



ISC Name
Promo Code
MAC #



VoIP SERVICE APPLICATION

Tel: 1-888-583-6688 FAX: 1-866-233-7576

CUSTOMER INFORMATION

First Name or Company Name		Middle	Last name	
Home or Billing Address		Apt #	City	Zip
Home or Business Phone	Mobile Phone		E-mail Address	
Calling Plan		Desired Area Code		Internet Access DSL Cable Other_____

EQUIPMENT LOCATION

Address Line 1 (example: 999 Main Street)		Apt. #:	City/Province	Country & Zip
Contact Name		Telephone or Mobile No.	E-mail	

SHIPPING INFORMATION **CHECK IF THE SAME AS EQUIPMENT LOCATION**

Address Line 1 (example: 999 Main Street)		Apt. #:	City/Province	Country & Zip
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BILLING INFORMATION (The address must be the same address where you receive your statements)

TYPE OF PAYMENT: VISA MASTERCARD AMEX DISCOVER PERSONAL CHECK MONEY ORDER OTHER		Name on Card		
Card Number		Address		
Card Verification Code	Expiration Date (ex: 01-08)	City	STATE	ZIP

OTHER INFORMATION **FEE SCHEDULE**

Comments:	One-time Activation Fee (Shipping, Programming, Delivery and Installation)
	Other Surcharges:.....
	TOTAL

THE UNDERSIGNED APPLICANT AFFIRMS, UNDER PENALTIES OF PERJURY, THAT HE/SHE IS AUTHORIZED TO SIGN ANY DOCUMENT NECESSARY TO CONDUCT BUSINESS WITH BBGLOBAL AND CORDIAIP CORP. AND IS LIABLE FOR ALL CONTRACTS ENTERED HERETO JOINTLY AND SEVERALLY AND FURTHER AFFIRMS THAT ALL INFORMATION PROVIDED HEREIN IS ACCURATE AND CORRECT. HE/SHE FULLY ACKNOWLEDGES THAT HE/SHE READ THE ENTIRE VOIP SERVICE AGREEMENT AND THE E911 DISCLAIMER IN ITS ENTIRETY WHICH IS ALSO AVAILABLE AT www.mybbglobal.com AND MUST COMPLY WITH TERMS AND CONDITIONS OF THE FRONT AND BACK OF THIS BBGLOBAL AND CORDIAIP VOIP SERVICE APPLICATION AND AGREEMENT, POLICIES AND PROCEDURES. THE APPLICANT HEREBY AUTHORIZES BBGLOBAL TO CHARGE THE ABOVE CREDIT/DEBIT CARD AS STATED IN THIS APPLICATION/AGREEMENT.

CUSTOMER / APPLICANT SIGNATURE	Date
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OFFICE USE ONLY Application Processed By:	Date
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BBGLOBAL VOIP SERVICE 911 EMERGENCY DIALING

This Agreement ("Agreement") is between BBGLOBAL NETWORK CORPORATION ("BBGlobal") and CordiaIP Corp. and end user of enhanced voice communications services ("Customer"). BY ENROLLING IN, ACTIVATING, USING, OR PAYING FOR THE SERVICES, YOU AGREE TO THE TERMS AND CONDITIONS IN THIS AGREEMENT.

a. Non-Availability of Traditional 911 or E911 Dialing Service

You acknowledge and understand that the BBGlobal and Cordia's Voice Over Internet Protocol ("VoIP") service ("Service") does NOT support traditional 911 or E911 access to emergency services. You acknowledge and understand that such emergency calling service dialing is different in a number of important ways from traditional 911 services, as described herein and that BBGlobal emergency calling service dialing is available only on BBGlobal-certified equipment. You agree to inform any household residents, guests and other third persons who may be present at the physical location where you use the Service as to the important differences and limitations of BBGlobal emergency calling service dialing as compared with traditional 911 or E911 dialing, as set forth in this Agreement. We will provide you with warning labels for placement on and/or near each telephone or other equipment on which the Services may be utilized.

