling</li> <li>Access voicemail from anywhere via VoiceCool web portal</li> <li>Voicemail messages sent to e-mail</li> </ul> | <ul style="list-style-type: none"> <li>Travel with your number</li> <li>Unlimited calls to other VoiceCool users anywhere</li> <li>24/7 Technical support</li> <li>Email billing</li> </ul> | <b>INCLUDED!</b> |
|---|---|------------------|

#### Service

Plan	Minutes		Monthly Fee with 12 month contract		Monthly Fee with No contract	
VoiceCool LOCAL	Unlimited local calling	<input type="checkbox"/>	<b>\$9<sup>.95</sup></b>	<input type="checkbox"/>	<b>\$14<sup>.95</sup></b>	
VoiceCool UNLIMITED*	Unlimited local and North American calling	<input type="checkbox"/>	<b>\$24<sup>.95</sup></b>	<input type="checkbox"/>	<b>\$29<sup>.95</sup></b>	
VoiceCool UNLIMITED* PLUS	Unlimited local and North American calling <b>plus</b> 2000 min to 60 countries**	<input type="checkbox"/>	<b>\$39<sup>.95</sup></b>	<input type="checkbox"/>	<b>\$44<sup>.95</sup></b>	

#### VoIP Adapter

Linksys SPA2102 VoIP adapter/ router from Cisco **\$74<sup>.95</sup>**

#### Shipping and Handling

**\$20**  
(one time)

#### 30 Day Money Back Guarantee!\*

Available to new VoiceCool subscribers only. Based on a 12-month subscription term. You will receive a full refund of the monthly fee paid by you, if you cancel your account, for any reason, within 30 days of activation of your account. See full terms and conditions for applicable terms.

\*Please see Terms and Conditions located at [www.citenet.net/terms](http://www.citenet.net/terms)

\*\*Please visit [www.citenet.net/countries](http://www.citenet.net/countries) for the list of 60 countries included in the UNLIMITED Plus plan.

<b>Subtotal</b>	
<b>GST (5%)</b>	
<b>QST (8.5%)</b>	
<b>TOTAL</b>	

### 3. PHONE NUMBER INFORMATION

Assign me a new VoiceCool phone number	<input type="checkbox"/>	A local number for your service address will be assigned
Keep my existing number	<input type="checkbox"/>	<p>(    )    -</p> <p>Please enter the phone number you would like to transfer.</p> <p><b>Important Note: Your phone number may not be transferable to VoiceCool. You will be contacted by a VoiceCool Representative if the number cannot be transferred.</b></p>

### 3a. TRANSFER YOUR NUMBER

**Complete this section if you selected "Keep my existing number."**  
 If you wish to retain your existing phone number for use with VoiceCool, you need to authorize VoiceCool to act on your behalf to transfer your number from your existing phone company to us.

<b>Name of your Telephone Service Provider:</b>	
<b>Your Account Number:</b> (as shown on your current Phone Company invoice)	
<b>Your Full Name:</b> (as shown on your current Phone Company invoice)	
<b>Your Service Address:</b> (as shown on your current Phone Company invoice)	

I authorize VoiceCool to obtain equipment records from my current phone company for purposes of migration to VoiceCool.

### 4. 911 INFORMATION REQUIRED

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 specialized 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 below.

I have read, understood and accept the VoiceCool 911 Terms of Service.

### 5. PAYMENT METHOD

Visa                     
  MasterCard                     
  Pre-Authorised Payment (PAP)

PLEASE COMPLETE THE ATTACHED PRE-AUTHORISED PAYMENT FORM

### 6. BILLING ADDRESS

Same as Service Address (If otherwise, please provide details below)

**Name** \_\_\_\_\_ **Email** \_\_\_\_\_

(Please Print)                      First                      Last

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

**Phone**

#	Street	City	Postal Code
_ _ _	_ _ _ _	_ _ _ _	_ _ _ _
	-	-	-
Home	Office	Fax	

## 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. 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:** \_\_\_\_\_



# 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: 

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## 2. Customer Bank Account Information

Name of Financial Institution: \_\_\_\_\_

Customer Bank Account Number: \_\_\_\_\_

Financial Institution Transit Number† 

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Financial Institution Number‡ 

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*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): 

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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](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.

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](mailto: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](http://www.citenet.net/pap). CitéNet will only accept and action this request if it is signed and dated.

City \_\_\_\_\_

Date 

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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.