

CONTRACT FOR CONNECTING TO THE INTERNET NETWORK

INTERVENED

BETWEEN :

I.S.F. Quebec Inc.

Headquartered at CP 79048, CP des Oiseaux, Laval, Qc., H7L 5J1

Hereinafter named: **"the Supplier"**;

AND (name) _____,

With the following service address:

(Street address) _____,

(City or Municipality) _____, Province of Quebec,

(Postal code), _____,

(Home phone): _____, (Mobile): _____,

(Office): _____ Extension: _____

(E-mail) _____ @ _____;

Hereinafter named: **"Subscriber"**.

Choice of check subscriptions:

Wireless Internet: Residential Commercial

Enter the internet or VoIP package: _____

Unlimited Fixed Wireless Internet	\$/month + taxes	Download	Upload	GB
Residential		Up to	Up to	
Fiber 15 Package	\$59.00	15 Mbps	5 Mbps	Unlimited
Fiber Ultra 25 Package	\$85.00	25 Mbps	10 Mbps	Unlimited
Installation	\$99.00	one time		
Extra cable (if more than 100 feet Cat5)	\$0.5 per add. foot of cabling			
Antenna	included in your monthly internet package (property of ISF)			
Router	included in your monthly internet package (property of ISF)			
Non-Standard Installation	Estimate to be given to subscriber			
Satelite Arm (if necessary)	\$20.00	one time		
Fixed Public IP Address	\$15.00	per month		
Temporary Suspension of Service (snowbird)	\$50.00	one time		max 9 month

As indicated in Article 11.2, Procedure at the end of the contract, the Subscriber, _____ received a subsidy (grant) on the installation of \$ _____. As the contract is of a minimum duration of one (1) year, the amount of the subvention is divided by 12 months and an amount of

\$ _____/month. After 12 active months paid by the Subscriber, the subsidy is considered paid and is at zero. The remainder of the termination procedure must be followed (Article 11.2).

Initials : _____

	\$/month + taxes	
VoIP (IP Telephony)	\$25.00	per month
ATA	\$3.00	per month
If duo with Ultra 25 Internet Package	-\$5.00	per month
Regular Telephone Number Transfer (port)	\$25.00	one time
Transfert of 1-800, 1-866 Telephone Number (port)	\$50.00	one time

As indicated in Article 11.2, Procedure at the end of the contract, the Subscriber, _____ received a subsidy (grant) on the installation of \$_____. As the contract is of a minimum duration of one (1) year, the amount of the subvention is divided by 12 months and an amount of

\$_____/month. After 12 active months paid by the Subscriber, the subsidy is considered paid and is at zero. The remainder of the termination procedure must be followed (Article 11.2).

PREAMBLE

THE PARTIES DECLARE AS FOLLOWS:

- A) The Supplier's mission is to provide an Internet connection and / or VoIP telephony service, if chosen by Subscriber and available.
- B) The Subscriber is a person wishing access to the Internet and / or VoIP using the technological means made available by the Supplier.
- C) The purpose of these is to establish the obligations and responsibilities related to the provision of the Provider's services, namely the Internet and / or VoIP (the Services). By accessing the Services, the Subscriber and any other person authorized to use the Services agrees to be bound by the terms and conditions set out below.

FOR THESE PURPOSES, THE PARTIES AGREE AS FOLLOWS:

1. GENERAL PROVISIONS AND INTERPRETATION

To simplify the text, the general and interpretative provisions of the contract are found in Appendix A, which forms an integral part of the contract.

2. SERVICE PROVISION (SUBSCRIPTION)

Subject to payment by the Subscriber of the monthly recurring charges (rates) and all other charges as per the terms of the Agreement, the Supplier undertakes to provide the Subscriber with unlimited time access to the Internet during any the duration of the contract. "Unlimited" connection time access means that the Subscriber benefits from unlimited access, and does not mean that the connection will be permanent or uninterrupted.

3. COUNTERPART

3.1. Prices

The Subscriber agrees to pay monthly, quarterly or annually according to the agreement the sum corresponding to the subscription chosen in the table plus applicable taxes as well as the costs of renting the Equipment mentioned with the subscription chosen (if corresponding). This periodic monthly, quarterly or annual fee is payable in advance on the first day of each month, quarter or year in order to benefit from access to the Internet during the period during which the withdrawal is made. Additional variable costs depending on the chosen subscription will be charged for each GBs started in excess of consumption of the chosen monthly plan. Overage costs will be charged to the following month's account.