b. Description of Emergency Calling Service

BBGlobal and Cordia's emergency calling service differs from traditional 911 services. When you dial 911, your call is routed from the BBGlobal network to the Public Safety Answering Point (PSAP) or local emergency service personnel using the address that you provided to BBGlobal when you signed up for our Service. Because the PSAP to which you are routed is dependent upon the physical location you provide to BBGlobal you must notify us if the equipment is moved from that location. You acknowledge and understand that when you dial 911 from your BBGlobal equipment you will be routed to the general or administrative telephone number for the PSAP or local emergency service provider, and will not necessarily be routed to the 911 dispatchers who are specifically designated to receive incoming 911 calls using traditional 911 dialing. Additionally, some PSAP's may from time to time refuse to accept calls from VoIP providers such as BBGlobal. As described herein, this emergency calling service dialing currently is NOT the same as traditional 911 or E911 dialing, and at this time, does not necessarily include all of the capabilities of traditional 911 dialing, therefore BBGlobal recommends that you have an alternative means of accessing 911 from your home and travel locations, via a traditional telephone line or wireless phone.

c. Service Outage

1) Power Outage

You acknowledge and understand that emergency calling service dialing does not function without power. Should there be an interruption in the power supply, the Service and emergency calling service dialing will not function until power is restored. A power failure or disruption may require the Customer to reset or reconfigure equipment before using the Service or emergency calling service dialing.

2) Broadband Service Outage

You acknowledge and understand that Service outages by your broadband provider will prevent, and that network congestion may slow, ALL Service including emergency calling service dialing.

3) Service Outage Due to Suspension of Your Account

You acknowledge and understand that Service outages due to suspension of your account as a result of billing issues will prevent ALL Service, including emergency calling service dialing.

4) Other Service Outages

You acknowledge and understand that if there is a Service outage for ANY reason, such outage will prevent ALL Service, including emergency calling service dialing. Such outages may occur for a variety of reasons, including, but not limited to those reasons described elsewhere in this Agreement.

5) Non-voice Systems

You acknowledge that the Service is not set up to function with outdialing systems including home security systems, medical monitoring equipment, TTY equipment, and entertainment or satellite television systems. You have no claim against BBGlobal for interruption or disruption of such systems by the Service.

d. Limitation of Liability and Indemnification

YOU ACKNOWLEDGE AND UNDERSTAND THAT BBGLOBAL OR CORDIA WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE AND/OR INABILITY TO DIAL 911 OR ANY OTHER EMERGENCY SERVICE PERSONNEL DUE TO THE 911 DIALING CHARACTERISTICS AND LIMITATIONS SET FORTH IN THIS AGREEMENT. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS BBGLOBAL, ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES AND AGENTS AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE SERVICES, FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS AND EXPENSES (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF THE SERVICE RELATING TO THE ABSENCE, FAILURE OR OUTAGE OF THE SERVICE, INCLUDING EMERGENCY CALLING SERVICE DIALING AND/OR INABILITY OF YOU OR ANY THIRD PERSON OR PARTY OR USER THE SERVICE TO BE ABLE TO DIAL 911 OR OTHERWISE ACCESS EMERGENCY SERVICE PERSONNEL.

e. Failure to Designate the Correct Physical Address for Emergency Calling Service Dialing

The address you provided to BBGlobal at signup, the registered location, is the address that is applied to your Service for emergency calling service dialing. Should you need to change this address, you must contact BBGlobal Customer Service immediately to correct this address. It may take up to three (3) business days to effectuate a change of address or update of an address. Failure to provide the current and correct physical address and location of your BBGlobal equipment will result in the incorrect routing of your emergency services call to the local emergency service provider.

f. Changing Your Primary Phone Number

You acknowledge and understand that emergency calling service dialing does not function if you change your phone number unless and until you have contacted BBGlobal Customer Service to notify us of the change and you have been informed by us that your new emergency calling service address has been activated. Emergency calling service dialing must be re-activated if you change your phone number. Although you may have activated emergency calling service dialing with your former BBGlobal phone number, you must separately activate emergency calling service dialing for any new number.

