



Date of Service Order: March 6, 2025
 Account Rep. Name: Billy Thebeau

ADVANTAGE VOICE SERVICE ORDER FORM

This Service Order Form constitutes an agreement between the company listed below ("**Customer**") and SHAW BUSINESS, a division of Rogers Communications Canada Inc., and/or Shaw Business U.S. Inc., as applicable ("**Shaw Business**").

CUSTOMER INFORMATION

Legal Customer Name: The Corporation of the City of Sault Ste Marie

Address for Billing: 99 Foster Drive Sault Ste. Marie, ON P6A 5x6 Canada		Address for Legal Notices (if different than Billing Address):	
Attention: Accounts Payable		Attention:	
Phone: (705) 759-5410	Fax: (705) 541-7165	Phone:	Fax:
Email: f.coccimiglio@cityssm.on.ca		Email:	

ORDER INFORMATION

Business Voice Service Type: Advantage Voice

Contract Type: Renewal

Administrative: Additional Service Upgrade Downgrade Move

Service Order Form (Service Appendix) being renewed, revised, amended, or Technology replaced:

SmartVoice Service order Form dated September 12, 2019 – Customer Reference Number: 19091119402-121440

SmartVoice Service order Form dated November 25, 2019 – Customer Reference Number: 19111154956-254705

Customer Reference Number: 24122020546-183553

Service Location 2	The Corporation of the City of Sault Ste Marie	Address: 128 Sackville Road, Sault Ste. Marie, ON P6B 4T6 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 3	The Corporation of the City of Sault Ste Marie	Address: 619 Bay Street, Sault Ste. Marie, ON P6A 5X5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 4	The Corporation of the City of Sault Ste Marie	Address: 402 Fifth Line E, Sault Ste. Marie, ON P6C 4L5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 5	The Corporation of the City of Sault Ste Marie	Address: 269 QUEEN ST E, SAULT STE. MARIE, ON P6A1Y9 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 6	The Corporation of the City of Sault Ste Marie	Address: 65 FOSTER DR, SAULT STE. MARIE, ON P6A1X3 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 7	The Corporation of the City of Sault Ste Marie	Address: 27 Fourth Line E, Sault Ste. Marie, ON P6A 5K8 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 8	The Corporation of the City of Sault Ste Marie	Address: 72 Tancred St, Sault Ste. Marie, ON P6A 2W1 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 9	The Corporation of the City of Sault Ste Marie	Address: 556 GOULAIS AVE, SAULT STE. MARIE, ON P6C5A7 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 11	The Corporation of the City of Sault Ste Marie	Address: 260 Elizabeth St., Sault Ste Marie, ON P6A 6J3 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 12	The Corporation of the City of Sault Ste Marie	Address: 50 EAST ST, SAULT STE. MARIE, ON P6A3C3 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 13	The Corporation of the City of Sault Ste Marie	Address: 111 Huron Street, Sault Ste. Marie, ON P6A 5P9 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 14	The Corporation of the City of Sault Ste Marie	Address: 800 Bay Street, Sault Ste Marie, ON P6A 0A1 On-Net: On-Net Demarcation: RJ45 connector at the Service Location

Service Location 15	The Corporation of the City of Sault Ste Marie	Address: 269 Albert St W., Sault Ste Marie, ON P6A 1B6 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 17	The Corporation of the City of Sault Ste Marie	Address: 160 Queen St E, Sault Ste. Marie, ON P6A 1Y5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 18	The Corporation of the City of Sault Ste Marie	Address: 616 Goulais Ave, Sault Ste. Marie, ON P6C 5A7 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 21	The Corporation of the City of Sault Ste Marie	Address: 108 Rossmore Rd, Sault Ste. Marie, ON P6C 5Z2 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 23	The Corporation of the City of Sault Ste Marie	Address: 710 Young St, Sault Ste. Marie, ON P6A 5X6 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 24	The Corporation of the City of Sault Ste Marie	Address: 65 Old Garden River Rd, Sault Ste Marie, ON P6A 6H5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 25	The Corporation of the City of Sault Ste Marie	Address: 1504 Peoples Rd, Sault Ste. Marie, ON P6A 0B5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 26	The Corporation of the City of Sault Ste Marie	Address: 99 FOSTER DR, SAULT STE. MARIE, ON P6A5X6 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 27	The Corporation of the City of Sault Ste Marie	Address: 1 Pine St, Sault Ste Marie, ON P6A 3Y1 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 28	The Corporation of the City of Sault Ste Marie	Address: CAFE-41 Lake St, Sault Ste. Marie, ON P6A 4A5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 29	The Corporation of the City of Sault Ste Marie	Address: GRNHS-41 LAKE ST, SAULT STE. MARIE, ON P6A4A5 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 31	The Corporation of the City of Sault Ste Marie	Address: 426 Queen St E, Sault Ste Marie, ON P6A 6W2 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 32	The Corporation of the City of Sault Ste Marie	Address: C-232 Northern Ave E, Sault Ste. Marie, ON P6B 4H6 On-Net: On-Net Demarcation: RJ45 connector at the Service Location
Service Location 34	The Corporation of the City of Sault Ste Marie	Address: 1-99 Foster Dr, Sault Ste. Marie, ON P6A 5X6 On-Net: On-Net Demarcation: RJ45 connector at the Service Location