In addition, for wireless Internet, the subscriber must pay a sum of two hundred dollars (\$99), plus taxes, when signing this contract for the installation costs of the Equipment. (Price subject to change if the installation is considered out of standard). See website for wireless internet at www.isfquebec.com for all details.

4. TERMS AND CONDITIONS OF PAYMENT

4.1. Credit Check

The Subscriber expressly agrees and authorizes the Supplier to check his credit history at any time and to record the results of these verifications in his client file.

4.2. Modalities

Subscriber agrees to pay the total amount due hereunder (including applicable fees and taxes) by credit card accepted by the Supplier (Visa, Master Card) or by direct withdrawal to his bank account (when option is available). If the credit card payment option is chosen, the Subscriber will have to give the Supplier or enter himself in the billing portal the information of his card number, expiry date, name on the card and code. security. Before the expiration of the card, the Subscriber must update his new data before the billing cycle.

If the Subscriber chooses the direct withdrawal payment option, when this option will be available, the Subscriber agrees to complete and sign a form entitled "PAYOR'S PAD AGREEMENT" which forms an integral part of the Contract. It shall also ensure that any changes to the information appearing in the authorization are promptly transmitted to the Provider to avoid any interruption in the electronic transfer of funds (ETF).

4.3. Arrears

Any amount outstanding after the due date will bear interest at the monthly rate of 2% calculated and compounded monthly (ie 26.82% per annum). An administration fee of twenty-five dollars (\$ 25) will be charged for any account remaining outstanding. If the Subscriber's check is without funds or if a direct debit is refused, additional fees corresponding to the fees invoiced for this purpose to the Supplier by the financial institution will also be charged to the Subscriber. Any partial payment will be used to settle, first, accrued interest and the oldest overdue sums. Any check or money order bearing the mention "full payment" will be accepted and cashed without the Supplier waiving, in any way, its right to recover other amounts due, notwithstanding the qualification of the payment. Any outstanding account justifies the Supplier, without further notice, suspending the Services whose access to the Internet to the Subscriber. The Subscriber can be redirected to a payment page to pay the sums due and once payment by credit card (Visa, Master Card), the subscriber will be reconnected.

Once the payment of overdue amounts has been made, if the Subscriber wishes to be reconnected, connection charges may apply in certain cases if this requires the visit of a technician. The amount will vary according to the distance, the complexity of the connection and can not exceed the cost of a new installation (see 3.1).

4.4. Recovery

In the event that the Supplier retains the services of a collection agency or a lawyer in order to recover the sums owed by the Subscriber, the costs thus paid by the Supplier, including the professional fees and legal costs, will be charged in full. to the Subscriber and at the same time recover from the latter.

4.5. Invoice statement

At the Subscriber's request, a statement showing the total amount to be paid as well as the taxes and any changes made since the last statement, such as payments, credits and any other fees charged to the latter will be sent electronically to the Subscriber's Email Address.

5. MODIFICATIONS

The Supplier may modify, at any time and without the consent or authorization of the Subscriber, the present contract, including the applicable rates and other charges or modify any of its components. The Provider will notify the Subscriber of these changes by email to the email address provided by the Subscriber or by posting them at www.isfquebec.com. The fact that the Subscriber continues to use the Service will be considered acceptance of the changes. If the Subscriber does not accept the modifications made, he must immediately terminate his subscription to the Service by sending the Supplier a written notice to that effect.

6. ATTESTATION OF SUBSCRIBER

6.1. Basic knowledge

Initials : _____

The Subscriber acknowledges having some knowledge of the Internet, its operation, performance and the possibilities offered by the Internet. He is informed that his messages may be intercepted and read by third parties without his knowledge, that a person with access to the Internet may cause harm, incur costs and incur obligations while connected to the Network, that the content and certain products or services available with or through the Service may be offensive or offensive or not in compliance with applicable laws. By using the Service, the Subscriber accepts full responsibility and the risks inherent in accessing the content, products or services, their use and the use of the Internet.