g. Change of Physical Location of BBGlobal Equipment and Re-Activation

You acknowledge and understand that emergency calling service dialing does not function properly or may not function at all if you take your equipment with you away from the address or physical location that you have designated. If the equipment is moved from the registered location you must contact BBGlobal Customer Service to update you emergency calling service address. Failure to provide the current and correct physical address and location of your BBGlobal equipment will result in any emergency calling service dialing you may make being routed to the incorrect local emergency service provider.

h. Possibility of Network Congestion and/or Reduced Speed for Routing Emergency Calling Service

You acknowledge and understand that there is a greater possibility of network congestion and/or reduced speed in the routing of an emergency calling service communication made using your BBGlobal equipment as compared to traditional 911 dialing over traditional public telephone networks. You acknowledge and understand that emergency calling service dialing from your BBGlobal equipment will be routed to the general or administrative telephone number for the local emergency service provider, and will not be routed to the 911 dispatchers who are specifically designated to receive incoming 911 calls at such local provider's facilities when such calls are routed using traditional 911 dialing. You acknowledge and understand that there may be a greater possibility that the general or administrative telephone number for the local emergency service provider will produce a busy signal or will take longer to answer, or not answered at all, as compared to those 911 calls routed to the 911 dispatchers who are specifically designated to receive incoming 911 calls using traditional 911 dialing.

i. Automated Number Identification

It is not possible for the Public Safety Answering Point (PSAP) and the local emergency personnel to identify your phone number when you dial 911 to access emergency calling service dialing. BBGlobal's system is configured in most instances to send the automated number identification information; however, the phone system routes the traffic to the PSAP and the PSAP itself must be able to receive the information and pass it along properly, and they are not yet always technically capable of doing so. You acknowledge and understand that PSAP and emergency personnel may not be able to identify your phone number to return your call if the call is unable to be completed, is dropped or disconnected, or if you are unable to speak to tell them your phone number and/or if the Service is not operational for any reason, including without limitation those listed elsewhere in this Agreement.

j. Automated Location Identification

It is not possible to transmit the identification of the address that you have listed to the Public Safety Answering Point (PSAP) and local emergency personnel for your area when you use emergency calling service dialing. You acknowledge and understand that you will need to state the nature of your emergency promptly and clearly, including your location, as PSAP personnel will NOT have this information. You acknowledge and understand that PSAP and emergency personnel will not be able to find your location if the call is unable to be completed, is dropped or disconnected, if you are unable to speak to tell them your location and/or if the Service is not operational for any reason, including without limitation those listed elsewhere in this Agreement.

k. Alternative Emergency Calling Service Arrangements

You acknowledge that BBGlobal does not offer primary line or lifeline services. You should always have an alternative means of accessing traditional E911 services, such as a landline or cellular telephone.

l. Limitations on the Availability of E911 Service

E911 service is not offered on virtual numbers, toll-free numbers or similar service accessories or add-on plans. E911 service is only available in selected areas and you acknowledge and understand that any enhanced location information passed to an emergency operator by BBGlobal will be based upon the physical location provided to BBGlobal by you. In the event that your physical location has not been updated or is not complete, BBGlobal may attempt to route a 911 call based upon the bill to or ship to addresses associated with your account or initial order.

m. E911 Provisioning Fee

You will be subject to a one-time provisioning fee and to a monthly E911 service charge. The provisioning fee and monthly E911 service shall be in addition to the applicable residential or business plan charges for the associated line. The monthly charge for BBGlobal's E911 service is assessed on a per-line (per phone number) basis, and will be set at a level that reimburses BBGlobal for the direct costs it incurs in providing BBGlobal's E911 service, including expenses BBGlobal incurs, either directly or indirectly, in the form of state, county or municipal E911 surcharges, E911 Automatic Location Information (ALI), database storage, line information database and caller ID (LIDB/CNAM) expenses, and any other taxes or surcharges directly or indirectly associated with the provision of services to you. BBGlobal reserves the right to adjust the level of charges associated with the provision of E911 services to reflect increases or decreases in its costs.