

7130 Spring Meadows West Dr.  
 Holland Ohio, 43528  
 Tel: 419-868-9983  
 Fax: 866-6-VELOCITY  
 Toll-Free: 866-Y-VELOCITY



Customer Name:		
Billing Contact & Phone:		
Billing Address:		Suite:
City,State,Zip:		
BTN:	Fax:	
Service Address:		Suite:
City,State,Zip:		
SS#/Fed. ID:	D&B#:	
Bank Name:		
Bank Address:		
Bank Contact:		Phone:
Bank Acct#		
Trade Ref1:	Phone:	
Address:		Contact:
Trade Ref2:	Phone:	
Address:		Contact:
PRODUCT NAME	Rate*	Rate Plan
Ded Out Interstate		
Ded In Interstate		
Sw Out Interstate		
Sw In Interstate		
Dedicated Intrastate		
Switched Intrastate		
International Dedicated		
International Switched		
Dedicated Svc. Charge	MRC:	NRC:
Account Codes (50):	Attached Docs:	
PICCI/Month:	<input type="checkbox"/> RESPORG	
800 Fee/Month:	<input type="checkbox"/> T1 Svc Agreement	
Calling Cards	No. of cards_____	
Conference Calling	No. of Admin's_____	
INTERNET _____ MEG	MRC \$ _____	NRC\$ _____
Internet Order Form Attached <input type="checkbox"/>		
Local POTS Service: No. of Lines _____	Cost per line _____	\$ _____
Local POTS Form Attached <input type="checkbox"/>		
Local PRI No. of Circuits _____	MRC \$ _____	NRC \$ _____
Local PRI Form Attached <input type="checkbox"/>		
<input type="checkbox"/> Integrated T1(IAD) NRC\$ _____		
Integrated T1 MRC\$ _____	IT1Form Attached <input type="checkbox"/>	
Phone Lines	Toll Free Lines	
<input type="checkbox"/> Please see attached for additional anis		

Location: Main <input type="checkbox"/> Additional <input type="checkbox"/>	
Order Type: <input type="checkbox"/> Add Order <input type="checkbox"/> New Order <input type="checkbox"/> Add Lines	
Date:	
Rep Name:	Rep#:
Order Received:	
Term Plan: <input type="checkbox"/> 12 <input type="checkbox"/> 24 <input type="checkbox"/> 36 <input type="checkbox"/> 48	
Annual Volume Commitment:	
If, in any year during the Term stated above, Customer's Total Usage Charges do not meet or exceed the Annual Volume Commitment (AVC) stated above, then the customer shall pay an Underutilization Charge in an amount equal to one-hundred percent (100%) of the difference between the AVC and the Customer's Total Usage Charges during such Contract Year.	
Type of Business:	
Estimated Mo. Usage:	
Credit Limit:	LD :
Order Received:	
Sales Manager Approval:	
Verified Credit:	
Switch Update:	
Billing Input Date:	
LETTER OF AUTHORIZATION	
The undersigned appoints Velocity as its carrier for Local and/or long distance services and/or Internet services and further appoints any of its affiliated companies to act as agent (the "Agent"), for each of the telephone numbers listed herein to effectuate the collection of account information and/or carry out change(s) authorized herein on my behalf. I understand that I may only select one primary interexchange carrier for any telephone number. I hereby authorize the change of my communications company(s) from that/those which I am currently using to Velocity. I understand that my local exchange carrier for these telephone numbers may charge a per line PICC charge fee for switching communication carriers.	
Company Name:	
Authorized Signature:	
Print Name:	
<b>Account Management Login</b>	Username:
	Password:
<input type="checkbox"/> I wish to have a paper bill mailed to me (\$1.95/mo)	
I hereby authorize Velocity to charge my credit card for my monthly balance: (Check One): <input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex	
Cardholder Name:	
Card Num:	Card Num:
Signature:	
SS#:	
International Toll Free Service:	
Toll Free Directory Assistance - Pub:	Non-Pub:
*All rates subject to 80/20 RBOC rule. 0.0250 per minute surcharge applies	
Comments:	



# Master Service Agreement – Voice Services

THIS AGREEMENT is entered in this date of \_\_\_\_\_, by and between Velocity The Greatest Phone Company Ever, Inc. having its principal place of business at 7130 Spring Meadows West Drive, Holland, OH 43528 (hereinafter referred to as "Velocity"), and \_\_\_\_\_, having its principal place of business at \_\_\_\_\_.