Service Charges and Term: 60 Months

Service	Location	Description	Qty	Rate	MRC	NRI
Advantage Voice - Call Queuing	2	Advantage Voice - Call Queuing	10	\$1.95	\$19.50	\$0.00
Advantage Voice Analog	2	Advantage Voice for Fax or POS	16	\$9.95	\$159.20	\$0.00
Advantage Voice Group Mailbox	2	Advantage Voice- Shared Group Mailbox	1	\$5.00	\$5.00	\$0.00
Advantage Voice Auto Attendant	2	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	2	Deskphone, Desktop & Mobile App	57	\$22.95	\$1,308.15	\$0.00
Advantage Voice Conference	2	Conference	2	\$29.95	\$59.90	\$0.00
Advantage Voice Call Recording	2	Advantage Voice Call Recording, 90 day Storage	13	\$7.95	\$103.35	\$0.00
Advantage Voice Office with Cisco Webex	3	Deskphone, Desktop & Mobile App	7	\$22.95	\$160.65	\$0.00
Advantage Voice Analog	3	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Office with Cisco Webex	4	Deskphone, Desktop & Mobile App	7	\$22.95	\$160.65	\$0.00
Advantage Voice Analog	4	Advantage Voice for Fax or POS	5	\$9.95	\$49.75	\$0.00
Advantage Voice Auto Attendant	4	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Conference	5	Conference	1	\$29.95	\$29.95	\$0.00



Advantage Voice Analog	5	Advantage Voice for Fax or POS	8	\$9.95	\$79.60	\$0.00
Advantage Voice Auto Attendant	5	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	5	Deskphone, Desktop & Mobile App	18	\$22.95	\$413.10	\$0.00
Advantage Voice Office with Cisco Webex	6	Deskphone, Desktop & Mobile App	3	\$22.95	\$68.85	\$0.00
Advantage Voice Analog	6	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Office with Cisco Webex	7	Deskphone, Desktop & Mobile App	4	\$22.95	\$91.80	\$0.00
Advantage Voice Analog	7	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Analog	8	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice - Call Queuing	9	Advantage Voice - Call Queuing	3	\$1.95	\$5.85	\$0.00
Advantage Voice Analog	9	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Auto Attendant	9	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	9	Deskphone, Desktop & Mobile App	4	\$22.95	\$91.80	\$0.00
Advantage Voice Office with Cisco Webex	9	Deskphone, Desktop & Mobile App	2	\$22.95	\$45.90	\$0.00
Advantage Voice Office with Cisco Webex	11	Deskphone, Desktop & Mobile App	10	\$22.95	\$229.50	\$0.00
Advantage Voice Analog	11	Advantage Voice for Fax or POS	9	\$9.95	\$89.55	\$0.00
Advantage Voice Auto Attendant	11	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Conference	12	Conference	1	\$29.95	\$29.95	\$0.00
Advantage Voice Analog	12	Advantage Voice for Fax or POS	6	\$9.95	\$59.70	\$0.00
Advantage Voice Group Mailbox	12	Advantage Voice- Shared Group Mailbox	1	\$5.00	\$5.00	\$0.00
Advantage Voice Auto Attendant	12	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	12	Deskphone, Desktop & Mobile App	27	\$22.95	\$619.65	\$0.00
Advantage Voice - Call Queuing	13	Advantage Voice - Call Queuing	1	\$1.95	\$1.95	\$0.00
Advantage Voice Analog	13	Advantage Voice for Fax or POS	3	\$9.95	\$29.85	\$0.00
Advantage Voice Auto Attendant	13	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	13	Deskphone, Desktop & Mobile App	19	\$22.95	\$436.05	\$0.00
Advantage Voice Conference	13	Conference	1	\$29.95	\$29.95	\$0.00
Advantage Voice Office with Cisco Webex	14	Deskphone, Desktop & Mobile App	4	\$22.95	\$91.80	\$0.00
Advantage Voice Analog	14	Advantage Voice for Fax or POS	3	\$9.95	\$29.85	\$0.00
Advantage Voice Group Mailbox	14	Advantage Voice- Shared Group Mailbox	1	\$5.00	\$5.00	\$0.00
Advantage Voice Office with Cisco Webex	15	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00
Advantage Voice Office with Cisco Webex	17	Deskphone, Desktop & Mobile App	2	\$22.95	\$45.90	\$0.00
Advantage Voice Analog	17	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Office with Cisco Webex	18	Deskphone, Desktop & Mobile App	2	\$22.95	\$45.90	\$0.00
Advantage Voice Analog	18	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Office with Cisco Webex	21	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00
Advantage Voice Analog	21	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	23	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00



Advantage Voice Office with Cisco Webex	24	Deskphone, Desktop & Mobile App	20	\$22.95	\$459.00	\$0.00
Advantage Voice Analog	24	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Group Mailbox	24	Advantage Voice- Shared Group Mailbox	1	\$5.00	\$5.00	\$0.00
Advantage Voice Office with Cisco Webex	25	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00
Advantage Voice Analog	25	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice - Call Queuing	26	Advantage Voice - Call Queuing	7	\$1.95	\$13.65	\$0.00
Advantage Voice Analog	26	Advantage Voice for Fax or POS	21	\$9.95	\$208.95	\$0.00
Advantage Voice Group Mailbox	26	Advantage Voice- Shared Group Mailbox	11	\$5.00	\$55.00	\$0.00
Advantage Voice Auto Attendant	26	Advantage Voice- Auto Attendant Feature	5	\$9.95	\$49.75	\$0.00
Advantage Voice Office with Cisco Webex	26	Deskphone, Desktop & Mobile App	157	\$22.95	\$3,603.15	\$0.00
Advantage Voice Collaborative Receptionist	26	Deskphone w/KEM sidecar	1	\$49.95	\$49.95	\$0.00
Advantage Voice Conference	26	Conference	3	\$29.95	\$89.85	\$0.00
Advantage Voice Office with Cisco Webex	27	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00
Advantage Voice Analog	27	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	28	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00
Advantage Voice Analog	28	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	29	Deskphone, Desktop & Mobile App	1	\$22.95	\$22.95	\$0.00
Advantage Voice Analog	29	Advantage Voice for Fax or POS	2	\$9.95	\$19.90	\$0.00
Advantage Voice Analog	31	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice Office with Cisco Webex	32	Deskphone, Desktop & Mobile App	4	\$22.95	\$91.80	\$0.00
Advantage Voice Analog	32	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Advantage Voice Conference	34	Conference	1	\$29.95	\$29.95	\$0.00
Advantage Voice Office with Cisco Webex	34	Deskphone, Desktop & Mobile App	19	\$22.95	\$436.05	\$0.00
Advantage Voice Auto Attendant	34	Advantage Voice- Auto Attendant Feature	1	\$9.95	\$9.95	\$0.00
Advantage Voice Group Mailbox	34	Advantage Voice- Shared Group Mailbox	2	\$5.00	\$10.00	\$0.00
Advantage Voice Analog	34	Advantage Voice for Fax or POS	1	\$9.95	\$9.95	\$0.00
Total:					\$10,183.75	\$0.00

The Above Charges do not include applicable taxes.

