



New Customer Information Checklist

Customer Name: _____

Date: _____

- Letter of Agency, including current Telephone Co. Bill ****Signed****
- Customer billing & Information Sheet
- Signed Terms of Agreement Documents *****Signed*****
- Monthly Re-occurring Service Agreement form. *****Signed*****
- Internet and local Data information sheet
- Extension Numbers; Names; Emails; DID numbers
- Department Names; Routing Information Worksheet
- Call flow for inbound calls worksheet
- Specific Button Programming Per Extension
- Automated Attendant Menu Options Worksheet
- Efax / Market Expansion Line Setup Worksheet
- 911 Physical Address Information Worksheet

Letter of Authorization



Twin City VoIP DBA: Minnesota VoIP
 9217 17th Ave S
 Suite 216
 Bloomington, MN 55425
 Phone: 612-355-7740
 Fax: 952-873-7425
<http://www.mnvoip.com>

Customer Name: _____

Address:

Number _____ Street _____

please specify suite, room and/or building _____

City _____ State _____ Zip _____

This letter authorizes Minnesota VoIP to act as our communications representative and/or agent and represent the above-mentioned customer to obtain information and/or copies of all of our network services. We also authorize Minnesota VoIP to issue orders for disconnection, reconnection, reconfiguration and installation of services authorized below:

- Inbound 800/888/877 Service
- Outbound Long Distance Service
- Local Service

AUTHORITY TO RELEASE CUSTOMER SERVICE RECORDS

Provider/s: _____ is/are hereby authorized to release pertinent information to Minnesota VoIP and for following Minnesota VoIP's instructions with respect to any changes to or maintenance of the undersigned's telecommunications service(s). You are requested to release to Minnesota VoIP any customer proprietary network information concerning the undersigned's services as may be required by Minnesota VoIP in connection with its furnishing of services to the undersigned. You may deal directly with Minnesota VoIP on all matters pertaining to our telecommunications service(s) and you should follow Minnesota VoIP's instructions with respect thereto. This authorization will remain in effect until modified or rescinded in writing by the undersigned.

AUTHORITY TO RELEASE CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

The undersigned hereby designates _____ (Agent) as its authorized telecommunications representative(s) and agent to act on its behalf in the procurement and maintenance of its network telecommunication services. Minnesota VoIP is hereby authorized and requested to provide all information requested by Agent as it pertains to call detail records, contracts, configuration and service information. This authorization will remain in effect until modified or rescinded in writing by the undersigned.

CHANGE IN SERVICE PROVIDER

This letter authorizes Minnesota VoIP to act as our agent for purposes of ordering changes in and/or maintenance on our telecommunications and related services. This authorization includes, without limitation, the removal, installation, addition to, or rearrangement of our local access services, as well as equipment interconnected to our telecommunications service (s).

Current Provider _____

TN's Converting to Minnesota VoIP

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Toll Free Numbers:

Toll Free Number	Rings into	Customer Name as it appears on Toll Free bill/SMS 800	800 Serving Area	Restrictions
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

This authorization shall remain in effect until canceled via written authorization by the above-listed company. This Letter of Authorization rescinds all other Letters of Authorization previously entered into by the above-listed company. This letter also authorizes the use of a facsimile copy to be used as a valid and binding authorization.

_____ Customer Authorized Representative (Print name) _____ Date _____

_____ Signature _____

_____ Title _____



Minnesota VoIP Inc

Voice Over IP Solution Providers

9217 17th Ave. S. Bloomington, MN 55425

Tel: 612.355.7740 Fax: 952.888.6064

Customer Billing & Contact Information

Customer business name as shown on invoice: _____

Customer address as shown on invoice: _____

Customer main business telephone number: _____

Email address for accounting Department: _____

Alternate Email Address: _____

Business daytime contact person: _____

Phone Number: _____

Business afterhours contact person: _____

Phone Number: _____

Note: Starting in July there will be a \$1.00 fee added for paper invoicing.

These Terms of Service constitute the agreement ("Agreement") between Twin City VOIP, Inc. ("we", "us" or "Twin City VOIP") and the user ("you", "user" or "Customer") of Twin City VOIP's residential and small business communications services and any related products or services ("Service").

This Agreement governs both the Service and any devices, such as an IP phone, Analog Telephone Adapter or any other IP connection device ("Device" or "Equipment"), used in conjunction with the Service. If you purchased Equipment from a retail store, dealer or other provider other than Twin City VOIP, you are a "Retail Customer" for purpose of this Agreement.

BY ACTIVATING OR USING THE SERVICE, YOU REPRESENT THAT YOU ARE OF LEGAL AGE TO ENTER INTO THIS AGREEMENT AND THAT YOU HAVE READ AND UNDERSTAND FULLY THE TERMS AND CONDITIONS OF THIS AGREEMENT.