7. SUBSCRIBER'S OBLIGATIONS

7.1. Basic equipment of the Subscriber

The Subscriber is responsible for having all the necessary equipment for the connection to the Internet, with the exception of Supplier-owned Equipment, and for ensuring that the computer system meets the minimum requirements for access to the Internet. From time to time, the minimum configuration requirements in particular may change and in such event, the Subscriber must make changes to its computer system or terminate these in accordance with the terms of termination.

The Subscriber is responsible for the use and compatibility of equipment, software, services or any other material not provided by the Supplier with this Service, the Supplier declines all responsibility in this respect.

7.2. Ownership and protection of the Equipment

Equipment provided hereunder shall remain the property of the Supplier, however, the Subscriber shall be solely responsible for it. It must protect the Supplier's Equipment against damage, tampering or damage and shall not allow any person, other than a Supplier representative, to perform any work or manipulation on this Equipment. The Subscriber shall reimburse the Supplier for the full cost of repairing or replacing lost, stolen, damaged, unreturned, hypothecated, sold, rented, assigned or transferred equipment in whole or in part.

7.3. Network Security

The Subscriber is responsible for putting in place the material and technical constraints to prevent the irregular use of his / her access to the Internet and to supervise it. In particular, he must ensure the protection of his IP address and passwords. The Subscriber must use the router / modem provided by the Provider and if he wishes to install his own router, the Subscriber must connect it to the Provider's router / modem. Under no circumstances will the Supplier be held responsible for any corrupted files or viruses that may affect the use of the Service. In addition, in order to ensure the security of the Network, the Subscriber is responsible for the protection of his computer systems connected to the Supplier's network. He shall also perform any action that the Supplier may request for this purpose. Any harm caused to the Network due to the Subscriber's failure to properly secure its computer system may result in the disconnection, suspension to the Internet or termination of the contract.

See annex C. Rules of good conduct.

7.4. Intended use

The Subscriber undertakes to use his access to the Internet as a prudent and diligent person, in accordance with the rules of good conduct made known to him in Schedule C hereto. Subscriber agrees not to use the Service in a manner that is contrary to applicable laws and regulations, any breach that may result in the immediate termination of this Agreement or the disconnection or suspension of the Service used illegally. In particular, it is prohibited to display, transmit or distribute in any way information that constitutes a criminal offense, or that encourages conduct that constitutes a criminal offense, or that may give rise to civil liability proceedings, to use the Service in an unlawful manner or in violation of the Supplier's policies or in a manner that would in any way prevent other users from using or enjoying the Service or the Internet. The Subscriber assumes full responsibility for its acts or omissions, or those of anyone using its access to the Internet, including, but not limited to, liability for expenses incurred while making purchases or transactions using of the Service. Any connection made using the Subscriber Identification Element is deemed to have been made by him. The Subscriber agrees to indemnify and reimburse the Supplier for any expenses that it may be required to perform and arising from improper use of the Network and Equipment.

7.5. Not allowed

The Subscriber acknowledges that the Subscription is strictly personal. It undertakes not to redistribute, in whole or in part, the bandwidth giving it Internet access, in particular by hosting a server or by allowing shared access. Without limiting the foregoing, the Subscriber agrees not to use the Service and Equipment provided for the operation of an Internet Service Provisioning Business. The Subscriber can not maintain or set up any other Link with the Network. Similarly, no subnetwork (eg IP telephony) can be added to the Network by the Subscriber. No subnet support will be supported by the Provider.

7.6. Access to premises and collaboration in installation and maintenance

The Subscriber must collaborate in the installation of the Equipment and, if applicable, the antenna or the passage of the antenna wire to the interior of the building by promptly providing any information required by the Supplier, by granting priority to the installations and frequencies of the latter and providing, if necessary, a 110 volt electrical outlet stabilized close to the Equipment. In order to protect the Equipment from power fluctuations, the Subscriber must provide at his expense a voltage bar or a small UPS with AVR (Uninterruptible Power Supply with Voltage Regulator). Subscriber may incur costs if vendor equipment (eg router / modem) is damaged by power fluctuation.

The Subscriber must provide free access to the building where the Service is provided to the Supplier's duly authorized representatives for the purpose of installing, inspecting, maintaining, restoring, removing or disconnecting the Equipment for reasonable hours. Fees may be charged to the Subscriber if a visit by a technician is required to restore the Service and it is determined that the problem is not attributable to the Equipment owned by the Provider or the Network.