Charges are in Canadian Dollars unless otherwise specified.

The installation costs associated with the Service are conditional upon the results of a final detailed field facilities analysis.

Should the analysis determine that the provisioning costs will be greater than indicated above; the parties will renegotiate the installation and/or monthly recurring charges.

MRC: Monthly Recurring Charge

NRI: Non-Recurring Installation Charge

- CAN/US Long Distance minutes included
- CAN/US Toll Free minutes will be charged at \$0.03/min
- International Long Distance rates can be found at the following site:
<http://business.shaw.ca/Phone/Long-Distance>

BILLING

- Monthly recurring charges will be billed monthly in advance of the Services;
- Usage based charges will be calculated monthly and billed in arrears;
- Installation charges will be billed upon completion of the installation in the first invoice for Services; and
- Past due charges will be subject to an interest charge of 2% compounded monthly (annual rate of 26.8%).



Advantage Voice Service Description:

Advantage Voice Service is a voice solution that provides Customers with basic to advanced calling features. Advantage Voice Services include on-line access which allows Customer to manage features and other important information about the Advantage Voice Services herein ("Advantage Voice Portal").

Add on Service to Advantage Voice Service

Advantage Voice powered by Cisco Webex is a cloud-based service that provides the Cisco Webex Teams complete collaboration suite to create, meet, message, make calls and share. Advantage Voice powered by Cisco Webex is available on Advantage Voice Remote and Advantage Voice Office with Cisco Webex packages.

Advantage Voice Emergency Line Service

is a voice solution within Advantage Voice Service family that provides Customers with a basic calling feature related to Customer's emergency lifeline services such as, but not limited to, elevator lines, fire alarms and security systems.

ADDITIONAL SERVICE REQUESTS

Customer may request any of the additional services listed in the table below, from time to time, by submitting a Change Request to SHAW BUSINESS at inquiries.S@rci.rogers.com or 1-877-742-9249. Shaw Business will provide Customer with a Confirmation Form confirming the request and the MRC and NRI charges associated with the additional services requested. Additional Services added to the original contracted Services must be maintained by Customer for a minimum of three (3) months, after which time the Customer may cancel some of the Services, without penalty, provided that the original Advantage Voice Services contracted for under this SOF remain for the entire Term of the SOF.

Adding Packages and Features: Additional monthly recurring charges (MRC) will be applied for additional packages and features. Upon provision of the requested changes, the Customer's billing will be adjusted in accordance with the MRC fees set out below:



TABLE 1: Monthly Fees for Additional Services or Features ordered during initial Term:

Advantage Voice Services	Up to 60 Month Contract*
Advantage Voice - Call Queuing	\$1.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Group Mailbox	\$5.00 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Conference	\$29.95 per seat
Advantage Voice Call Recording	\$7.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Conference	\$29.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice - Call Queuing	\$1.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Conference	\$29.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Group Mailbox	\$5.00 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice - Call Queuing	\$1.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Auto Attendant	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Conference	\$29.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Group Mailbox	\$5.00 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat
Advantage Voice Office with Cisco Webex	\$22.95 per seat
Advantage Voice Analog	\$9.95 per seat



Table 2 - Renewal Pricing and Monthly Fees for New Services and Features ordered during the Term:

Advantage Voice Services	Additional Service Price
Advantage Voice	\$29.95 per seat
Advantage Voice Office with Cisco Webex	\$39.95 per seat
Advantage Voice Remote with Cisco Webex	\$27.95 per seat
Advantage Voice Collaborative Reception	\$49.95 per seat
Advantage Voice Conference	\$29.95 per seat
Advantage Voice Analog	\$19.95 per seat
Enhanced Meeting with 100 Person Capacity	\$5.00 per month per port
Advantage Voice Call Queuing	\$1.95 per seat
Advantage Voice Call Recording	\$7.95 per seat
Advantage Voice Paging Adapter	\$17.00 per Adapter
Advantage Voice Audio Alerter	\$15.00 per Alerter
Advantage Voice Visual Alerter	\$24.00 per Door Phone
Advantage Voice Door Phone	\$35.00 per Door Phone
Advantage Voice VIN	\$3.00 per month
Group Voice Mail Box	\$5.00 per month per mailbox
Auto Attendant	\$9.95 per month per Attendant
Advantage Voice DID Reserve	\$1.00 per month per number
Advantage Switch	Monthly Recurring Charge
8 Port Advantage Switch	\$18.00 per switch
24 Port Advantage Switch	\$35.00 per switch
48 Port Advantage Switch	\$70.00 per switch

*Based on the original terms of the SOF. The above charges do not include applicable Taxes.