1. EMERGENCY SERVICES - 911 DIALING

1.1 Non-Availability of Traditional 911 or E911 Dialing Service. The Service does not support traditional 911 or E911 access to emergency services in all locations. Where we do not offer traditional 911 or E911 access, we offer a feature known as "911 Dialing", which is a limited emergency calling service available only on Twin City VOIP certified Devices or Equipment. The 911 Dialing feature cannot be used in conjunction with a Twin City VOIP Soft Phone or Virtual Numbers. Our 911 Dialing feature is not automatic; you must separately take affirmative steps, as described in this Agreement and on our website, to register the address where you will use the Services in order to activate the 911 Dialing feature. You must do this for each Twin City VOIP phone number that you obtain. The 911 Dialing feature of the Service is different in a number of important ways from traditional 911 or E911 service, as described on our website page for 911 Dialing under "Features," and below. You shall inform any household residents, guests and other third persons who may be present at the physical location where you utilize the Service of (i) the non-availability of traditional 911 or E911, and (ii) the important differences in and limitations of the Twin City VOIP 911 Dialing feature as compared with traditional 911 or E911 dialing. The documentation that accompanies each Device that your purchase should include a sticker, concerning the potential non-availability of traditional 911 or E911 dialing (the "911 Sticker"). It is your responsibility, in accordance with the instructions that accompany each device, to place the 911 Sticker on each Device that you use with the Service. If you did not receive a 911 Sticker with your Device, or you require additional 911 Stickers, please contact our customer care department at 612-355-7740

1.2 Registration of Physical Location Required. For each phone number that you use for the Service, you must register with Twin City VOIP the physical location where you will be using the Service with that phone number. When you move the Device to another location, you must register your new location. If you do not register your new location, any call you make using the 911 Dialing feature may be sent to an emergency center near your old address. You will register your initial location of use when you subscribe to the Service. Thereafter, you may register a new location by following the instructions from the "911" registration link on your Twin City VOIP web account dashboard features page. For purposes of the 911 Dialing feature, you may only register one location at a time for each phone line you use with the Service.

1.3 Confirmation of Activation Required. Your 911 Dialing feature will not be activated for any phone line that you are using with the Service, unless and until you receive an email from us confirming that the 911 Dialing feature has been activated for that phone line.

1.4 How Emergency Personnel are Contacted. We contract with a third party to use the address of your registered location to determine the nearest emergency response center and then forward your call to a general number at that center. When the center receives your call, the operator will not have your address and may not have your phone number. You must therefore provide your address and phone number in order to get help. Some local emergency response centers may decide not to have their general numbers answered by live operators 24 hours a day. If we learn that this is the case, we will send your call instead to a national emergency calling center and a trained agent will contact an emergency center near you to dispatch help. You hereby authorize us to disclose your name and address to third-party service providers, including, without limitation, call routers, call centers and public service answering points, for the purpose of dispatching emergency services personnel to your registered location.

1.5 Service Outages.

(a) Service Outages Due to Power Failure or Disruption. 911 Dialing does not function in the event of a power failure or disruption. If there is an interruption in the power supply, the Service, including 911 Dialing, will not function until power is restored. Following a power failure or disruption, you may need to reset or reconfigure the Device prior to utilizing the Service, including 911 Dialing.

(b) Service Outage Due to Internet Outage or Suspension or Termination of Broadband Service or ISP Service. Service outages or suspensions or terminations of service by your broadband provider or ISP will prevent all Service, including 911 Dialing, from functioning.

(c) Service Outage Due to Suspension or Termination of your Twin City VOIP Account. Service outages or suspension or termination of your account will prevent all Service, including 911, from functioning.

(d) Service Outages Due to ISP or Broadband Provider Blocking of Ports or other Acts. Your ISP or broadband provider or other third party may intentionally or inadvertently block the ports over which the Service is provided or otherwise impede the usage of the Service. In that event, provided that you alert us to this situation, we will attempt to work with you to resolve the issue. During the period that the ports are being blocked or your Service is impeded, and unless and until the blocking or impediment is removed or the blocking or impediment is otherwise resolved, your Service, including the 911 Dialing feature, may not function. You acknowledge that Twin City VOIP is not responsible for the blocking of ports by your ISP or broadband provider or any other impediment to your usage of the Service, and any loss of service, including 911 Dialing that may result. In the event that you lose service as a result of blocking of ports or any other impediment to your usage of the Service, you will continue to be responsible for payment of the Service charges unless and until you terminate the Service in accordance with this Agreement.

(e) Other Service Outages. If there is a Service outage for any reason, such outage will prevent all Service, including 911 Dialing, from functioning. Such outages may occur for a variety of reasons, including, but not limited to, those reasons described elsewhere in this Agreement.

1.6 Re-Activation required if you Change Your Number or Add or Port New Numbers. 911 Dialing does not function if you change your phone number or if you add or port new phone numbers to your account, unless and until you successfully register your location of use for each changed, newly added or newly ported phone number.

