

AGREEMENT TERMS

1. Unlimitel is offering VoIP services to the Client.
2. Unlimitel will not enable the Client's account until full payment is received from the Client.
3. Unlimitel remains the sole owner of the service.
4. When the Client's account is activated, this agreement becomes effective.

CLIENT OBLIGATIONS

1. The Client is responsible for proper access and ethical use and agrees to obey rules and regulations of system usage as may be imposed by Unlimitel.
2. The Client will indemnify Unlimitel and compensate for any loss suffer anyone harmed by improper or abusive use of the VoIP service.
3. Fax calls on Unlimitel's VoIP network are not supported by our technical support services.

UNLIMITEL'S RIGHTS

1. Any Client who doesn't provide accurate personal information will see its service denied by Unlimitel.
2. Unlimitel reserves the right to change conditions and terms of this service agreement by notifying the Client in writing or email at least 7 days in advance of the effective date of change. By using the service after the effective date, the Client agrees with the new terms and conditions. If the Client doesn't agree with the new terms and conditions, the Client may cancel this agreement by given Unlimitel proper written notice 7 days in advance of the effective date.
3. Unlimitel reserves the right to revoke access to client for fraudulent use or abusive conduct of the services or for non-payment of the services.
4. Unlimitel will not be responsible for any virus, worms, unwanted email or long distance charge(s) that the Client may get by not properly using our services or by not properly securing their own systems.
5. Unlimitel doesn't warrant that the service will be uninterrupted, error free or that the functions will meet specific requirements of the Client. Maintenance work will be done between 0:00 and 7:00 am. Unlimitel will not be liable for any incidental or indirect damages incurred in connection with the use or inability to use the services.
6. Unlimitel is not responsible for the quality of the phone service or any connection problem caused by it. No refund will be issued to the Client.
7. Unlimitel will not reimburse or credit if the Client wish to cancel his/her contract before the renewal date or if Unlimitel revoke access for fraudulent or abusive use or non-payment. The balance of the prepaid account is not refundable at any time.
8. Unlimitel will not credit or reimburse any charges that the Client may have if the service is down.

SERVICES FEES, PAYMENT, INVOICE

1. Unlimitel will accept Visa or MasterCard credit cards only.
2. By paying the invoice for the mentioned service, the Client agrees that his/her contract is renewed automatically for the period equivalent to the amount paid.
3. Charges billed will be deemed to be correct if not dispute by the Client within 10 days of the invoiced or charged date.
4. Once the prepaid account is under \$0.00 and the automatic recharge is declined on the Client's credit card, the services under this account will be suspended immediately until full payment is received.
5. Prepaid accounts balance are not transferable to another existing or new account.
6. All prepaid accounts balance expire after one full year from the last recharge date.
7. LNP Fee: \$20.00/DID. LNP Rejected Fee: \$20.00/DID. LNP Cancellation fee; \$89.00/DID. Tollfree Transfer fee: \$20.00/tollfree. Vanity Tollfree setup fee: \$20.00/tollfree. 411 directory listing registration or modification: \$20.00/DID.
8. A manual provisioning fee of \$15.00/DID will be charge to change a DID service type from VoIP a la Carte to FAX a la Carte or vice-versa. A service fee of \$15.00 per DID request to add voicemail or callforward option will be charge.
9. Request to change DSL service IP address wil be charge \$15.00 per DSL request.
10. The customer may request to select a DID from our list of vanity DIDs. A fee of \$50.00 will be charged to manually provision each vanity DID service.
11. A cancellation fee of \$5.00/DID will be charged to remove DIDs from customer's account. This fee is necessary to pay for recycling the DID in our database.

CANCELLATION OF SERVICE

1. If no notification is received from the Client before the renewal date, Unlimitel will renew the contract for the equivalent period.
2. The Client must contact Unlimitel 7 days before due date if he/she wishes to modify his//her contract at the end of the contract.
3. If the client cancels his service, the balance of the prepaid account is not refundable or transferable.
4. If all DIDs have been removed from customer's account, the account will be closed automatically and the prepaid balance is not refundable.