One Time Charges for additional Services and Features:

Item	NRI Charges for Additional Services*
Additional Receptionist Sidecar	\$185.00 per unit, one-time cost
Receptionist Portal Upgrade (30 line)	\$75.00 per 30 line configuration, one time charge
Receptionist Portal Upgrade (30 line+)	\$175.00 over 30 line configuration, one time charge
Set Upgrades	\$75.00 per set, one time charge
Installation Charges (per cable run, 4 seats and under)	\$50.00 per cable run, one time charge
Installation Charges (per cable run, over 4 seats)	\$150.00 per cable run, one time charge
Installation Charges (Advantage Switch)	\$74.95 per install, one time charge
HD Camera (V VX 50x and 60x only)	\$95.00 per camera, one time charge

*The above charges do not include applicable Taxes

Feature:	Personalized Name	Voice Mail Greeting	*Auto Attendant	*Call Queuing Media	Music On Hold
Max File Size	<16MB	<16MB	<16MB	<16MB**	<16MB
Max Audio Length	1 Min	10 Min	10 Min	10 Min**	10 Min

Change Requests: Change Requests are subject to the charges noted in the above table plus a one-time fee of \$100.00 per Change Request, plus applicable Taxes. The one-time Change Request fee will be waived: (i) for implementation changes requested within 5 days of installation of the Service; and (ii) for up to two Changes Requests per month.

Porting Charges: Customer will be charged a one-time fee of \$500 plus applicable taxes if Customer requests that numbers be ported outside of normal business hours. In addition, if Shaw Business schedules an after-hours port and Customer fails to provide access to its premises at the scheduled time, Customer will be charged the \$500 port charge for each time the work is scheduled, until access is provided and the port is completed.

Move Charges: Move requests will be subject to an access installation charge. Access installation charges for On-Net locations will be



charged at the rate of \$50.00 per Advantage Voice Seat and \$75.00 per Advantage Switch; installation charges for Off-Net locations will be assessed by Shaw Business upon receipt of the request and will be confirmed to Customer prior to proceeding with the move.

TERM AND RENEWAL

- The Term for new Services will commence upon completion of installation as notified to Customer by Shaw Business
- The Term for renewals will commence on the first day of the month following the date this SOF is signed and submitted by Customer
- Changes, amendments and relocations are effective when all changes are complete and Term continues from the date changes are complete.
- Unless a renewal term is agreed to by the Parties, Services will automatically renew at the end of the initial Term or any renewal Term, for a one year period with a monthly recurring charge (MRC) equal to the MRC set forth above; provided that either party may terminate the Term upon sixty (60) days prior written notice.

CABLING AND EQUIPMENT

Shaw Business will deliver the Services to the master telephone room at the applicable Customer service location. Customer wiring will be used to extend to end users and is the responsibility of the Customer. If requested, Shaw Business will extend the wiring at an additional cost.

All Equipment provided by Shaw Business and installed at the Service Location will remain the property of Shaw Business and upon termination of the Services will be removed by Shaw Business.

Shaw Business shall not be responsible for any negative consequences or extra costs arising out of Shaw Business following any direction given by Customer, whether given voluntarily or not by the Customer in relation to the installation of the Services.

IMPORTANT DISCLOSURE ABOUT MOBILE SERVICES

The Mobile Services are not a replacement for mobile or fixed line telephones. In particular, the Mobile Services may not allow the user to make emergency 911 calls and it is the Customer's sole responsibility to determine whether or not the Customer's device over which it is using the Mobile Services restricts the user from making emergency 911 calls. Customer acknowledges and agrees that it may have to make alternative arrangements to ensure that it has the ability to make emergency 911 calls.

EMERGENCY 911 SERVICE RESTRICTIONS

Customer acknowledges that Advantage Voice Services have certain limitations relative to Enhanced 9-1-1 service as more particularly set forth below, and Customer is responsible for advising all of its end-users of these limitations.

All Advantage Voice Services:

- a) 911 service will not function in the event of a power outage or network service outage;
- b) 9-1-1 calls may be misdirected to an incorrect emergency response site if Customer is using the voice Service at any location other than the Service Location where the Advantage Voice services are installed as specified on the SOF ("Primary Service Location");
- c) In the event an end user places a 911 call, the phone number designated by the Customer as the primary number and the street address of the Primary Service Location will be passed on to the local PSAP or the local emergency dispatcher;
- d) End users not at the Primary Service Location must inform the emergency services dispatcher of their location when placing a 911 call
- e) The PSAP or local emergency services dispatcher may not be able to capture and/or retain automatic phone number or location information when receiving 911 calls. Customer or end-user must ensure they do not disconnect the line, as the dispatcher may not have a phone number to use for call back. If the person is unable to speak and provide the location, the emergency dispatcher may not be able to obtain location information. If 911 is dialed and the receiver is hung up, the call will be disconnected.
- f) If 911 services are a concern, Customer may wish to consider having a backup land line or other alternate means of accessing traditional 911 or E-911 services.
- g) In areas where the Advantage Voice Service is provided over a third party access network that not owned or operated by Shaw Business, Enhanced 9-1-1 is not supported and all Advantage Voice Services will attempt to automatically route your 9-1-1 call through a third-party service provider to the Public Safety Answering Point ("PSAP") corresponding to the address of record on Customer's account. However, due to the limitations of the VoIP telephone services, the 9-1-1 call may be routed to a different location than that which would be used for traditional 9-1-1 dialing. For example, the call may be forwarded to a third-party specialized call centre that handles emergency calls. This call centre is different from the PSAP that would answer a traditional 9-1-1 call which has automatically generated your address information, and consequently, the end-user making the call may be required to provide their name, address, and telephone number to the call centre.

Telecom Decision CRTC 2022-265 – Multi-line Telephone System Best Practices.

Execution of this contract is acknowledgement by Customer that they have read and comply with the Best Practices as outlined by the CRTC below.

The Emergency Services Working Group (ESWG) of the CRTC Interconnection Steering Committee has undertaken extensive research regarding the applicable laws and practices regarding multi-line telephone systems (MLTS) in Canada and the United States, and created a list of best practices regarding the use of MLTS for 9-1-1 services. Because Canada does not have legislation governing MLTS similar to that of the United States, the MLTS configuration practices that the list provides are very important for Canadian MLTS owners, operators, providers, and/or resellers. These best practices ensure that 9-1-1 calls are received locally with accurate location information. The list is stakeholder specific and will be updated as required.