7.7. Disclosure

The Subscriber must disclose to the Supplier any fact or important information concerning its legal or financial situation, which would have the effect of modifying its ability to honor the commitments contracted within the Contract or to disinterested the Supplier.

8. OBLIGATIONS OF SUPPLIER

8.1. Internet access

In the event of service interruption, the subscriber must contact ISF Quebec technical support by email at support@isfquebec.net or by phone at **1-833-533-1234, option 4** so that we can restore it as soon as possible. Don't forget to write the name of the subscriber in the subject and phone number to reach you.

The Supplier undertakes to use the best efforts to make available Internet connection seven days a week (7/7) and twenty-four hours a day (24/24), with the exception of consecutive maintenance periods, failures or alterations of the system. The Supplier does not warrant the uninterrupted use or operation of the Service and can not be held responsible for service interruptions, delays or malfunctions. The Service and the products provided by the Supplier, its directors, officers, employees, representatives, agents or suppliers are provided "as is" and "to the extent that they are available" without any warranties or conditions. Subscriber assumes all risks with respect to the availability, quality and performance of the Service or equipment provided hereunder. ISF Quebec is not responsible for an internet service outage due to power outages related to Hydro Quebec's network. Neither service interruptions resulting from force majeure or other causes beyond its control. The Supplier will not be held responsible for any loss of data, it is the Subscriber's responsibility to make backup copies at all times.

8.2. Performance level

Because throughput speeds are dependent on the bottlenecks that exist over the vast network architecture of the Internet, the Provider in no way guarantees the maximum performance (speed) of the Service or changes in response time. Subscriber's requests and can not be held responsible.

8.3. Delivery and installation of the Equipment

The delivery, installation and setup of the Equipment shall be carried out by the Supplier on the day agreed with the Subscriber. The Supplier shall not be held liable for any claim, damage, loss or expense, including but not limited to any lost wages or missed work day. If an installation appointment is missed, whether by the Supplier or a third-party installer, it will be rescheduled at a convenient time between the two parties. If the necessary work for the installation of the Equipment and the setting up of the Internet Link is too important, the Supplier may cancel the Contract, upon written notice to the Subscriber, without any penalty. The Supplier must reimburse the Subscriber for the amounts received, after having taken back the Equipment already installed, if applicable. At no time may the Supplier guarantee that the prospective Subscriber will have the Service. Some locations and geographical points may not have known Service (eg. Internet), despite all the goodwill of the Supplier.

8.4. Maintenance of the Subscriber Equipment

The Supplier undertakes to keep the Equipment in good working order. As it deems necessary, tests may be performed to diagnose the state of wear of the Equipment. Depending on the needs of maintenance or repair, visits will be made on working days (Monday to Friday, except holidays) between 8:30 and 17 hours. The frequency of these visits is determined by the Supplier. At any time, the Supplier can perform remote monitoring analysis. For this, contact Technical Support at **1-833-533-1234, Option 4** or at support@isfquebec.net.

8.5. Network maintenance

In the context of maintenance and network improvement operations for which the Supplier provides for an exceptional interruption of the service, the latter will notify the Subscriber of this interruption twenty-four (24) hours in advance by e-mail to the email address provided by the Subscriber and / or posting the interruption on his website at www.isfquebec.com or on Facebook at <https://www.facebook.com/ISFQuebec/> or Twitter social network account.

8.6. Identification elements (IP addresses)

The Supplier remains the owner of any IP address that it assigns to the Subscriber. IP addresses may be changed at any time and without notice, at the discretion of the Provider or whenever the Subscriber's Equipment or computer is powered off. In no way the Supplier shall be liable for any claims, damages, losses or expenses arising from any change of IP address.

8.7. Documentation

At the Subscriber's request, the Supplier will provide a start-up guide.

8.8. Protection of personal information

As part of its service provision, it is necessary for the Provider to obtain personal information from the Subscriber. Unless the Subscriber expressly agrees or the disclosure is required by law, all the information that the Supplier has about the Subscriber (except the name, address, and the e-mail address) are confidential and may not be disclosed to any other party than the Subscriber or its agent and a firm whose services are retained by the Provider to collect an overdue account, provided that the information are required and used only for this purpose.

