



ANYTHING AND EVERYTHING ON THE NETWORK

One Barnes Park South Wallingford, CT. 06492
Phone: 877-312-5560 Fax: 877-312-5544

Letter of Authorization for Business and Residential Service Agreement

1. Customer Information

Customer Name
(Name must be as it appears on phone bill)
Customer Type Business Residential
Address City State Zip
Billing Address if different than Customer Address:
City State Zip
Contact Name
Contact Number Alternate Number
E-mail Address @
Tax ID or SS Number (Required)
Tax Status Exempt Local & State Federal N/A (Forms must be provided with order)

2. Customer Authorization

TO: All Local Exchange Companies (LECs), Long Distance Companies (IXCs), Resellers, Rebillers, and Regional Bell Operating Companies (RBOCs). In accordance with this executed agreement, I/We ("Customer") do hereby authorize ComTech21 DBA Prescient Worldwide to act as our communications agent to place service orders, change network carriers, obtain telephone account information/numbers, PIC codes, and any other customer information needed to assign ComTech21 agency to vendors and authorizing them to implement contracted services for local, data, IP, interstate, intrastate, intralata and/or international long distance services ("Services").

Term plans automatically renew for successive 12-month periods. Customer understands that it may take (30) thirty to (60) sixty days for services to be disconnected. Therefore, in the event customer desires to cancel any service subsequent to the initial term the Customer shall provide (60) sixty days advance notice of its intent to cancel service.

Customer provides authorization to perform credit checks and investigate customer's bank where permitted by law. Service availability is subject to customer meeting credit criteria. I/We understand that ComTech21 reserves the right to terminate my/our services with ComTech21 if I/We experience an adverse credit performance.

Customer shall defend, indemnify and hold harmless ComTech21, its employees, and agents from any liability resulting from claim, action or suit resulting from the provision and deliver of the Services including any pre-existing contractual obligations between Customer and a third-party.

The customer understands that telecommunications and/or network access services may be temporarily unavailable for scheduled or unscheduled maintenance and for other reasons within and outside of the direct control of ComTech21. Customer understands that they are responsible for any additional charges for extended inside wiring.

Authorized Signature Date
Printed Name

3. Agent Information

Agent Name: Agent ID: External ID



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SIP Business Service Agreement

1. Customer Information

Customer Name _____
Service Address _____ City _____ State _____ Zip _____
Billing Address if different than Customer Address: _____
City _____ State _____ Zip _____
Contact Name _____
Contact Number _____ Alternate Number _____

E-mail Address _____ @ _____ (Required) *

Technical Contact Name _____ Contact Number _____
E-mail Address _____ @ _____

2. Services & Features

Type of Service: 800 Inbound DID LNP
DID/LNP (Port Service) Quantity Monthly Charges Equipment Quantity
\$10.00 One-Time Port charge fee per number Activation Fee Type of Equipment
Per Min Rate Equipment Charge
Concurrent Calls Quantity Monthly Charges Equipment Quantity
Activation Fee Type of Equipment
Per Min Rate Equipment Charge
Is International calling required? Yes No If no, International calling will be blocked
If yes, please sign and complete the Fraud Awareness and Acknowledgement Agreement on page 2.
Alaska/Hawaii/PRVI/Canada and International rates vary and are subject to change.
Auto Attendant: No Yes Qty MRC per attendant Set-up Fee
E911 Waived No Yes (If you waive E911, any 911 call made will incur a \$125.00 surcharge).

If White Page Listing Needed- please fill in

Total MRC Total NRC

3. Service Detail - New phone number (DID) or Local Number Portability (LNP)

You understand that DSL or some kind of Broadband connection to the internet is required. If you currently have DSL or other features (including fax or alarm systems) on your local line-you will lose this service when porting your number to Von.

Qty - New DID (phone number)

Area Code/Prefix Area Code/Prefix Area Code/Prefix
Area Code/Prefix Area Code/Prefix Area Code/Prefix

Qty - LNP (Port existing number) (Attach separate sheet for additional LNP) Requested Due Date
(Number to be ported) Current Carrier:
(Number to be ported) Current Carrier:

Billing Telephone Number as it appears on bill LNP (Local Number Portability) orders-you must submit a recent copy(within 30 days) of the telephone bill showing the telephone number(s) you wish to port including company name.

4. Additional Information/Comments

5. Customer Authorization

This Von Service Order is subject to the Terms and Conditions within the Letter of Authorization Service Agreement. By executing below you acknowledge acceptance of such terms and conditions.

* Note: All notifications pertaining to scheduled maintenance or system outages will be sent to this email address.

The person(s) signing this agreement is authorized to sign on behalf of the customer.

Authorized Signature _____ Date _____

Printed Name _____

6. Agent Information

Agent Name: _____ Agent ID: _____ (Rev 10/12)



FRAUD AWARENESS AND ACKNOWLEDGEMENT AGREEMENT

_____ (“Company”), has contracted with AEON/Prescient Worldwide, LLC (“PWW”) directly to provide SIP based termination services on behalf of the Company.

Under the terms of the current arrangement, PWW did not provide and does not manage either the Company’s telecom system (“PBX”) or their network infrastructure.

If PWW was introduced as a service provider to the Company through an independent agent (“Agent”), Company acknowledges that PWW is not responsible for any representations made by Agent to Customer as it pertains to the security of the Company’s PBX and/or their network infrastructure.

As such, PWW is not and can not be held responsible for any toll fraud perpetrated through the Company’s PBX and/or internal network infrastructure.

If any toll fraud is committed through the Company’s PBX or network infrastructure the Company acknowledges that they will be responsible for any and all associated charges.

ACKNOWLEDGMENT:

NAME PRINTED

TITLE

SIGNATURE

DATE