For telecommunications service providers (TSPs)

- 1) The ESWG recognizes that some 9-1-1 network providers offer private switch- automatic location information (PS-ALI) or equivalent service solutions, including equivalent next generation 9-1-1 (NG9-1-1) service to manage customer name and address information, and encourages those entities that do so, to continue to do so.
- 2) TSPs and applicable resellers should provide services that enable MLTS providers, resellers, owners, and operators to access local 9-1-1 systems in alignment with all MLTS best practices.

For MLTS owners, operators, providers and/or resellers

- 1) Accessing 9-1-1 Services
 - a) Dialing (without requiring any prefix or code) to 9-1-1 from any MLTS should be implemented as part of the provisioning of the service, where technically feasible.
 - b) In cases where the MLTS dial plan uses a dialing prefix, or dialing prefixes, for regular calls (e.g., local, domestic long distance, and international long distance), the dial plan should be set up to reach 9-1-1 with or without the existing dialing prefix.
 - c) MLTS calls should be routed directly to the PSAP without being directed to a central internal answering position such as a security desk, receptionist, or operator.
- 2) **Caller Location Information and 9-1-1 Call Routing**
 - a) MLTS owners, operators, providers, and/or resellers should work with their TSPs to assign a unique automatic number identification (ANI) for identifying the location of each fixed endpoint or group of co-located devices used to contact 9-1-1. This could be accomplished through an automated or manual process leveraging the existing ANI/ALI procedures of the incumbent local exchange carrier (or NG9-1-1 equivalent).
 - b) MLTS owners, operators, providers, and/or resellers should work with their TSPs to ensure that sufficient location details are made available to public safety answering points (PSAPs) and the 9-1-1 system to assist in quickly ascertaining an accurate location and enable direct routing of 9-1-1 calls from fixed endpoints.
 - c) MLTS owners, operators, providers, and/or resellers should configure systems where possible to
 - i) provide an ANI assigned to an accurate location when the location of the caller is known, or
 - ii) provide the default location associated to the local MLTS, or
 - iii) default to the nomadic voice over Internet Protocol 9-1-1 call processing if the location is not fixed or cannot be determined.
 - d) The phone number provided to the PSAP should be dialable from outside the MLTS, allowing the PSAP to call the endpoint back if necessary.
- 3) **Awareness and Notification**
 - a) When someone connected to an MLTS dials 9-1-1, notifications should be issued to on-site or off-site personnel with the relevant information, including who called, when they called, and from where they called. Notification should occur in parallel and without interrupting or altering the call path to 9-1-1.
 - b) Notifications should be issued to on-site personnel trained in providing direction to first responders so that they get to the site of the emergency quickly.
- 4) **MLTS Implementation**
 - a) MLTS owners, operators, providers, and/or resellers should include end user educational materials explaining risks and benefits, so that they can ask appropriate questions and make informed decisions on deployment. These include
 - i) The risks and benefits of provisioning accurate location information for use when 9-1-1 is dialled, and
 - ii) any risks associated with requirements for prefix dialing.
 - b) MLTS owners, operators, providers, and/or resellers should accurately program and test MLTS to deliver and display information required by the appropriate PSAP, including ANI and dispatchable location.
 - c) MLTS owners, operators, providers, and/or resellers should install and maintain systems with the same level of 9-1-1 service that other users connected directly to the public switched telephone network (PSTN) receive. The following information should be included with the 9-1-1 call:
 - i) an appropriate callback number to reach the calling party such as a direct inward dialing (DID) number or internal extension, or front desk, in the event a DID number or internal extension is not accessible
 - ii) specific accurate location of the 9-1-1 caller; and
 - iii) additional information about the caller's location (such as building name or number, floor, section or room number) to better direct responders to the caller's specific location.
- 5) **Plan for the Future**
 - a) The ESWG recommends that MLTS owners, operators, providers, and/or resellers begin planning for NG9-1-1 by discussing plans with their MLTS vendors to make additional data available to PSAPs. These discussions should take into consideration that the framework and timelines for additional data (provision, transmission, and access) in Canada are currently in the planning stages.

Advantage Voice Services over Mobile Device (personal computing client and/or tablet or other mobile device applications):

The Advantage Voice Service allows you to make or receive telephone calls using a Mobile Device over the Internet to or from the public switched telephone network. The nature of these telephone calls, while appearing similar to traditional telephone calling services, create unique limitations and circumstances, and Customer acknowledges and agrees that differences exist between traditional telephone service and Advantage Voice Services over a Mobile Device, including the lack of traditional 9-1-1 emergency services.

Because of the unique nature of Advantage Voice Services over Mobile Devices, emergency calls to 9-1-1 through the service will be handled differently than calls placed over traditional phone services. The following provisions describe the differences and limitations of 9-1-1 calls placed to emergency services from your account as described below. Customer hereby acknowledges that it understands the differences between 9-1-1 calls over traditional voice service and 9-1-1 calls made using Advantage Voice Services over Mobile Devices.

- a) When a 9-1-1 emergency call is made, the Advantage Voice Services over Mobile Devices will attempt to automatically route your 9-1-1 call through a third-party service provider to the Public Safety Answering Point ("PSAP") corresponding to the address of record on Customer's account. However, due to the limitations of the VoIP telephone services, the 9-1-1 call may be routed to a different location than that which would be used for traditional 9-1-1 dialing. For example, the call may be forwarded to a third-party specialized call centre that handles emergency calls. This call centre is different from the PSAP that would answer a traditional 9-1-1 call which has automatically generated your address information, and consequently, the end-user making the call may be required to provide their name, address, and telephone number to the call centre.
- b) Advantage Voice Services over Mobile Devices will attempt to automatically provide the PSAP dispatcher or emergency service operator with the name, address and telephone number associated with your account. However, for technical reasons, the dispatcher

receiving the call may not be able to capture or retain your name, phone number or physical location. Therefore, when making a 9-1-1 emergency call, the end-user must immediately inform the dispatcher of your location (or the location of the emergency, if different). If you are unable to speak, the dispatcher may not be able to locate you if your location information is not up to date.