9. WARRANTY AND LIMITATIONS OF LIABILITY

9.1. Limited warranty

The Supplier, its directors, officers, employees, representatives, agents or suppliers do not guarantee that the data or files sent or received will be without being corrupted or transmitted within a reasonable time, that these data or files will not be intercepted, that other users will not have access to the Subscriber's computer equipment, or that the content or other items accessible by the Service will not contain any viruses or other harmful elements or that they will not be stored in caches with various transit sites on the Internet.

Also, the Supplier, its directors, officers, employees, representatives, agents or suppliers do not guarantee or guarantee the confidentiality of users of the Service and assume no responsibility in this regard. It is recommended to the Subscriber not to use the Service for the transmission of confidential data.

9.2. Limitation of liability

The Supplier disclaims all warranties, express or implied, with respect to the services provided to the Subscriber. Except in the case of gross negligence or intentional fault, the Supplier, its directors, officers, employees, representatives, agents or suppliers are not liable for any damages, costs and financial loss such as the breakage or loss of data, that the Subscriber or any user of the Service may suffer, directly or indirectly, for any reason whatsoever, including due to any interruption or malfunction of access to the Internet. Without limiting the foregoing, the Supplier, its directors, officers, employees, representatives, agents or suppliers are not liable for material damage (including that relating to software) resulting from a change to the software configuration, a computer virus, the content, the use, the validity or the quality of the services provided via the Internet, an Internet network failure, the loss or destruction of data by intrusion or otherwise or the unauthorized interception of communications or delays in their transmission or receipt. Likewise, they are in no way responsible to the Subscriber or third parties for any loss or expense (including attorneys' fees) relating to any allegation, claim, suit or other proceeding based on the claim that the use of the Service by the Subscriber or a third party violates the intellectual property rights or contractual rights of third parties. The Supplier, its directors, officers, employees, agents, agents or suppliers can not be held liable for any content that is offensive or offensive to certain information circulating on the Internet or that does not comply with applicable laws; network on which the Supplier, its directors, officers, employees, representatives, agents or suppliers have no control. In addition, the Supplier, its directors, officers, employees, representatives, agents or suppliers are not responsible for any act or omission of a telecommunications company whose facilities serve to establish links to points that the Supplier does not serve. directly, any defamation or infringement arising from the material transmitted or received through the Supplier's facilities, any infringement of patents arising from the association or use of the facilities provided by the Subscriber and the facilities of the Supplier. Should the Supplier, its directors, officers, employees, representatives, agents or suppliers nevertheless be found liable for any loss or damage whatsoever, its liability shall be limited to crediting the Subscriber an equal sum the monthly periodic fee paid by the Subscriber for the Service during the three (3) months preceding the fault. The rates and charges provided herein are based on the Supplier's limited liability.

10. SPECIAL PROVISIONS

10.1. Deadlines and shortages

The Equipment is installed for the Subscriber as soon as possible depending on manufacturer's availability. The Supplier can not in any way be held responsible for any damage caused as a result of a delay in delivery due to circumstances beyond its control. If it is impossible for the manufacturer to provide the Equipment, the Supplier may cancel the Contract by written notice to the Subscriber without penalty. The Supplier must reimburse the Subscriber for the sums received, if any. The Supplier may reserve the right, subject to certain conditions, to substitute certain devices for models with the same characteristics.

10.2. Insurance

The Subscriber must arrange to insure against fire, theft and vandalism the Equipment (antenna, router/modem, ATA, ...) provided hereunder for an amount sufficient to ensure the replacement of such Equipment.

10.3. Assignment of contract or transfer of Equipment

The Subscriber may not assign the present contract or transfer the Equipment without the prior written authorization of the Supplier or the Service will be deactivated. The Subscriber must promptly notify the Supplier, within a minimum period of five (5) business days, whether he wishes to transfer or otherwise transfer the present contract to another person. The Subscriber is deemed to be the recipient of the Service and Equipment and is responsible for all costs associated with the use of the Service and Equipment until such time as we receive such notice, together with the engagement of that new Subscriber (potential client) to respect each and every one of the provisions hereof. A transfer fee of seventy-five dollars (\$ 75), plus taxes, will be charged to the new Subscriber's account.