1.7 Network Congestion: Reduced Speed for Routing or Answering 911 Dialing Calls. There may be a greater possibility of network congestion and/or reduced speed in the routing of a 911 Dialing call made utilizing the Service as compared to traditional 911 dialing over traditional public telephone networks.

1.8 Possible Lack of Automatic Number Identification. It may or may not be possible for the local emergency personnel to automatically obtain your phone number when you use 911 Dialing. Our system is configured to send the automatic number identification information; however, one or more telephone companies, not us, route the traffic to the emergency response center and that center may not be capable of receiving and passing on that information. As a result, the operator who answers your 911 Dialing call may not be able to automatically obtain your phone number and call you back if the call is not completed or is not forwarded, is dropped or disconnected, if you are unable to speak to tell the operator your phone number, or if the Service is not operational for any reason.

1.9 No Automated Location Identification. In most service areas, it is not possible at this time to transmit to the local emergency response center the address that you registered for 911 Dialing. You will need to state the nature of your emergency promptly and clearly, including your location (and possibly your telephone number), as the operator will not have this information. Emergency personnel will not be able to find your location if the call is not completed or is not forwarded, is dropped or disconnected, if you are unable to speak to tell the operator your location, or if the Service is not operational for any reason.

1.10 Disclaimer of Liability and Indemnification. We do not have any control over whether, or the manner in which, calls using our 911 Dialing service are answered or addressed by any local emergency response center. We disclaim all responsibility for the conduct of local emergency response centers and the national emergency calling center. We rely on third parties to assist us in routing 911 Dialing calls to local emergency response centers and to a national emergency calling center. We disclaim any and all liability or responsibility in the event such third party data used to route calls is incorrect or yields an erroneous result. Neither Twin City VOIP nor its officers or employees may be held liable for any claim, damage, or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to our 911 Dialing service unless such claims or causes of action arose from our gross negligence, recklessness or willful misconduct. You shall defend, indemnify, and hold harmless Twin City VOIP, its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, attorneys fees) by, or on behalf of, you or any third party relating to the absence, failure or outage of the Service, including 911 Dialing, incorrectly routed 911 Dialing calls, and/or the inability of any user of the Service to be able to use 911 Dialing or access emergency service personnel.

1.11 Alternate 911 Arrangements. If you are not comfortable with the limitations of the 911 Dialing service, you should consider having an alternate means of accessing traditional 911 or E911 or terminating the Service.

2. SERVICE

2.1 Term. Service is offered on a monthly basis for a term that begins on the date that Twin City VOIP activates your Service and ends on the day before the same date in the following month. Subsequent terms of this Agreement automatically renew on a monthly basis unless you give us written notice of non-renewal at least ten (10) days before the end of the monthly term in which the notice is given. You are purchasing the Service for full monthly terms, meaning that if you attempt to terminate Service prior to the end of a monthly term, you will be responsible for the full month's charges to the end of the then-current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will immediately become due and payable. You will also be responsible for the next full month's charges in the event that you do not provide the requisite ten-days notice of termination prior to the expiration of the then-current term. Expiration of the term or termination of Service will not excuse you from paying all accrued and unpaid charges due under this Agreement.

2.2 Prohibited Uses.

(a) Unlawful. You shall use the Service and the Device only for lawful purposes. We reserve the right to immediately terminate your Service if, in our sole and absolute discretion, we determine that you have used the Service or the Device for an unlawful purpose. In the event of such termination, you will be responsible for the full month's charges to the end of the current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will become immediately due and payable upon termination of your Service. If we believe that you have used the Service or the Device for an unlawful purpose, we may forward the relevant communication and other information, including your identity, to the appropriate authorities for investigation and prosecution. You hereby consent to our forwarding of any such communications and information to these authorities. In addition, Twin City VOIP will provide information in response to law enforcement requests, subpoenas, court orders, to protect its rights and property and in the case where failure to disclose the information may lead to imminent harm to the customer or others.

2.3 Use of Service and Device by Customers outside the United States. Although we encourage you to use of the Service to place calls to foreign countries from within the United States, we do not presently offer or support the Service in any countries other than the United States and Canada. If you use the Service or the Device outside of the United States or Canada, you will be solely responsible for any violations of local laws and regulations resulting from such use. We reserve the right to terminate your Service immediately if we determine, in our sole and absolute discretion, that you have used the Service or the Device outside of the United States or Canada.

2.4 Theft of Service. You shall notify us immediately, in writing or by calling our customer support line, if the Device is stolen or if you become aware at any time that your Service is being stolen, fraudulently used or otherwise being used in an unauthorized manner. When you call or write, you must provide your account number and a detailed description of the circumstances of the Device theft, fraudulent use or unauthorized use of Service. Failure to do so in a timely manner may result in the termination of your Service and additional charges to you. Until such time as we receive notice of the theft, fraudulent use or unauthorized use, you will be liable for all use of the Service using a Device stolen from you and any and all stolen, fraudulent or unauthorized use of the Service.