- c) Customer is responsible for providing, maintaining, and updating correct contact information (including name, address and telephone number) for your account. If you do not correctly identify the actual location where you are located, or if your account information has recently changed or has otherwise not been updated, 9-1-1 calls may be misdirected to an incorrect emergency response site.
- d) For technical reasons, there is a possibility that a 911 call may produce a busy signal or may take longer to answer than traditional 911 services. You must not disconnect the 9-1-1 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or contact information. If you are inadvertently disconnected, you must call back immediately.
- e) For technical reasons, the functionality of 9-1-1 emergency calls may cease or be curtailed in various circumstances, including but not limited to: failure of service or your service access device—if your system access equipment fails or is not configured correctly, or if your service is not functioning correctly for any reason, including power outages, service outage, suspension or disconnection of your service due to billing issues, network or Internet congestion, or network or Internet outage in the event of a power, network or Internet outage; you may need to reset or reconfigure the system access equipment before being able to use the service, including for 9-1-1 emergency calls; and changing locations—if you move your system access equipment to a location other than that described in your account information or otherwise on record with Shaw Business.
- f) Customer acknowledges that the Services are designed for operation within Canada and if the Services are being used on a mobile device outside of Canada, it may not be possible to call the relevant emergency number in that country.
- g) Customer is responsible for notifying, and hereby agrees to notify, all users or potential users of its Advantage Voice services of the nature and limitations of 9-1-1 emergency calls on the Advantage Voice over Mobile Device service as described herein.

Registration of Physical Location.

Customer acknowledges that it is Customer's responsibility to ensure its service location information is kept current at all times. If Customer relocates any direct inward dial numbers ("DIDs") to a location other than the Primary Service Location or is using the Advantage Voice over Mobile Device service, it is the Customer's responsibility to promptly provide Shaw Business with the service address and the DID numbers associated with the service address. Once Customer advises Shaw Business of an address change associated with any DID numbers it takes up to three (3) business days for the 911 records with the local PSAPs to be updated. Unless an end-user provides an address location during the 911 call, the call taker will dispatch emergency response vehicles to the last registered address for the Primary Service Location.

Customer acknowledges and agrees that Shaw Business will not be liable for any service outage or inability to dial 911 using Advantage Voice Services, or any delays with 911 service due to the limitations set out above. Customer agrees to defend, indemnify and hold harmless Shaw Business, its officers, directors, employees and affiliates from any claims, losses, damages, fines, penalties or costs in connection with any issues arising from Customer or its end users use of the Business Voice Services, and in particular any issues related to not being able to access 911 services or any delays with emergency services being able to identify locations associated with 911 calls.

CUSTOMER RESPONSIBILITIES – ADVANTAGE VOICE PORTAL

- The Customer is solely responsible for access to and use of the Advantage Voice Portal by all users of the Service and Advantage Voice Portal, including its employees, officers, directors, and agents (collectively, the "Portal Users"). The Customer agrees to comply with and to ensure that, the Portal Users comply with the following terms and conditions associated with the use of the Service and Advantage Voice Portal (the Customer and/or User are sometimes herein after referred to as "you").
- When providing contact information for the Advantage Voice Portal, you agree to provide accurate and current information and to promptly update such information as necessary to ensure that it is kept accurate and complete.
- You agree you are responsible for: a) maintaining the confidentiality of all passwords and/or other account(s) identifiers which you choose or are assigned, and b) all activities that occur under such passwords and/or account(s).
- Further, you agree to notify Shaw Business of any unauthorized use of your passwords and/or account(s). Shaw Business will not assume any responsibility for your acts or omissions.
- Customer may not grant access to the Advantage Voice Portal to any other third party (except a third party acting as agent of the Customer, such as an IT consultant) and will be responsible for its use of the Advantage Voice Portal.
- If you grant a third-party IT consultant who is acting as your agent access to the Advantage Voice Portal, you will ensure that you have in place an agreement with such IT consultant which contains confidentiality provisions regarding the use of all information they access on the Advantage Voice Portal and limits use such information to matters related to IT work related to your network.
- Advantage Voice Portal provides Customer with the ability to change the parameters of its security service and accordingly, Customer is responsible for any changes made and acknowledges that changing the parameters may result in suboptimal performance or Customer's network security being compromised.

Customer will also indemnify Shaw Business against all losses, liability, claims, damages, judgments, expenses and costs, arising from any third-party claims resulting from or related to the use of the Advantage Voice Portal.

ADDITIONAL TERMS AND CONDITIONS FOR ADVANTAGE VOICE SERVICES

The following terms and conditions are applicable to the Advantage Voice Services.

- a) Customer agrees to use the Services solely for its normal day to day business and will not resell, in whole or in part, the Services.
- b) Customer shall at all times ensure that the Services are used by it in accordance with Shaw Business Voice Acceptable Use Policy as published or posted on Shaw Business website from time to time.
- c) Except for Advantage Voice Emergency Line Services, the Services herein will not be used for elevators, fire alarms, security systems or other lifeline services.
- d) If Customer wishes Shaw Business to port Customer's existing telephone number or numbers, a duly authorized signing officer of Customer will endorse his/her initials where indicated below.
- e) Customer will complete and sign the Directory Listing Form provided with this Service Agreement, and Customer acknowledges that it is Customer's responsibility to ensure the information provided on such form is accurate. Shaw Business assumes no responsibility for incorrect information being published in any directory listing if the information matches the information provided in the Directory Listing Form.