10.4. Declaration

The parties expressly declare and recognize that the essential terms of the Contract have not been imposed by either of them, but instead have been freely discussed with each other. In addition, each party, after obtaining adequate explanations of the nature and extent of each of the essential provisions of the Contract and having taken notice of their scope, declares itself satisfied with their readable and understandable condition. Finally, each of the parties declares and acknowledges that each of the essential terms of the Agreement, including those imposing penalties or binding obligations, is reasonable and necessary to protect their respective interests. In consideration of the foregoing, each of the parties hereby expressly waives the right to invoke the invalidity of any provision of the Agreement on the ground that it is incomprehensible, illegible or unreasonable.

10.5. Arbitration

Any claim, dispute or dispute arising out of this Agreement shall be referred to arbitration. The Subscriber waives his right to sue or participate in a class action against the Supplier. If the Subscriber wishes to make a claim, a written notice of arbitration shall be given to the Supplier's address, for the attention of the General Manager. All claims that are the subject of an arbitration will be heard by an arbitrator in the Laval or Laurentide's region, in accordance with the rules agreed upon by the Supplier and the Subscriber. If the Supplier and the Subscriber are unable to agree on these rules, the arbitration will be settled in accordance with the applicable provisions of the Code of Civil Procedure and the Civil Code of Québec. Supplier and Subscriber will each be responsible for their own costs and will share the costs of the arbitration equally.

11. END OF CONTRACT

11.1. Termination

The termination, in any case, does not have the effect of releasing the Subscriber from the obligations arising from this Contract which could have arisen before the effective date of the termination, in particular as regards the payment of the amounts due.

11.1.1. Without notice

The Supplier may, at any time and without notice, suspend or limit the Service or terminate the Contract, without prejudice to all of its rights and remedies, in any of the following cases:

- 11.1.1.1. if the Subscriber does not make proper use of the Service and Equipment,
- 11.1.1.2. if the Subscriber fails to secure the Network,
- 11.1.1.3. if the use of the Service by the Subscriber has the effect of altering the operation or the efficiency of the Service or the Network,
- 11.1.1.4. if the Subscriber does not pay the Supplier any outstanding amount,

See the steps to follow:

1. Send the 1st invoice on the 21st of the previous month;
 2. First of the month, payment of customers by credit card or automatic debit (DPA);
 3. The 5th of the month, 2nd reminder;
 4. The 10th, last reminder and final payment email 48 hours or otherwise, temporary suspension if non-payment
- After 48 hours, temporary suspension (respect for such time from Monday to Friday from 8 am to 9 pm or Saturday or Sunday, 9 am to 5 pm and before noon, the day before a holiday (eg January 1, Easter Sunday, May Patriots Day or Victoria Day, June 24th, July 1st, Labor Day, Thanksgiving), Christmas December 25th)
- Redirection to the payment page.

At a minimum, the following information will be available:

Authorization to disconnect if:

1. Invoice not paid (monthly, quarterly, annual or usage invoice (eg extra data for a period, ...));
2. The required deposit is not honored
3. Non-compliance with a payment agreement
4. For re-connection following an error by the Supplier, it must occur before the end of the next business day at no charge.

4) Without notice in the following cases

a) To protect the network

b. If there is fraud or if there is a strong suspicion of fraud, which justifies it

5) With written notice by email provided by the customer or registered letter in all other cases
14 days indicating

1. The why

2. How much money is owed

3. When

4. Indicates that an arrangement is always possible by talking with a representative of the company

5. Indicates fees for re-connection

6. Inform co-ordinates to speak to a representative of the company

24 hours before

Same information as in the 14 days notice

Without notice, if the company has failed to contact the customer after multiple attempts

Without notice, to protect the network

Without notice, if there is fraud or if strong presumptions of fraud justify it

60 days without any reason to give.

11.1.1.5. if the Subscriber initiates proceedings under any laws relating to insolvency or bankruptcy or any proceedings under such laws are commenced against the Subscriber;

11.1.1.6. if the Subscriber does not respect the terms and obligations of the present, in particular if he makes a contrary use of the services put at his disposal by the Supplier;

11.1.1.7. if the Supplier ceases its activities.

