

IP Agreement: CMB Systems IP Phone Service Contract

USA & Canada Unlimited with US/CA DID plan

1. PBX users such as Asterisk are not permitted to use Unlimited Calling Plans. International mobile carriers will charge the caller for any error messages and will be deducted from your account at the end of each call.
2. Residential Unlimited Plans are based on typical residential voice usage and is not permitted for commercial use. CMB Systems Inc retains the right to require account upgrade or suspend service if the calling habits are outside these guidelines.
3. Calling plans are restricted for use by only a single CMB Systems, Inc number/SIP device to prevent abuse. Unlimited calling plans allow for one simultaneous call and are not designed for users who wish to send multiple calls at the same time.
4. Call forwarding to PSTN numbers requires the account have Prepaid Call Credit as forwarding calls to PSTN is not included with any unlimited plan.
5. This plan is applicable for users making calls on the CMB Systems, Inc network primarily. Customers who have the need to make calls to a variety of locations within the territory and to some of the larger metropolitan locations will find this offering most useful. Call traffic should not terminate to off-network locations a majority of the time. Should you have any questions about the best plan for meeting your specific needs, consult a customer service representative.
6. Customer acknowledges and agrees that the Services are provided "as is." Credit allowances for interruption of CMB Systems Inc service, including but not limited to poor quality calls, one way audio calls, improperly terminated calls, cut off calls or falsely connected calls, will not be provided.
7. Upgrades are allowed with no penalty. At the time of the event, a pro-rated fee is generated based on the credit for the current month, and debit for the new monthly fee. The difference will be immediately billed to your account and there are no credits issued in any form except towards the new plan. In order to do this you will have to e-mail customer service at support@pyranah.com. To downgrade your service you will have to pay the start-up fee associated with the new plan.
8. \$30 one time activation fee.
9. Cisco VOIP adapter required at \$84.99
10. Monthly service fee is \$24.99 plus tax and a Federal Regulatory Commission charge of \$0.86 that is billed in advance with the internet service on monthly installments. Some International DID numbers may incur a monthly surcharge. Calls to US Virgin Islands and countries outside of this calling plan are charged at normal rates and require long distance credit.
11. Number porting is available for US or Canada numbers. There is a \$30.00 fee for number porting.

Customer

CMB Systems, Inc.

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____

____ Initial

E911 NOTICE TO ALL NEW AND EXISTING CUSTOMERS

EMERGENCY SERVICES - 911 Service

Non Availability of Traditional 911 or E911 Service.

END USER MUST MAINTAIN AN ALTERNATE MEANS OF REQUESTING EMERGENCY SERVICES. END USER acknowledges and understands that COMPANY does NOT support traditional 911 and E911 access to emergency services. The limited emergency response service provided by us differs in a number of important ways from traditional 911 and E911 as explained further below. END USER must maintain an alternate means of accessing traditional emergency response services.

END USER acknowledges and understands that our 911 Service cannot be used in conjunction with a Soft Phone or non-interconnected Virtual Numbers (virtual numbers not associated with a DID and therefore cannot receive calls from a PSTN line). Our 911 Service is not automatic; END USER must separately take affirmative steps, as described in this Agreement and on our website, to register the address where END USER will use the Services in order to activate the 911 feature. END USER must do this for each interconnected virtual number that END USER obtains. The 911 Service is different in a number of important ways from traditional 911 or E911 service as described on our website page for E911 Service and below. END USER shall inform any household residents, guests and other third persons who may be present at the physical location where END USER utilize the Service of (i) the non-availability of traditional 911 or E911, and (ii) the important differences in and limitations of the our 911 service as compared with traditional 911 or E911 Service. The documentation that accompanies each Device that END USER purchase should include a sticker concerning the potential non-availability of traditional 911 or E911 Service (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 END USER use with the Service. If END USER did not receive a 911 Sticker with your Device, or END USER requires additional 911 Stickers, please contact our customer care department.

Please list all numbers to be ported: _____
Porting requires last phone bill from provider to be accompany this form.

For CMB Systems Internal Use Only:

Internal Virtual Number: _____

DID Phone Number: _____

CUID: _____

_____ Initial