- f) Customer will complete all other applicable forms which may be required by Shaw Business, depending on Customer's service requirements, i.e. toll free numbers, etc.
- g) When the Service is provided over coax, the use of video over the Services may result in voice calls being dropped or degraded due to bandwidth requirements for video calls.
- h) Video Calling is supported on Polycom VVX50X/60X series and Cisco 8845/8865 Models with video cameras and Advantage Voice Desktop Client (additional hardware may be required at the cost of the Customer)
- i) Although Customer may use its own video camera equipment, Shaw Business does not guarantee the compatibility of the Customer video camera equipment with the Services under this Service Order Form
- j) When Customer's Service is connected to an internet provider other than Shaw Business and/or Customer provided infrastructure (separately or together the "**Customer Infrastructure**"), Customer acknowledges and agrees that Customer is solely responsible for Customer Infrastructure and any failure in the Customer Infrastructure may degrade or interrupt phone service and prohibit Shaw Business from providing any support for failure of the Service.
- k) If Customer is receiving the Services over its LAN or WAN, it is the Customer's responsibility to ensure that its LAN or WAN is compatible with the Services as set out in the Customer Technical Guide and approved by Shaw Business prior to installation of the Services. If modifications are required to Customer's LAN/WAN to make it compatible with the Services, the cost of those modifications will be the Customer's responsibility. Should Shaw Business determine the Services to be incompatible with the LAN or WAN, Shaw Business may terminate this contract upon fifteen (15) days written notice to Customer and without any further obligations by either Party.

Media File Management

- a) If Customer chooses to use the Music on Hold feature available with the Services, Customer will be responsible for sourcing music from an authorized source and downloading it as a wave file (either .wav or .wma).
- b) Customer is solely responsible for ensuring that it has proper authorization to use any music it downloads for use with the Services.
- c) Greetings and Music can be uploaded, recorded and managed through the Advantage Voice Portal and/or phone menu.
- d) When uploading Audio files (most common media types:.Wav, .wma, etc are supported) to the Advantage Voice Portal(s) the following specification apply:

Feature:	Personalized Name	Voice Mail Greeting	* Auto Attendant	*Call Media	Queuing	Music On Hold
Max File Size	<16MB	<16MB	<16MB	<16MB**		<16MB
Max Audio Length	1 Min	10 Min	10 Min	10 Min**		10 Min

*Features are an additional add on service

**Applies to all call Queuing Media

- e) Customer agrees that Shaw is not liable for the payment of any fees relating to the reproduction, communication and public performance of the music for the Music on Hold feature available with the Services (the "Music").
- f) Customer agrees to release, hold harmless, and indemnify Shaw and each of its parent companies, subsidiaries, affiliates, partners, associates, related companies and agents, and/or contractors, employees, officers and directors and representatives from any cause of action, suit, demand, investigation, liability, cost, damage or expense arising from the reproduction, communication and public performance of the Music.

CALL RECORDING SERVICE

- a) Call recording service provides the Customer with the ability to record telephone calls and manage the recorded content of the recorded calls ("Audio Files") through the Advantage Voice Portal(s) ("Call Recording Service").
- b) Customer Responsibilities
 - i) Customer is solely responsible for access to and use of the Advantage Voice Portal and Call Recording Service by all users, including its employees, officers, directors and agents (collectively, the "Users"). The Customer agrees to comply with and to ensure that the Users comply with the following terms and conditions associated with the use of the Call Recording Service and Advantage Voice Portal (the Customer and/or User are sometimes herein after referred to as "you").
 - ii) Customer may not grant access to the Advantage Voice Portal to any third party (except a third party acting as agent of the Customer).
 - iii) When providing contact information for the Advantage Voice Portal, you agree to provide accurate and current information and to promptly update such information as necessary to ensure that it is kept accurate and complete.
 - iv) You agree you are responsible for: i) maintaining the confidentiality of all passwords and/or other account(s) identifiers which you choose or are assigned, ii) any unauthorized downloads of the Audio Files; iii) establishing policy around access permissions for the Users, including but not limited to who may retrieve, playback and delete recordings; iv) complying with applicable privacy laws and; v) all activities that occur under such passwords and/or account(s).
 - v) Further, you agree to notify Shaw Business of any unauthorized use of your passwords and/or account(s). Shaw Business will not assume any responsibility for your acts or omissions.
 - vi) Customer will not use the Call Recording Service store any material that infringes the intellectual property rights or other rights of third parties.
 - vii) Customer will not use the Call Recording Service to store any material that is libelous, defamatory, discriminatory, or otherwise malicious or harmful to any person or entity when such activities are prohibited by Canadian laws.
 - viii) Customer owns the Audio Files. Shaw Business does not have any access to the Audio Files.
 - ix) Shaw Business has access to the related data and meta data collected from Shaw Business' network, excluding Audio files which it may access and use for the purposes of providing the Services.
 - x) Customer acknowledges, understands and agrees that the Audio Files will automatically be deleted 90 days after the recording was made
 - xi) Customer acknowledges that the Call Recording Service is provided without any representations or warranties, and there is not a Service Level Agreement associated with the Call Recording Service.



Shaw is not liable in connection with the Customer's use of the Call Recording Services. Customer will indemnify Shaw Business against all losses, liability, claims, damages, judgments, expenses and costs arising from any third party claims resulting from or related to the collection and storage of the Audio Files and its use of the Call Recording Service by Customer or its Users or end-users.