11.1.2. With notice

The Subscriber may, at any time, if he is not in default, terminate the Agreement by thirty (30) days written notice to the Supplier. However, since the contract is a fixed term contract with an initial term of one (1) year, it will have to pay a penalty equal to the total monthly recurring charges from the last payment to the date of the end of contract UNLESS the new occupant of the place where the Service is rendered, agrees with the Supplier has complied with all and each of the provisions of the Contract.

11.2. Procedure at the end of the Contract

In the event that the Supplier decides to terminate the Contract or at the end of the Contract, any Supplier representative may, without notice or other formality, report to the building where the Service is provided to repossess the Equipment. In the absence of recovery of the Equipment, the Supplier shall be entitled, as compensation, to claim from the Subscriber the replacement value of the Equipment.

Subscribers must mail the antenna, router / modem and/or ATA (at their own cost) to the Supplier at the following address: I.S.F. Quebec Inc, at CP 79048, CP des Oiseaux, Laval, Qc., H7L 5J1. Otherwise Fees will be charged the same as a new replacement.

A check of proper operation of the equipment (router / modem, antenna, ATA, ...) will be done and if non-functional, the corresponding costs will be charged to the Subscriber.

In the event that the Subscriber has received a grant for the installation costs, the Subscriber will be charged a prorated fee for the cost of the subsidized facility posted on the contract less the number of months and the monthly amount paid. See page 1 for internet and/or page 2 for VoIP.

Any payment made by the Subscriber, prior to this termination, is not refundable and is considered to constitute the payment of a penalty in favor of the Supplier.

In the event of unilateral termination by the consumer, the compensation required by the merchant is the lesser of the following amounts: \$ 50 plus tax or a sum representing not more than 10% of the price of the services provided for in the contract that have not been provided. For commercial accounts, the rule of less than \$ 50 or 10% of the price of services does not exist. The business customer must honor their contract until the end of the year (12 months from the date of installation or renewal).

12. DURATION

12.1. Initial duration

This is a fixed term contract with a fixed term of one (1) year, commencing on the date of installation which is _____20_____ and ending at the end of the 12th month.

12.2. Renewal

At the end of the term, the Contract will be renewed automatically, for an additional period of one year, from year to year.

13. ENTRY INTO FORCE

The Agreement shall enter into force on the day of its signature or when the Subscriber clicked I accept all conditions and read the above contract agreement and the rules of good conduct (Annex B) when filling out the form in Supplier's website.

14. SCOPE

The Agreement is binding on and binding upon the parties and their Legal Representatives.

IN WITNESS WHEREOF, THE PARTIES HAVE SIGNED THEM, IN _____,

THIS _____ DAY OF THE MONTH OF _____, 20 _____.

THE SUPPLIER

THE SUBSCRIBER

By: _____

By: _____

Initials : _____

ANNEX A GENERAL PROVISIONS

1. AND INTERPRETATION

2. TERMINOLOGY

The following words and phrases, when they appear preceded by an uppercase letter in the Contract or in any documentation subordinate thereto, shall be construed, unless explicitly or implicitly waived in the text, in accordance with the definitions attributed to them below:

2.1. Subscription

Refers to the right that a Subscriber acquires to connect to the Internet, via the services offered by the Provider.

2.2. Contract

Means the present contract including the preamble and its annexes, any documentation subordinate thereto, as well as any modifications that may be made from time to time by the parties; the terms "hereof," "hereby," "hereunder," and "hereby" and any other similar expression, when used in the contract generally refer to the entire contract rather than to a part of it unless otherwise indicated in the text.

2.3. Debit

Refers to the amount of information (data) transmitted, per unit of time, and is usually expressed in megabits per second (Mbps).

2.4. Identification elements

Refers to the IP (Internet Protocol) or electronic address, the address of an electronic mailbox and, if applicable, the domain name.

2.5. Equipment

Refers to the Equipment of the Provider installed at the Subscriber's premises which may be the antenna, the router, an ATA, modem or others depending on the service chosen by the Subscriber.

2.6. Internet

Refers to a communication medium consisting of an interlacing of interconnected networks.

2.7. Dedicated link

Refers to a microwave (wireless) or ADSL Internet connection.