2.5 Number Transfer on Service Termination. Upon the termination of your Service, we may, in our sole and absolute discretion, release to your new service provider the telephone number that you ported (transferred or moved over) to us from your previous service provider and used in connection with your Service if:

- Such new service provider is able to accept such number;
- your account has been properly terminated;
- your account is completely current, including payment for all charges and applicable termination fees; and

- You request the transfer upon terminating your account.

2.6 Service Distinctions. The Service is not a telecommunications service and we provide it on a best efforts basis. Important distinctions exist between telecommunications service and the Service offering that we provide. The service is subject to different regulatory treatment than telecommunications service. This treatment may limit or otherwise affect your rights of redress before regulatory agencies.

2.7 Ownership and Risk of Loss. You will own the Device and bear all risk of loss of, theft of, casualty to or damage to the Device, from the time it is shipped to you until the time (if any) when it is returned to us in accordance with this Agreement.

2.8 No)+ or Operator Assisted Calling; May Not Support x11 Calling. The Service does not support)+ or operator assisted calling (including, without limitation, collection calls, third party billing calls or calling card calls). The Service may not support 311, 511 and/or other x11 (other than certain specified dialing such as 911 and 411, which are provided for elsewhere in this Agreement) services in one or more (or all) service areas.

2.9 No Directory Listing. The phone numbers you obtain from us will not be listed in any telephone directories. Phone numbers transferred from your local phone company may, however, be listed. As a result, someone with your phone number may not be able to utilize a reverse directory to look up your address.

2.10 Incompatibility with Other Services.

(a) Security Systems. The Service may not be compatible with security systems. You may be required to maintain a telephone connection through your local exchange carrier in order to use any alarm monitoring functions for any security system installed in your home or business. You are responsible for contacting the alarm monitoring company to test the compatibility of any alarm monitoring or security system with the Service.

(b) Certain Broadband and Cable Modem Services. You acknowledge that the Service presently is not compatible with prior versions of the AOL broadband service and there may be other services with which the Service may be determined to be incompatible. You further acknowledge that some providers of broadband service may provide modems that prevent the transmission of communications using the Service. We do not warrant that the Services will be compatible with all broadband services and expressly disclaim any express or implied warranties regarding the compatibility of the Service with any particular broadband service.

3. CHARGES; PAYMENTS; TAXES; TERMINATION

3.1 Billing. When the Service is activated, you may provide us with a valid email address and a credit or debit card number from a card issuer that we accept. We reserve the right to stop accepting credit or debit cards from one or more issuers. If your credit or debit card expires, you close our account, your billing address changes, or your credit or debit card is cancelled and replaced on account of loss or theft, you must advise us at once. We will bill all charges, applicable taxes and surcharges monthly in advance (except for usage-based charges, which will be billed monthly in arrears, and any other charges which we decide to bill in arrears) to your credit card or debit card, including but not limited to:

- Activation fees;
- Monthly Service fees;
- International usage charges;
- advanced feature charges;
- Equipment purchases;
- Termination fees; and
- Shipping and handling charges.

The amount of such fees and charges shall be published on our website and may change from time to time. Notification of monthly invoices will be sent to you via your email address on file with us. We reserve the right to bill at more frequent intervals if the amount you owe to us at any time exceeds \$500.00. Any usage charges will be billed in increments that are rounded up to the nearest minute except as otherwise set forth in the rate schedules found on our website.

3.2 Billing Disputes. You must notify us in writing within seven days after receiving your credit or debit card statement if you dispute any Twin City VOIP charges on that statement or you will be deemed to have waived any right to contest such charges. All notices of disputed charges should be sent to:

Twin City VOIP
9217 17th Avenue S.
[Bloomington, MN. 55425

-Or-

Support@Twincityvoip.com

3.3 Payment and Collection.

(a) Payment. We accept payment by company check, credit or debit card. Your subscription to the Service authorizes us to charge your credit or debit card. This authorization will remain valid until 30 days after we receive written notice from you terminating our authority to charges your credit or debit card, whereupon we will charge your credit or debit card for the termination fee, if applicable, and any other outstanding charges and terminate your Service. We may terminate your Service at any time in our sole and absolute discretion if any charges to your credit or debit card is declined or reversed, your credit or debit card expires and you have not provided us with a valid replacement credit or debit card or in case of any other non-payment of account charges.

(b) Collection. If your Service is terminated, you will remain fully liable to us for all charges pursuant to this Agreement and any and all costs we incur to such amounts, including, without limitation, collection costs and attorney's fees.