HARDWARE AND SOFTWARE

- a) Shaw Business will provide Customer with the phone sets and the software required for the Customer to use the Services.
- b) The phone sets are provided with a one (1) year manufacturer's warranty and Shaw Business will handle all warranty related issues.
- c) Shaw Business hereby provides Customer with a limited license to use the software provided with the Services and Customer acknowledges that its license to use the software is conditional upon Customer agreeing that it will not: (i) transfer, assign or sublicense the software to any other person, organization or entity, (ii) attempt to create any derivative version thereof, or (iii) de-compile, decrypt, reverse engineer, disassemble or otherwise reduce same to human-readable form.
- d) **Customer acknowledges and agrees that phone sets provided by Shaw Business for Services at a Service Location must remain at that Service Location and Customer agrees that it will not remove the phone sets from the Service Location where they were provided.**

Additional Terms and Conditions for Advantage Voice Services powered by Cisco Webex

When the Advantage Voice Services powered by Cisco Webex are subscribed to by Customer, the following terms and conditions apply:

- a) Customer agrees to be bound to the following Cisco Webex terms and conditions and these terms and conditions are additional to the terms and conditions contained herein.
 - Cisco Universal Cloud Terms found at <https://business.shaw.ca/cisco-cloud-terms>
 - Cisco Privacy Data Sheets for Webex Meetings and Webex Teams:
 - i. Webex Teams: <https://business.shaw.ca/webex-teams-data-sheet>
 - ii. Webex Meetings: <https://business.shaw.ca/webex-meetings-data-sheet>
- b) Shaw Business will provide Services through hosting and/or reseller or subscription agreements between Shaw Business and Cisco. The applicable third party licensing and/or service agreement, with the terms of this Service Order Form, shall govern Customer's use of these Services. Customer has reviewed and accepted the terms of such third party agreements and authorizes Shaw Business, as part of its installation process, to click through any acceptance provisions on behalf of Customer.

Customer is solely responsible for the use of the Cisco Webex services by all users, including its employees, officers, directors, and agents (collectively, the "Webex Users"). Customer agrees to use the Cisco Webex services within the permitted scope.

Additional Terms and Conditions for Advantage Voice Emergency Line Service

- a) Customer is responsible for and will ensure that their alarms are tested with their ULC-listed Alarm Service Provider
- b) Customer is responsible for and will ensure that all alarm signaling codes will be received by Customer's alarm company's response center
- c) Customer is responsible for and will ensure that they will comply, maintain and have in place the proper battery back up in accordance with Certification Bulletin 2017-02A (https://canada.ul.com/wp-content/uploads/sites/11/2017/01/Certification-Bulletin_2017-02AENG-ULC-S559-1.pdf) as may be changed from time to time and agrees that they are responsible for implementing any changes made to Certification Bulletin 2017-02A. **Failure to comply with the foregoing may result in the Service not being available.**
- d) Customer is responsible for and will ensure that they will comply, maintain and have in place the proper alternate power source in compliance with ASME A17.1-2019/CSA B44:19 (Revision of ASME A17.1-2016/CSA B44-16) [Safety Code for Elevators and Escalators Includes Requirements for Elevators, Escalators, Dumbwaiters, Moving Walks, Material Lifts, and Dumbwaiters With Automatic Transfer Devices \(csagroup.org\)](#) as may be changed from time to time and agrees that they are responsible for implementing any changes made to CSA B44-16/ASME 17.1-2016 or any succeeding documentation: **Failure to comply with the foregoing may result in the Service not being available.**
- e) Customer agrees to release, hold harmless, and indemnify Shaw Business and each of its parent companies, subsidiaries, affiliates, partners, associates, related companies and agents, and/or contractors, employees, officers and directors and representatives from any cause of action, suit, demand, investigation, liability, cost, damage or expenses arising from their failure to comply with Certification Bulletin 2017-02A or ASME A17.1-2019/CSA B44:19 (Revision of ASME A17.1-2016/CSA B44-16) or fulfill any of their obligations for the maintenance of the alarm systems or elevator lines.

CHANGES TO OFF-NET SERVICES

Some Off-Net Services provided by Shaw Business may have a third party component which is subject to regulatory changes from time to time. Shaw Business reserves the right to make changes to this Service Order Form as a result of tariff or other regulatory changes to the third party component of the Services as follows: (i) the monthly recurring charges; and/or (ii) the method by which the Services are delivered. Shaw Business will make commercially reasonable efforts to minimize any rate increases as a result of the third party changes. If a change is made to any third party service component which affects the Services, Shaw Business will provide the Customer with sixty (60) days written notice of the expected change and the impact it will have on the Services ("Change Notice"), including any change to the monthly recurring charges. Upon receipt of the Change Notice, Customer will have the option of either accepting the proposed changes or cancelling the affected Services without penalty. If Customer chooses to cancel the affected Services, Customer will provide Shaw Business with written notice to terminate the services and such notice must be sent within thirty (30) days of receipt of the Change Notice, after which Customer will be deemed to have accepted the change to the Services.

Unique Terms

NOTICES

Shaw Business address for Legal Notices:
1100, 630 – 3 Avenue SW, Calgary AB T2P 4L4
ATTENTION: VP, National Sales, Fax No.: 416-935-7505
WITH A COPY TO: Legal Department, Fax No.: 416-935-7627

The Customer acknowledges and agrees that each service ("Service") provided hereunder shall be governed by the terms and conditions included within this Service Order Form and either: (a) the terms of service available at <https://business.shaw.ca/Terms-Of-Service/> (as



such terms may be updated from time to time) ("Terms of Service"), or (b) any master services agreement for Shaw Business Services between Customer and Shaw Business currently in effect, ("MSA"). The Terms of Service or MSA, as applicable, is hereby incorporated by reference into, and together with this Service Order Form forms the entire agreement between the parties hereto. In the event of any inconsistency between this Service Order Form and either the Terms of Service or MSA, as applicable, the terms and conditions set out in this Service Order Form shall prevail.

Legal Customer Name: : The Corporation of the City of Sault Ste Marie

Signature _____
Print Name Matthew Shoemaker
Title Mayor
Date _____

Signature: _____
Print Name: Rachel Tyczinski
Title: City Clerk
Date: _____