

Schedule C

IP TELEPHONE SERVICE

This annex is an integral part of service Contract number: _____

Installation

Course of action :

The Technician, upon arrival, will perform an assessment of the work to be performed and provide an explanation of the proposed installation plan to the Member for his approval.

Further to this assessment, the Technician will inform the Member if a standard or non-standard installation is expected, as per his brief visual evaluation. This preliminary assessment cannot guarantee that circumstances will not arise that could affect the outcome of the installation.

If the installation is deemed non-standard, either by the condition of the premises or by the Member's specific needs, the Technician shall provide an estimate of additional costs (time and material). Non-standard installations can exceed same day installation.

Standard installation includes:

- connection of the optical terminal to one (1) dedicated telephone or existing telephone wiring, on a maximum distance of 25 feet ;
- Opening Member's account ;
- Configuration of COOP's equipment ;
- Signal quality validation to the demarcation point (optical terminal).

The Member, as account holder, must be home for the technician's arrival window and for the duration of installation. If unable to be present, Member must notify the COOP in advance to authorize a representative to oversee installation and sign on his behalf.

Member must have installed, prior to the technician's arrival, land line telephone, in its location(s) of use.

COOP agrees to configure Member's landline telephone access to the service during installation; this does not guarantee the proper functioning of the equipment and software belonging to the Member, which remains the Member's responsibility.

Member is responsible for termination of services from any previous service provider and remains liable at all times for all fees and costs associated with this responsibility including any amounts due to previous service providers.

Inclusions

Telephone packages include unlimited minutes for incoming and outgoing calls across Canada and the United States, excluding Hawaii and Alaska.

International call rates are charged by the minute, according to current rates, with the exception of the continental United States. Minutes will be rounded upwards without split billing. Refer to

International call rates at www.csur.ca, click on 'Services' - 'Téléphonie IP- ' Tarifs Long Distance' (currently available in french only).

Telephone packages include voicemail with unlimited messages, certain star functions and called-id service, free of charge.

These inclusions are subject to change.

911 Emergency Service

Differences between traditional 911 service and 911 VoIP service

Traditional 911 service and E911 transfer your call to the nearest Emergency Center. In addition, E911 displays your callback number and your street address to the emergency center operator. With the COOP service, your 911 call is transferred to a national emergency center. The operator will ask for confirmation of the address and will subsequently, transfer the call to the nearest 911 Emergency Center.

Recording your civic address

Members must ensure that the COOP has the correct civic address on file at all times. Member must notify COOP promptly of any move of residence. If ever the caller to 911 is unable to speak, the operator will send emergency responders to the last registered address on file. The National Emergency Center does not receive the address of the person calling but rather the address registered with the COOP.

Service Interruption

The 911 service will not work during an electrical outage, if equipment is not turned on, if the Member does not have internet service or if the Member's telephone line is disconnected or suspended by the COOP. Member may need to reset equipment after power outages or power surges.

Network congestion, slow routing or 911 response

There is a possibility of network congestion or slower 911 call routing compared to traditional 911 service.

Disclaimer

COOP, its officers or employees shall not be held liable for the lack of or failure to respond, for bad routing, or poor sound quality of the calls to 911.

Alternatives to 911 service

If the Member is not comfortable with the limitations of COOP 911 service, it is possible to consider alternative access to traditional 911 service or E911 access.

Exclusions

COOP does not install or plug in any equipment belonging to the Member; its responsibility is limited to testing the incoming signal and the proper functioning of the service. COOP is not responsible for any connection to, or operation of any portion of the Member's equipment.

It is strictly forbidden to use COOP services or equipment as auto-dialers, for telemarketing or advertising either by fax or via internet. COOP reserves the right to disconnect service(s) if its usage pattern is not within acceptable residential use, or if it exceeds 5,000 minutes per month for three consecutive months. In addition, Member will be penalized with the highest commercial rate for the entire period of suspected commercial use.

Member – minimum equipment requirements

It is the Member's responsibility to possess at least one phone, necessary to connect to the IP telephone service, except for the equipment provided by the COOP.

Member is responsible at all times for the use and compatibility of its equipment, software, services or any other materials not provided by COOP within this Contract. COOP declines all responsibility with respect to compatibility of any of the Member's equipment, software or property, its sole responsibility remains with equipment it provides. COOP is not responsible for wiring that does not meet the minimum requirements for access to IP telephony. It may however provide new wiring, at the Member's expense.

Member acknowledges that some devices requiring a telephone line such as a fax machine, a security surveillance system, etc. may not function properly or may not be compatible with IP telephone. MEMBER is fully responsible for performing any checks that apply with other Service Providers from whom he obtains other related services. COOP is not responsible for any malfunctions caused by such devices.

COOP shall not be held liable for any costs incurred if an incompatibility occurs with Member's equipment or other services providers.

MEMBER acknowledges that some internet providers may limit COOP services; COOP will not be responsible for any malfunctions caused by other internet providers. If they experience difficulties or breakdowns, the COOP will also be down.

Phone number

Except in cases of current telephone number transfer, Member must make the necessary arrangements for the termination of the previous services provider, the disconnection of current telephone line and any call forwarding, as appropriate Member is responsible for termination of services from any previous service provider and remains liable at all times for all fees and costs associated with this responsibility including any amounts due to previous service providers.

411 Services

411 services are not available on the COOP network.

Guarantee of service

Due to COOP's dependence on a number of external service providers to its internet network, no guarantee of service can be provided. COOP, its officers and its employees shall not be held liable, directly or indirectly, for any incident, loss, or other circumstance due to an interruption of service, poor quality or malfunction of internet service, including 911 emergency service.

Network security

COOP uses internet, telephone line and VoIP providers for voice and other communications. COOP shall not be held liable for any lack of respect for private life in relation to these third-party suppliers and their services.

Personal information

By adhering to 911 emergency service, MEMBER acknowledges and agrees that COOP will transmit his/her personal information to the National Emergency Service 911 in order to be functional in assisting the caller during an emergency. MEMBER also agrees that his/her personal information will be used in the administrative management of these services.

Disclaimer

1. COOP shall not be held liable for any interruption or unavailability of the telephone service, including any interruption or unavailability of the emergency 911 service or any alarm system linked to a telephone line through which COOP provides phone service;
2. COOP shall not be held liable for any damage sustained to the Member's equipment resulting from the connection or disconnection of equipment that is provided or lent to the Member by the COOP;
3. COOP shall not be held liable for any fees or charges generated by phone calls to a toll-free number, such as a (900) number or any other pay per use number by the Member or his/her equipment.

Interruption of service

VoIP phone service does not depend solely on the maintenance of subscription and payment of services, but it also depends on the Internet and electrical connections. In case of power failure, internet network failure, including network congestion, or in cases disconnection due to default in payment, Member may have difficulty accessing 911 emergency service. COOP recommends an alternative telephone service (i.e. cell phone) in order to increase the reliability of access to emergency services.

Pricing

All prices shown in the appended quote are subject to applicable taxes. In addition, all prices are subject to increase or decrease on the and third quarter of each year. Member will be informed at least thirty (30) days prior to the implementation of new rates and fees.

In order to finance the cost of fiber optic services, an extra monthly fee of \$ 3 will be added to Members' invoice for a period of 42 subsequent months, if subscribed to optical fiber services.

Legal Provision

I declare having read and agreed to the terms of Schedule C – IP Telephone Service.



Initials