3.4 Termination; Discontinuation of Service. We reserve the right to suspend or discontinue the Service generally, or to terminate your Service, at any time in our sole and absolute discretion. If we discontinue the Service generally, or terminate your Service without a stated reason, you will only be responsible for charges accrued through the date of termination, including a pro-rated portion of the final month's charges. If your Service is terminated on account of your breach of any provision of this Agreement, you will be responsible for the full month's charges to the end of the current term, including, without limitation, unbilled charges, plus the termination fee, if applicable, all of which will immediately become due and payable.

3.5 Termination Fee. You will be charged a termination fee of \$25.00 per voice line if your Service is terminated for any reason during the first twelve (12) months following the activation of your Service.

4. LIMITATION OF LIABILITY; INDEMNIFICATION; WARRANTIES

4.1 Limitation of Liability. We will not be liable for any delay or failure to provide the Service, including 911 Dialing, at any time or from time to time, or any interruption or degradation of voice quality that is caused by any of the following:

- An act or omission of an underlying carrier, service provider, vendor or other third party;
- Equipment, network or facility failure;
- Equipment, network or facility upgrade or modification;
- force majeure events such as (but not limited to) acts of God, acts of nature, strikes, fire, war, riot, acts of terrorism and governmental actions;
- Equipment, network or facility shortage;
- Equipment or facility relocation;
- Service, equipment, network or facility failure caused by the loss of power to you;
- outage of, or blocking of ports by, your ISP or broadband service provider or other impediment to usage of the Service caused by any third party;
- Any act or omission by you or any person using the Service or Device provided to you; or
- any other cause that is beyond our control, including, without limitation, a failure or defect in any Device, the failure of an incoming or outgoing communication, the inability of communications (including, without limitation, 911 Dialing) to be connected or completed, or forwarded. Our aggregate liability under this Agreement will in no event exceed the Service charges with respect to the affected time period.

4.2 Disclaimer of Liability for Damages. IN NO EVENT WILL TWIN CITY VOIP, ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES OR AGENTS OR ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE SERVICE BE LIABLE FOR ANY DIRECT, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR FOR ANY OTHER DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, WRONGFUL DEATH, PROPERTY DAMAGE, LOSS OF DATA, LOSS OF REVENUE OR PROFITS, OR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OR INABILITY TO USE THE SERVICE, INCLUDING INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL THROUGH THE 911 DIALING SERVICE OR TO OBTAIN EMERGENCY HELP. THE LIMITATIONS SET FORTH HEREIN APPLY TO CLAIMS FOUNDED IN BREACH OF CONTRACT, BREACH OF WARRANTY, PRODUCT LIABILITY, TORT AND ANY AND ALL THEORIES OF LIABILITY AND APPLY WHETHER OR NOT WE WERE INFORMED OF THE LIKELIHOOD OF ANY PARTICULAR TYPE OF DAMAGES.

4.3 Indemnification and Survival.

- (a) Indemnification. You shall defend, indemnify, and hold harmless Twin City VOIP, its officers, directors, employees, affiliates, and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, attorney's fees) by, or on behalf of, you or any third party or user of the Service, relating to the Services, including, without limitation, 911 Dialing, or the Device.
- (b) Survival. The provisions of this Agreement that by their sense and context are intended to survive the termination or expiration of this Agreement shall survive.

4.4 No Warranties on Service. WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS OF THE SERVICE OR DEVICE FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT OR ANY WARRANTY ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE OR ANY WARRANTY THAT THE SERVICE WILL MEET CUSTOMER'S REQUIREMENTS, WITHOUT LIMITING THE FOREGOING, WE DO NOT WARRANT THAT THE SERVICE OR DEVICE WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, ERROR, DEGRADATION OR VOICE QUALITY OR LOSS OF CONTENT, DATA OR INFORMATION. NEITHER TWIN CITY VOIP NOR ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES OR AGENTS, OR ANY OTHER SERVICE PROVIDER OR VENDOR WHO FURNISHES SERVICES, DEVICES, OR PRODUCTS TO CUSTOMER IN CONNECTION WITH THE SERVICE, WILL BE LIABLE FOR UNAUTHORIZED ACCESS TO OUR OR YOUR TRANSMISSION FACILITIES OR PREMISES EQUIPMENT OR FOR UNAUTHORIZED ACCESS TO, OR ALTERATION, THEFT OR DESTRUCTION OF, CUSTOMER'S DATA FILES, PROGRAMS, PROCEDURES OR INFORMATION THROUGH ACCIDENT, FRAUDULENT MEANS OR DEVICES OR ANY OTHER METHOD, REGARDLESS OF WHETHER SUCH DAMAGE OCCURS AS A RESULT OF TWIN CITY VOIP OR ITS SERVICE PROVIDERS' OR VENDORS' NEGLIGENCE. STATEMENTS AND DESCRIPTIONS CONCERNING THE SERVICE OR DEVICE, IF ANY, BY TWIN CITY VOIP OR TWIN CITY VOIP AGENTS OR INSTALLERS ARE INFORMATIONAL AND ARE NOT GIVEN AS A WARRANTY OF ANY KIND.