2.8. Legal Representatives

For each party to the Contract, means, in respect of its state and organization, either its liquidators of succession, heirs, legatees or assigns, or its representatives or agents.

2.9 Network

Refers to the equipment that allows the Internet signal to travel from the Provider's Internet access to all its subscribers. It is composed of towers and antennas of access points of Fiber and ADSL links.

3. PRECEDENCE

The Contract constitutes the entire agreement between the parties to the exclusion of any other document signed by an authorized representative of the Supplier, concomitant who may have intervened, in the negotiations that preceded the execution. complete Contract.

4. JURISDICTION

4.1. Subjugation

This Agreement, its interpretation, performance, application, validity and effect are subject to the applicable laws in force in the Province of Quebec and in Canada that govern in whole or in part all of the provisions of this Agreement. contains.

4.2. Presumption

Any provision of this Agreement, which does not comply with the applicable laws, is presumed to be of no effect to the extent that it is prohibited by any of these laws.

4.3. Adaptation

If a provision of the Contract contravenes a law, it must be interpreted, as the case may be, to bring it into conformity with the law or, failing that, in the manner most likely to respect the intention of the parties without derogation from prescriptions of this law.

4.4. Continuation or cancellation

Where the Contract contains a prohibited provision, all other provisions of the Contract remain in force and continue to bind the parties unless the override relates to an essential and indivisible provision of the Contract.

5. GENERAL

5.1. Time

All deadlines indicated in the Contract are mandatory unless otherwise stated in the text. When compiling a delay, the following rules must apply:

The day that marks the starting point is not counted, but that of the deadline is;

Non-legal days, that is, Sundays and holidays identified in article 6 of the Code of Civil Procedure of Quebec, are counted; however, when the due date is not legal, the term or period is extended to the next following legal day; and The term "month", when used in the Contract, refers to calendar months. If the Contract indicates a specific date on the calendar and that date is a non-judicial day, then the maturity becomes the first legal day following the date indicated.

5.2. Plurality

All rights mentioned in the Agreement are cumulative and non-reciprocal. The waiver of the exercise of a right granted by one party to the other party to the Agreement shall never be construed as a waiver of the exercise of any other right hereby granted unless the text of a provision of the Contract does not indicate exceptionally the need for such a choice.

5.3. Canadian currencies

All sums of money provided for in the Contract refer to Canadian currency. In addition, unless otherwise indicated in the text, the sums of money specified in the Contract shall not be construed to include, in the amount stipulated, the Goods and Services Tax (GST), the Quebec sales tax (QST) and any other tax that may be imposed on this type of payment during the full term of the contract.

5.4. Gender and number

To the extent that the understanding of the text requires it, a word expressed with the masculine gender includes the feminine and vice versa; it is the same for a word expressing a number in that the singular includes the plural and vice versa.

Any sentence containing polyvalent words of this nature must be read, where the meaning of the text so requires, so as to accommodate the appropriate version of such a word with the grammatical changes necessary to give a logical meaning to the sentence. concerned.

5.5. Securities

The titles used in the Contract have no interpretative value; they serve only as an element of classification and identification of the provisions constituting the agreement between the parties.

Initials : _____

ANNEX B

RULES OF GOOD CONDUCT

Through their internet access, the Subscriber must not, in any way, engage in the following actions:

- Publish information that is defamatory, counterfeit and obscene, inciting hatred or discrimination;
- Threaten, harass, abuse, infringe the privacy of others;
- Intercept emails;
- Download or share files containing software or any other document under the protection of the Copyright Act or subject to any other law without authorization;
- Upload files containing viruses or other harmful programs;
- Clear the copyright notice or legal notice of a document;
- Falsify, modify the source or origin of software transmitted in a file;
- Send e-mail or mass e-mails for advertising purposes;
- Download or share files that are not lawfully distributed;
- Disrupt the use of other users of the Service or Internet users;
- Attempt to break into the I.S.F. Quebec network (hacking). Any traces of this type of activity will result in an immediate suspension without notice of your internet connection and the Subscriber will be responsible for any costs and / or damages caused by such action. In case of such action, no refund based on (monthly or annual) package will be refunded.
- Copy the content of other sites without permission, even if the content is not protected by copyright;
- Participate in all types of electronic fraud of any kind, extortion, and all illegal activities;

Initials : _____