



**GENERAL TERMS and CONDITIONS:**

*For the purpose of this Order, "Customer" shall mean your business as we provide you with service and "PETRA" shall mean "Petra Solutions Inc", the service provider.*

1 The Customer hereby agrees to abide by the Terms and Conditions for Business Voice Services, Privacy Policy, Fair Usage Policy for Business Voice Services and special E911 Terms of service, all of which are available at <https://www.petrasolutions.ca/legal/>

2 Term cancellations carry penalties. Such penalties are described at <https://www.petrasolutions.ca/legal/>

3 Services provided by Petra Solutions Inc are regulated by the CRTC. Customer hereby agrees to abide by the rules and regulations set by the CRTC including but not limited to, The Canadian Anti-Spam regulations available at <http://www.crtc.gc.ca/eng/casl-lcap.htm> and the National Do Not Call List available at <http://www.crtc.gc.ca/eng/telemarketing.htm>

4 Customer hereby agrees not to use outbound callerID or Name display to misrepresent or mislead the recipient of the call. Setting callerID information to impersonate another entity to which the customer does not have legal right to is considered an unlawful use of our services.

5 Customer hereby agrees that if the customer is brought to Petra by a reseller of Petra, then Petra may share account information (excluding payment information) with the Reseller in order to facilitate provisioning, troubleshooting, maintenance, etc. This authorization may be revoked by the customer at any time by 14 days written notice to Petra.



6 Customer hereby agrees that any and all services ordered through electronic acceptance, email, fax or verbally communicated shall have the same legal meaning as it if were signed in original.

7 If Local Number Porting is requested in this order or any subsequent order placed by customer including by way of methods described in #9, it is the sole responsibility of the customer to ensure that numbers being ported will not initiate a term cancellation charge by the old carrier. Petra takes no responsibility for any charges levied by the old carrier.

8 If Local Number Porting is requested in this order or any subsequent order placed by the customer including by way of methods described in #9, it is the sole responsibility of the customer to ensure that associated services such as DSL, Television services, Alarm Systems, POS Devices are not affected. Petra takes no responsibility for any damage or loss caused due to porting (LNP).

9 While this order may stipulate a Term as well as a Delivery Date on which services become active, Customer may cancel this order by providing notice in writing, prior to the Delivery Date. If cancelled however, all non-recurring (one time) charges stated above will still apply and become due immediately.

10 Delivery Date specified above may change due to porting delays, install delays or hardware availability. If such delay occurs, Petra will adjust billing and term start dates accordingly.

11 Invoices are due upon receipt unless otherwise specified above (NET). Invoices are sent electronically to the billing email address provided to Petra Paper (mailed) invoices are available upon request (charges apply).



12 By default, international calling (calls to outside of Canada & the United States) are disabled on your service, unless otherwise stated above in the order, or requested to be activated by the customer in the future. If international calling is enabled, customer is responsible for all charges incurred whether authorized or unauthorized, including charges that may arise due to network security compromises.

13 Customer must ensure that the caller ID information sent on any outbound call at any time by any users of the account is not intended to or would not in any way defraud the receiver of the call, or impersonate an entity which Customer is not.

### **Caller ID Passthrough:**

The customer requests herewith that Petra Solutions Inc. allow The customer to send caller ID information from its own PBX for the purpose of legitimate business conduct.

As such, Customer hereby agrees to the following terms and conditions: Customer must ensure that the caller ID information sent on any outbound call at any time by any users of the account is not intended to or would not in any way defraud the receiver of the call, or impersonate an entity which The customer is not.

Caller ID information sent by the customer must be legitimate and representative of The customer.

The customer must ensure that the National Do Not Call list is respected at all times. For more information, see:

<https://www.lnnte-dncl.gc.ca/index-eng>

The Customer agrees that if a 911 call is made from an unregistered caller ID, a charge of \$125.00 per occurrence will be applied to the customers



account. Caller ID's that could potentially dial 911, MUST be registered with Petra Solutions Inc. for proper e911 access.

The customer will hold Petra Solutions Inc. harmless of any legal actions or erroneous operations of their system due to caller ID passthrough.