4.5 Device Warranties

- (a) **Limited Warranty.** Except as set forth herein, if you received the Device new from us and the Device included a limited warranty at the time of receipt, you must refer to the separate limited warranty document provided with the Device for information on the limitation and disclaimer of certain warranties. Remedies for breach of any such warranties will be limited to those expressly set forth in such documentation.
- (b) **No Warranty.** If your Device did not include a limited warranty from us at the time of receipt, you are accepting the Device "as is". You are not entitled to replacement, repair or refund in the event of any defect.
- (c) **Retail Customer Limited Warranty.** For Retail Customers only, we will provide a limited warranty on the Device as to manufacturing defects only for a period of one (1) year from the date of purchase. This Retail Customer limited warranty does not apply to any defect or failure other than a manufacturing defect, and, without limiting the generality of the foregoing, does not apply to any defect caused by damage in transit, retailer handling or Retail Customer handling. A Retail Customer's sole remedy for any breach of this Retail Customer limited warranty is to obtain a repaired or replacement Device, by following the return procedures set forth in Section 2.10. Retail Customer must include with the returned Device a letter stating that the Retail Customer is returning the Device for warranty repair or replacement and stating the nature of the defect. The Retail Customer limited warranty will also apply in lieu of the limited warranty included with the Device if such included limited warranty is less favorable to Retail Customer than that contained herein.
- (d) **Disclaimer.** OTHER THAN WARRANTIES AS TO THE DEVICE EXPRESSLY SET FORTH IN THE DOCUMENTATION PROVIDED WITH THE DEVICE AND THE RETAIL CUSTOMER LIMITED WARRANTY EXPRESSLY SET FORTH HEREIN, WE MAKE NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIM ANY WARRANTY OF MERCHANTABILITY, FITNESS OF THE

DEVICE FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT OR ANY WARRANTY ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE OR ANY WARRANTY THAT THE DEVICE OR ANY FIRMWARE OR SOFTWARE IS "ERROR FREE" OR WILL MEET CUSTOMER'S REQUIREMENTS. THE FOREGOING WILL NOT BE DEEMED TO LIMIT ANY DISCLAIMER OR LIMITATION OF WARRANTY SET FORTH IN THE DOCUMENTATION PROVIDED WITH THE DEVICE. DEVICE WARRANTIES DO NOT APPLY TO BUSINESS PLUS CUSTOMERS.

4.6 No Third Party Beneficiaries. No provision of this Agreement provides any person or entity not a party to this Agreement with any remedy, claim, liability, reimbursement, or cause of action or creates any other third party beneficiary rights.

4.7 Content. You will be liable for any and all liability that may arise out of the content transmitted by you or to any person, whether authorized or unauthorized, using your Service or Device (each such person, a "user"). You shall assure that your and your User's use of the Service and content comply at times with all applicable laws, regulations and written and electronic instructions for use. We reserve the right to terminate or suspend your Services and remove your or your User's content from the Service, if we determine, in our sole and absolute discretion, that such use or content does not conform to the requirements set forth in this Agreement or interferes with our ability to provide Services to you or others. Our action or inaction under this Section will not constitute any review or approval of your or User's use or content.

5. MISCELLANEOUS

5.1 Governing Law. The Agreement and the relationship between you and us are governed by the laws of the State of Minnesota without regard to its conflict of law provisions. To the extent court action is initiated to enforce an arbitration award or for any other reason consistent with Section 5.2, you shall submit to the personal and exclusive jurisdiction of the courts located within the State of Minnesota and waive any objection as to venue or inconvenient forum.

5.3 No Waiver of Rights. Our failure to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision.

5.4 Entire Agreement. This Agreement, including any future modifications as may occur within the terms of the Agreement, and the rates for Services found on our website constitute the entire agreement between you and Twin City VOIP and govern the use of the Service by you, members of your household, guests and employees. This Agreement supersedes any prior agreements between you and Twin City VOIP and any and all prior or contemporaneous statements, understandings, writings, commitments, or representations concerning its subject matter.

5.5 Severability. If any part of this Agreement is legally declared invalid or unenforceable, all other parts of this Agreement will remain valid and enforceable. Such invalidity or non-enforceability will not invalidate or render unenforceable any other portion of this Agreement.

6. FUTURE CHANGES TO THIS AGREEMENT

We may change the terms and conditions of this Agreement from time to time. Notices will be considered given and effective on the date posted [on website or at other address]. Such changes will become binding on you on the date they are posted [on website or at other address] and no further notice by us is required upon your continued use of the Service. The Agreement as and when posted supersedes all previously agreed to electronic and written terms of service, including, without limitation, any terms included with the packaging of the Device and also supersedes any written terms provided to Retail Customers in connection with retail distribution, including, without limitation, any written terms enclosed within the packaging of the Device.

