

SIMPLIFIED CUSTOMER AGREEMENT

This agreement is for the use of your telMAX telephone, internet and/or TV service. It starts when any of the services are installed and ends when the services are removed and equipment returned.

1 WE PROMISE:

- To provide only the service(s) you requested in your Customer Order, at the quoted rate when you requested such service(s).
- To never increase price for the service(s) you ordered from us.
- To let you know if there are changes to options that you have chosen within the service(s).
- To repair technical problems with our service or equipment, once we are aware of such problems
- To let you know if the terms of our agreement with you change.
- To provide you the best service possible.

2 YOU PROMISE:

- To allow us to install our equipment, at reasonable times, at the beginning of our agreement.
- To provide access for us to our equipment at reasonable times.
- To promptly notify us of any technical problems with our equipment.
- Not to tamper with, or move, our equipment without our approval.
- To promptly return our equipment, either using a specified carrier, or to our office, when you cancel the service(s), or continue to pay the rental fees.
- To pay us, on the due date, for the service(s) that we provide to you.
- To only use our service(s) for acceptable and appropriate purposes and uses, as we may determine.
- To give us 15 days notice in case you move and change address and you wish to keep your telMAX services at your new address.

3 WE WILL INVOICE YOU:

- Monthly, in advance, with an invoice, sent by email (accessible 24/7 via MytelMAX portal) for the service(s) specified in the Customer Order.
- HST and similar taxes will be added to the invoice.

4 CANCELLATION OF SERVICE:

- You may cancel any of our services at any time with no additional charges. Any prepaid amounts will however not be refunded.
- There will be a continuation of rental fees for our equipment that is not returned to us when you cancel the service(s).

- We may cancel your service(s) for non-payment and/or unacceptable use, as we may determine.

5 PENALTIES:

- If your payment is more than 30 days overdue, late payment interest of 24% per year will apply and collection charges may also apply.
- Our liability for a service outage is at our discretion and the maximum liability is to refund the invoiced service fee.

6 9-1-1 SERVICE

- If you subscribe to our telephone service, we provide 9-1-1 service unless there is a power outage or equipment failure.
- We recommend an alternate access to 9-1-1 in case of power or equipment failure.
- We do not always know who is calling or your location, unless you tell us - please provide your name and address and then stay on the line until advised otherwise.

7 RESOLUTION OF DISPUTES

- If you are unhappy with our service(s) or how you are being treated by any member of our staff, please let us know by contacting Customer Service at (905) 233-7377.

8 PRIVACY MATTERS

- We do not share any personal or marketing information about you with any other company, other than companies providing confidential services to telMAX.
- If we require a credit check on your credit worthiness, we access and exchange credit information with respect to your past payment history with only the credit bureau of which we are a member.

9 INSTALLATION OF SERVICE

- telMAX prides itself to perform a professional installation at your premise and will do so with a minimum impact to your property.

For additional terms and conditions that affect you as a customer please refer to our website at <https://telmax.com/terms>