1. **SERVICES/TERM** Customer agrees to purchase from Velocity the services identified on the attachments to this Agreement, for the rates indicated, for a \_\_\_\_\_ Month period ("Initial Service Term"). The effective date of the Initial Service Term will be later of (1) ten business days after the date written above; or (2) the date that the service is activated by Velocity.
2. **RENEWAL** The Initial Service Term will automatically extend for additional one (1) year periods ("Additional Service Term") unless Customer notifies Velocity of cancellation, in writing, at least (30) days prior to the expiration of the Initial Service Term or an Additional Service Term.
3. **PAYMENT** Customer shall pay the rates and charges detailed on the attachments to this Agreement including all applicable taxes and surcharges that may be required under laws, regulations, or tariffs in connection with Services. Velocity will bill Customer each month and all invoices are due and payable (25) days after the invoice date. Customer shall send payments to the address specified on the invoice. Velocity, in addition to any other remedies available to it, may impose a late fee of the greater of five (5) dollars or one and one-half percent (1.5%0 per month on any charges not paid by the due date. Velocity may suspend service or partial service to accounts past due.
4. **TERMINATION** If Customer discontinues service in whole or in part before expiration of the Initial or Additional Service Term, the Customer shall be liable to Velocity for termination charges equal to the monthly recurring charges for those discontinued Services, (excluding taxes and surcharges), multiplied by the number of months remaining in the term. In addition, Customer shall be liable to Velocity for any event that Velocity is required to incur costs (collection and/or attorney fees) to recover amounts invoiced, Velocity may add these costs to any amounts outstanding.
5. **LOCATION(S)/ADDITIONAL SERVICE** The Services shall be provided under the terms of this Agreement to the Customer locations specified on the attachments to this Agreement. Other Customer locations, or additional Services, may be added to this Agreement by the submission of additional attachments executed by the customer. Each attachment shall commence a new Initial Service Term for the services covered by the attachment.
6. **LIMITS OF LIABILITY** Velocity's liability for damages arising out of the furnishing of these services shall be limited to an adjustment or repair of the Service, and if any downtime exceeds twenty-four (24) consecutive hours, a pro-rata refund of any prepaid fees for the period of the downtime. Velocity will not be liable to the Customer for any consequential, indirect, special or punitive damages including loss of use, profits, revenue or goodwill with respect to any claims regarding the services to be provided hereunder.
7. **LETTER OF AUTHORIZATION/AGENCY** Velocity will act as Customer's authorized agent for all matters related to obtaining service records and to the provisioning of local and long distance communications services associated with all Customer's telephone numbers. Velocity has the authority to order local, regional, and long distance changes on all numbers associated with the accounts listed on the attachments to this Agreement. Velocity shall not release any information regarding Customer's telecommunications services without first contacting the Customer and obtaining the Customer's written approval. To the extent possible, Velocity shall freeze Customer's services so that a third party (including another carrier) cannot complete a change without having the Customer contact Velocity and authorize the change.
8. **NOTICES** under this Agreement shall be sent by first-class U.S. mail, postage prepaid, certified, return receipt requested, or by an overnight carrier, to Velocity, Legal Department, 7130 Spring Meadows West Drive, Holland, OH 43528. Notices shall be deemed effective five (5) business days after mailing by first-class U.S. mail, and one(1) business day after mailing by an overnight carrier.
9. **MISCELLANEOUS** Velocity may assign or transfer all or part of this Agreement to any of its affiliates. With reasonable prior notice, Customer may assign or transfer this Agreement to any company that is the successor to substantially all of its assets or business. All other attempted assignments shall be void without Velocity's prior written consent. Customer authorizes Velocity to perform credit checks and investigate financial references.
10. **TARIFFS, ENTIRE AGREEMENT** The terms and conditions that shall apply in connection with these Services, and the rights and liabilities of the parties shall be as set forth herein and in all applicable tariffs, which are subject to change and are on file with the applicable state regulatory commission and/or Federal Communications Commission.

**AGREED AND ACCEPTED:**

Company:

VELOCITY

Billing Address:

By \_\_\_\_\_

By \_\_\_\_\_

Printed Name \_\_\_\_\_

Print Name and Title \_\_\_\_\_

Title \_\_\_\_\_

Contact Tel \_\_\_\_\_

Date \_\_\_\_\_

Email \_\_\_\_\_

Fed. Tax ID/SSN \_\_\_\_\_

Bank \_\_\_\_\_ Acct. # \_\_\_\_\_