7. PRIVACY

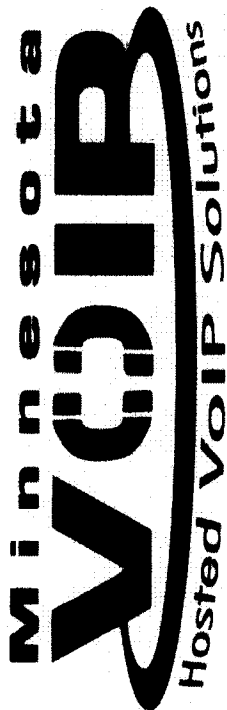
Twin City VOIP utilizes, in whole or in part, the public Internet and third party networks to transmit voice and other communications. Twin City VOIP is not liable for any lack of privacy which may be experienced with regard to the Service.

X

X

AUTHORIZED SIGNATURE

DATE



Monthly Pricing Schedule Worksheet

	QTY.		Monthly Total =
1 to 5 Users No Contract Required	X	\$32.99	Monthly Total =
6 to 15 Users No Contract Required	X	\$28.99	Monthly Total =
16 or More Users No Contract Required	X	\$24.99	Monthly Total =
Analog FXS Extension	X	\$24.99	Monthly Total =

Quantity of Hosted Extensions
 Quantity of Hosted Extensions
 Quantity of Hosted Extensions
 Quantity of FXS Extensions

Optional Hosted Services:

	QTY.		Monthly Total =
E-Fax Service Inbound Displayed in PDF File Format	X	\$5.00	Monthly Total =
E-Fax Service Outbound Displayed in PDF File Format	X	\$14.99	Monthly Total =
Dedicated Circuit From 511 to Customer Premise	X	TBD	Monthly Total =
Market Expansion Number	X	\$10.00	Monthly Total =
Busy Call Forward to Voicemail w/Email Delivery	X	\$10.00	Monthly Total =
Automated Attendant - With Offsite Transfer	X	\$24.99	Monthly Total =
	X	\$0.00	Monthly Total =
	X	\$0.00	Monthly Total =
	X	\$0.00	Monthly Total =
	X	\$0.00	Monthly Total =
	X	\$0.00	Monthly Total =
	X	\$0.00	Monthly Total =
	X	\$0.00	Monthly Total =

Quantity of E-Fax Accounts IB
 Quantity of E-Fax Accounts OB
 36 Month Agreement Required
 Month To Month Billing
 Month To Month Billing
 Month To Month Billing

Estimated Monthly Total :
 Applicable Sales Tax will be added to Monthly Invoice

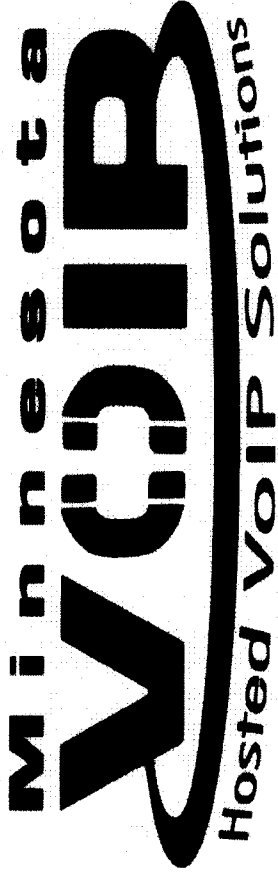
Billing Address:

Billing Email Address:

Business Name:

Business Address:

Authorized Signature: Date:



Internet & Local Network Support Information

Customer Name:

Type Of Internet Connection:

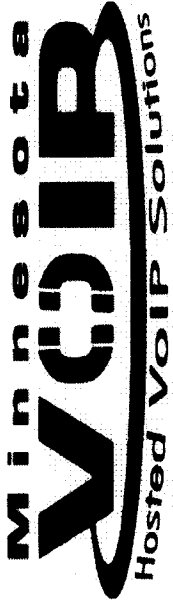
Additional Notes:

<input type="checkbox"/> Cable Broadband	Speed /	<input type="checkbox"/> Tested:	Upload:	Download:
<input type="checkbox"/> Static IP	<input type="checkbox"/> Dynamic IP	Static IP Address:		
<input type="checkbox"/> DSL	Speed /	<input type="checkbox"/> Tested:	Upload:	Download:
<input type="checkbox"/> Static IP	<input type="checkbox"/> Dynamic IP	Static IP Address:		
PPPOE Username		PPPOE Password		
<input type="checkbox"/> Dedicated Circuit	Speed /	<input type="checkbox"/> Tested:	Upload:	Download:

IT Network Vendor :

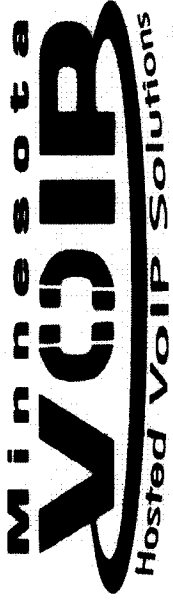
IT Contact Person:

