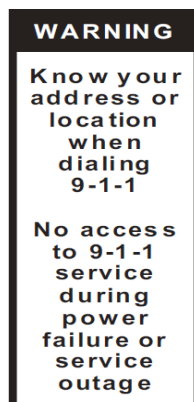


TELEPHONE TERMS AND CONDITIONS

1. **Technology** EH!tel phone services are digital, using VoIP technology (“Phone Services”). All long distance, and telephone numbers remain property of EH!tel or its providers. The Customer will use the Phone Services only for “voice”. No modem connection will be allowed. Fax calls are not supported by our technical support services.
2. **VoIP** VoIP are non-tariffed and utilize the broadband connection (Internet) for voice calls. VoIP phones are subject to CRTC (Canadian Radio and Television Commission) regulations. Customer acknowledges and will comply with the following:
 - 2.1 EH!tel uses E911 (Enhanced 9-1-1) and will register the Customer’s civic address (location of the Equipment) with Enhanced 911 services upon activation. The Customer is responsible for keeping its civic address information up to date through contacting EH!tel customer support.
 - 2.2 The Customer will assure that all potential users are aware of the 911 operating differences.
 - 2.3 Customer will affix the enclosed decals (see below) to telephones connected to any Phone Service. Decals will be provided at the time of Service Installation and Customer can order more by contacting EH!tel customer services. Customer shall: (i) affix the decals in a prominent location on each phone; (ii) ensure that they remain legible; and (iii) immediately replace worn or displaced decals.



- 2.4 9-1-1 is provided subject to availability, as some communities in Canada do not offer 9-1-1 services. In this case, call the required local emergency service directly, for example, the fire department.
3. **Limited Warranty** EH!tel does not warrant that the Services will be uninterrupted, error free or that the functions will meet the specific requirements of the Customer. EH!tel will not be liable for any damages incurred in connection with the use or inability to use the services.
4. **Fraudulent Use** The Customer is responsible for all charges for Services subscribed to, regardless of who used the Services. The Customer is solely responsible in the event of charges arising from the fraudulent use of Service and/or Equipment by a third party.
5. **Porting Numbers** Porting a number is moving an existing customer phone number from their current telephone provider to EH!tel. The Customer must sign a porting authorization form and return it to EH!tel along with a recent invoice from their telephone provider. The current provider may reject or approve the request. EH!tel is not responsible and/or liable for porting rejections. Porting may take up to two weeks. It is important the “date” of the move is adhered to. Failed



porting places the number in limbo, and the customer may be unable to receive or make calls. EH!tel will not be liable for any interruptions, and/or lost calls involved with porting a number.

