Kaslo infoNet Society   www.kin.bc.ca

PO Box 1081, 404 Front St. – Suite 1, Kaslo BC, V0G 1M0

Billing: billing@kin.bc.ca   250-353-2305 Fax: 250-353-2041
Tech Support: tech@kin.bc.ca   250-353-1546

<u>Voice over Internet Protocol Telephone Service</u>

Customer Name: _____

Mailing address: _____

Physical address:_____

E-mail: _____

SERVICES REQUIRED: *WIRELESS CUSTOMERS NOTE: network capability must be verified before installation*

❑   Transfer of existing phone number(s) – *must include latest invoice from current provider*

_____ Residential ❑   Business ❑
_____ Residential ❑   Business ❑

❑   New phone number

   ❑   353 Exchange   Residential ❑   Business ❑
   ❑   366 Exchange   Residential ❑   Business ❑
   ❑   1-800 Exchange

PRICING: ❑   1st Line Residential/month* $30.00 After tax
            ❑   Additional Lines Residential/month* $5.00 + tax
            ❑   2 Line Small Business/month** $40.00 + tax
            ❑   1 Line ATA (adapter for Wireless customers) $60.00 + tax
            ❑   2 Line ATA (adapter for Wireless customers) $75.00 + tax

** Please note that phone service is NOT available seasonally.

<u>Service information:</u>

I have read the KiN VOIP Terms of Service and I agree: Yes ❑   No ❑

Name: _____

Signature: _____ Date: _____

*1 Line Residential ($30.00/month after tax)

- One telephone number either a new or "ported" number
- Two extensions
- Voicemail
- Voicemail to email forwarding
- Caller ID
- Call Waiting
- Three Way calling
- Unlimited Inbound and Outbound North American Long-Distance Calling*
- Enhanced 911 Service
- Off Network Voicemail Access

**2 Line Small Business ($40.00/month + tax)

- Auto-Attendant/IVR
- Call Forwarding
- Call Parking
- Call Queues
- Call Recording
- Call Reporting
- Call Screening
- Call Transfer
- Caller ID
- Conference Rooms
- Do Not Disturb
- Find Me/Follow Me
- Music On Hold
- Office Hours
- Phone Directory
- Voicemail
- Voicemail to Email

TERMS OF SERVICE

Kaslo infoNet Society (KiN) is a Not for Profit Society incorporated in the Province of British Columbia in 1996, with the express purpose to provide Internet Access Services to Kaslo and surrounding communities in North Kootenay Lake and the Regional District of Central Kootenay. **KiN** serves subscribers with a broad spectrum of services by both direct optical fibre and wireless tower access points. Our offices are located at Suite 1, 404 Front Street in Kaslo, BC.

Our Services

KiN operates a high capacity optical fibre based network in conjunction with backbone connectivity provided by interconnection with **Columbia Basin Broadband Corporation**.
In 2017 KiN began the development of a telephone service capacity as an addition to the fibre and wireless internet services provided. This service is provided by way of **Voice over Internet Protocol (VoIP)** technology, and in a commercial partnership with systems provider FiberConX in Toronto, Canada. KiN is a CRTC Registered Provider of Telecommunications Services and International Telecommunications Services.

VoIP is a service carried on top of a standard internet service and is dependent on the capacity and quality of the underlying network that it is carried on. There have been many attempts to commercially provide these services that have limited success because of limitations in the carrying network. The KiN network is engineered to support VoIP technology, specifically by being structured as a symmetric service where the upload and download speeds are the same, and where response times or "latency" is minimized. Fibre networks have speed and latency that makes VoIP easy to provide. Wireless networks require careful installation and capacity provisioning to carry VoIP services, and for this reason we conduct a site review where we are adding VoIP services to wireless subscribers.
KiN Subscribers who wish to add their telephone service to their KiN network connection are able to have their existing landline telephone number "ported" to a KiN connection, or in the case of an entirely new service, we can provide a new local exchange telephone number as required.

These are standard 10-digit North American telephone numbers in the **250** Area Code and either the **353** Exchange for Kaslo and environs or the **366** Exchange for the North Kootenay Lake area. We can also provide "**800**" inbound toll free service numbers for those who wish to provide a free inbound connection.

On our Fibre serviced locations we provide two analog RJ-11 telephone ports on our fibre end point device that can simply be plugged into with any standard analog telephone handset. We also support network connected VoIP telephone handsets, and if you wish these can be provided as new installed equipment as required.

On our Wireless serviced locations there is additional hardware, in the form of an Analog Telephone Adaptor required to support existing handsets, or a dedicated VoIP handset can be used. Network capability must be verified by our technician before installation. VoIP telephone services are symmetry and latency sensitive and if there are issues, they will need to be addressed before commencing telephone service.

Backup Power Supply

All KiN telephone services require a powered KiN Network device and handset in order to function. If the power fails and you have no backup system, the telephone fails as well. This can be prevented with the addition of a backup power supply. The power load for both these devices is quite low and reasonably priced equipment is readily available.

e911 Service

VoIP 9-1-1 service has certain limitations relative to Enhanced 9-1-1 service that is available on most traditional telephone service. Be prepared to confirm your location and call-back number with the operator who answers the 9-1-1 call since the operator may not have this information. 9-1-1 service will not be available during a power outage and will be unavailable during a broadband Internet outage. It is necessary that you ensure that your location information is kept current with your KiN since the operator may assume that you are at the last registered address if you are not able to speak during a 9- 1-1 call. Do not hang up until told to do so, and call back if you get disconnected. Ensure that you understand any 9-1-1 limitations of your VoIP service and that you make all other potential users of the service aware of these limitations.

Limitation of Liability

Neither Kaslo infoNet Society, FiberConX, its affiliates or any of their respective officers, directors, employees, or agents may be held liable for (i) any claim, damage, or loss (including but not limited to profit loss), or (ii) any damage as a result of service outage, data loss. The Customer hereby waives any and all such claims or causes of action, arising from or relating to any service outage and/or inability to dial 9-1-1 from the Customer phone or to access emergency service personnel. Subject to the provisions of this agreement, KiN or FiberConX does not provide any other warranties of any kind either express or implied, including without limitation the warranties of merchantability and fitness for a particular purpose. The Customer agrees to defend, indemnify, and hold harmless KiN, FiberConX, its affiliates, and their respective officers, directors, employees, agents, legal representatives and any other service provider that offers services to the Customer or KiN, or FiberConX in relation with the present agreement or the service provided, from any and all claims, losses, damages, fines, penalties, costs, expenses, legal fees, etc., by, or on behalf of, the Customer, any third party or user of the Customers' service relating to the absence, failure or outage of the service, including 9-1-1 dialing and/or inability of the Customer or any third party or user of their service to be able to dial 9-1-1 or to have access to emergency service personnel, as well as any misroutes of 9-1-1 calls.

*Long Distance Services

KiN includes "unlimited" in and outbound long-distance service for the 10 Canadian Provinces, and 48 Continental US States in your monthly service charge. Inbound long distance from the rest of the world is also included. In fact, our management software does have a limit at 3000 minutes per month outbound. We don't expect that users are likely to hit that limit in the normal use. This equates to over 50 hours per month of outbound long distance.

Outbound long-distance overseas costs vary dramatically depending on the number being called and the provider who hosts the outbound number.

Foreign carrier costs for much of the rest of the world vary dramatically and are beyond our control. If you initiate these calls, the costs charged at the network level will be added to your bill in the following month. Rates can be viewed online at https://www.fiberconx.com/international-rates/