IT Contact Telephone Number:



Department Names / Members / Routing

Customer Name:			
Department Name:		<input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Other	Service Flag:
Department Number:			
Stage 1:	Ring:		
	Duration:		
Stage 2:	Ring:		
	Duration:		
Stage 3:	Ring:		
	Duration:		
	Final Destination:		
Department Name:		<input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Other	Service Flag:
Department Number:			
Stage 1:	Ring:		
	Duration:		
Stage 2:	Ring:		
	Duration:		
Stage 3:	Ring:		
	Duration:		
	Final Destination:		
Department Name:		<input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Other	Service Flag:
Department Number:			
Stage 1:	Ring:		
	Duration:		
Stage 2:	Ring:		
	Duration:		
Stage 3:	Ring:		
	Duration:		
	Final Destination:		



Call Flow Of Incoming Number

Customer Name:	
-----------------------	--

Telephone Number:		Auto Schedule Day:	Start:	Stop:
		Auto Schedule Night:	Start:	Stop:
		Auto Schedule Alternate:	Start:	Stop:

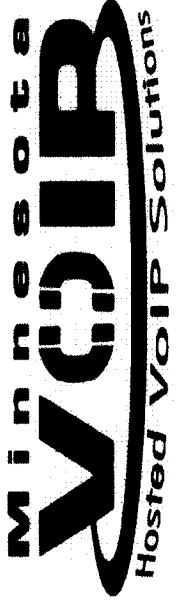
Day Mode	Service Flag:	Ring:		
Night Mode	Service Flag:	Ring:		
Alternate Mode	Service Flag:	Ring:		

Telephone Number:		Auto Schedule Day:	Start:	Stop:
		Auto Schedule Night:	Start:	Stop:
		Auto Schedule Alternate:	Start:	Stop:

Day Mode	Service Flag:	Ring:		
Night Mode	Service Flag:	Ring:		
Alternate Mode	Service Flag:	Ring:		

Telephone Number:		Auto Schedule Day:	Start:	Stop:
		Auto Schedule Night:	Start:	Stop:
		Auto Schedule Alternate:	Start:	Stop:

Day Mode	Service Flag:	Ring:		
Night Mode	Service Flag:	Ring:		
Alternate Mode	Service Flag:	Ring:		



Specific Button Programming Per Extension

Customer Name:	
-----------------------	--

General System Specifics:

Extension Number #		Phone Model:	
---------------------------	--	---------------------	--

Extension Specifics:

Extension Number #		Phone Model:	
---------------------------	--	---------------------	--

Extension Specifics:



Automated Attendant Worksheet

Customer Name:

Automated Attendant Name:

Automated Attendant Number:

Automated Attendant Greeting:

Single Digit Options:

No Entry:

Invalid Entry:

Press 1

Press 2

Press 3

Press 4

Press 5

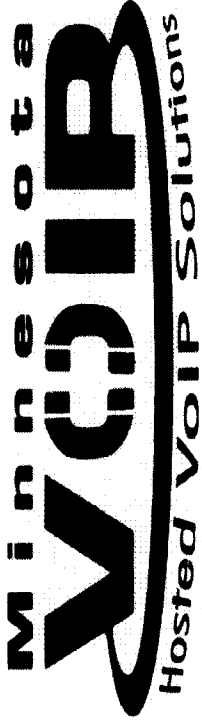
Press 6

Press 7

Press 8

Press 9

Press 0



Efax & Market Expansion Line Worksheet

Business Name:

Efax Telephone Number:

Email Address:

Efax Telephone Number:

Email Address:

Efax Telephone Number:

Email Address:

Efax Telephone Number:

Email Address:

Market Expansion Number Routing Information

Market Expansion Number:

Ring To Number:

Market Expansion Number:

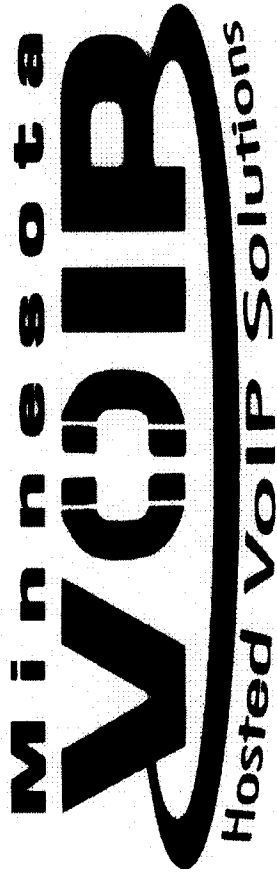
Ring To Number:

Market Expansion Number:

Ring To Number:

Market Expansion Number:

Ring To Number:



911 Physical Address Information

Business Name:

Physical Business Address:

Contact Person:

Contact Telephone Number:

Extensions Located @ Address: