



LOA GUIDE

Who should fill out an LOA?

- New customers that do not currently have any services from ACN
- ACN Stand Alone Long Distance customers who want Local or Local & DSL service
- ACN Stand Alone Long Distance with DSL customers who want to add Local service

Current Flex Advantage customers (bundled Local & Long Distance), regardless of whether they have DSL or not, do not need to fill out an LOA. Their service will be switched to the new platform shortly. Once they have been migrated to a new plan, they may call Customer Care (888.383.8226) and change to one of the new plans.

Filling out the LOA

Section 1 Customer Information:

1. Select the customer's desired language. This will be the default language for all voice prompts on the customer's selected calling features.
2. Fill in the customer's name and address exactly as it appears on their phone bill. Please be sure to use the correct information so that ACN is able to contact customers in the future. Incorrect information may lead to a delay in provisioning.
3. Indicate the building type and building level.
4. Fill in other ways we may reach the customer (email & alternative contact phone number) in case we need additional information to progress the order. This needs to be customer information, not the ACN Representative information.
5. Fill in the Present Local Service Provider and your current account password with your current Local Service Provider (*if this is left blank or is incomplete, it will delay the provisioning of Local service to ACN.*)

1. CUSTOMER INFORMATION (PRINT CLEARLY) All fields are required unless otherwise noted

I would like to receive all correspondence in English Français
 Voice prompts for selected calling features will be in language above

John Smith
 First Name Last Name

123 Any Street 401
 Service Address (Civic number, street name, type and direction) Apt./Unit#

Building Type: House Apt. Building Condo
 Duplex Triplex Townhouse

Building Level: Basement Lower Level Main Floor
 Upper Level Room Suite
 Apt./Unit

Toronto Ontario M6J 3M6
 City Province Postal Code

jsmith@acn.net
 Email Address (Optional) (I consent to receive communications from ACN Canada by email)

John Smith
 Customer Name (exactly as it appears on your current phone invoice)

416-420-1515
 Alternate Contact Number (mobile/office) (must be different from the number(s) for which the service is being ordered)

Bell
 Present Local Service Provider

0000000000
 Password (customer account password with current Local Service Provider)

Section 2 Billing Information:

This section only needs to be completed if the customer wants their bill sent to an address different than what appears in Section 1. Otherwise leave this section blank.

2. BILLING INFORMATION (IF DIFFERENT FROM ABOVE)

Address _____ City _____ Province _____ Postal Code _____

Section 3 Identification Verification:

For identification purposes, indicate the customer's date of birth or the customer's Social Insurance Number.

3. IDENTIFICATION VERIFICATION

Please provide at least one of the following for identification verification:

Customer Date of Birth 02 - 01 - 1978 OR Social Insurance Number _____
 Month Day Year



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Filling out the LOA

Section 4 Service Information:

- Write in the telephone number for each line that the customer is switching to ACN. Please do not include Distinctive Ring (Ident-a-Call) numbers in this section. They will be defined on page 3 of the LOA. If the customer currently has DSL, please indicate by checking the DSL box (even if the customer wishes to switch to ACN DSL.)

SERVICE INFORMATION (PRINT CLEARLY)

I agree to subscribe the following numbers to ACN Canada Local & Long Distance service. Service will begin within 30 days of ACN Canada approval. Check the box next to the phone number if you have DSL. If you have a distinctive ring number, please enter it only on page 3. Local Cancellation Fee (applies only when bundled w/ ACN DSL): \$50 (within 12 months).

Line 1 (416) 229 - 5151 DSL
 Line 2 (_____) _____ - _____ DSL
 Line 3 (_____) _____ - _____ DSL

- Select the customer's Local Plan* by choosing either the Basic or Plus Advantage plan. Next, check the line number for the chosen plan and have the customer initial. This is also where the customer selects inside wire maintenance by initialing for Line Protect.

Local Plans	Basic	Plus
Monthly Recurring Fee per line	\$18.99	\$32.99
Touch-tone per line	\$2.80	\$2.80
Number of Features Included	none	5
Select Your Plan by Line and Initial	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> JS
Additional Features Fee (See page 3)	\$3.99	\$3.99
Line Protect Wire Care per line (Initial to Order)	\$5.95	JS ORDER

*Note: If no Local Plan is specified, the Basic Local Plan will be assigned to the line.

- Select the customer's Long Distance Plan*. Check the line number for the chosen plan and have the customer initial. If your customer calls internationally, give them the benefit of our lowest international rates by making sure they check the order box and initials for the Optional International Premier Plan.

Long Distance Plans per line	Casual	Basic	Standard	Canada Unlimited	North America Unlimited
Monthly Recurring Fee	-	\$2.00	\$3.00	\$12.99	\$19.95
Network Access Fee	-	\$4.50	\$4.50	\$4.50	\$4.50
Free A2A Calling	N/A	Canada & U.S.A.	N/A	Canada	Canada & U.S.A.
Rate per minute	\$ 0.199	\$ 0.089	\$ 0.049	Included	Included
Rate per Minute to USA	\$ 0.199	\$ 0.089	\$ 0.049	\$0.049	Included
Select Your Plan by Line and Initial	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> JS	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Optional International Premier Plan: significantly reduced International rates - \$2.00/month <input checked="" type="checkbox"/> ORDER Initial JS					

*Note: If no Long Distance plan is specified, the Basic plan will be assigned to the line.



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Filling out the LOA

Section 5 High Speed Internet Service:

1. Bundling DSL for your customer is easy. Check the box to "Add High Speed Internet", and fill in the telephone number where you want to apply the ACN DSL Service. If the customer already has ACN DSL, DO NOT complete this section.

5. HIGH SPEED INTERNET SERVICE		
<input checked="" type="checkbox"/> Add High Speed Internet Features include: Speeds of up to 5 Mbps, 10 email addresses, 15 MB of personal web space and access to the ACN Canada web portal - www.acncanada.net.	Please confirm the phone number in which to apply the ACN Canada High Speed Internet Service 416-229-5151	1st 2 months free <small>*includes standard monthly price and modem fee</small>
		Standard pricing – \$38.99 per month Additional Fees: • Monthly modem rental fee of \$2 • Cancellation Fee: \$99.99 (within 24 months)

Note: If the customer is switching to ACN DSL, they should not cancel their current DSL or High Speed Internet service until ACN DSL is installed.

Customer Authorization:

1. Once the Representative has verified the accuracy of the LOA, please make sure the customer signs and dates the LOA in the Customer Authorization section.

CUSTOMER AUTHORIZATION

By signing below, you confirm that you are of the age of majority in the province in which you reside. You also accept ACN Canada's General Terms of Service on page 2 of this Agreement. ACN Canada's Customer Agreement/Terms and Conditions of Service will be in your Welcome Kit. Use of ACN Canada telecommunications services acknowledges your acceptance of the Customer Agreement/Terms and Conditions of Service.

You authorize ACN Canada to notify your telephone company of your choice of ACN Canada long distance service under the terms of Equal Access. Equal Access means your long distance calls are routed automatically over ACN Canada's network every time you dial "1" plus the long distance phone number. This applies to calls made from the phone number(s) listed above.

You authorize ACN Canada to use the information in this application to verify your identity and obtain credit or other information to assess credit worthiness (now or in the future) and to establish and maintain telecommunication services (including any new services as you may request). ACN Canada may obtain credit reports from consumer or credit reporting agencies and may exchange credit information at any time with such agencies. ACN Canada will handle information obtained or provided in a confidential manner and in accordance with ACN Canada's privacy policy, ACN Canada's General Terms of Service and ACN Canada's Customer Agreement/Terms and Conditions of Service. Failure to provide necessary personal information or to allow ACN Canada to obtain credit reports or to provide credit information may result in ACN Canada's inability to provide, or to continue to provide, telecommunications services.

You authorize ACN Canada to collect, use, retain and disclose personal information as outlined in the General Terms of Service and in ACN Canada's Customer Agreement/Terms and Conditions of Service. ACN Canada's privacy policy is available at www.acncanada.ca. ACN Canada's request for your Social Insurance Number (SIN) is for purposes of identification only. Your provision of your SIN is optional. You may withdraw consent for the use of your SIN at any time, by calling 888-383-8226.

It is the express wish of the parties that this Agreement and any related documents, including residential product brochures, be drawn up and executed in English only. Il est la volonté expresse des parties que cette convention et tous les documents s'y rattachant soient rédigés seulement en anglais y compris les brochures de produits résidentiels.

Customer Signature: John Smith Date (mm/dd/yy) 03/03/2008
This contract is governed by the laws of Ontario and the federal laws of Canada applicable therein.

ACN Independent Representative:

2. Before your customer signs the LOA, verify the accuracy of all information on the LOA. Print your name, sign your name as a Representative and include your Representative Team ID # at the bottom of page 1.

ACN CANADA INDEPENDENT REPRESENTATIVE & ACN CANADA INTERNAL USE ONLY – to be completed before customer LOA is signed by customer

I confirm that I will verify the accuracy of the information contained in this form.

Representative Name	<u>John Smith</u>	Representative Signature	<u>John Smith</u>	Representative Team ID#	<u>1234</u>
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Filling out the LOA

Completing the Features section on Page 3 of the LOA:

1. Write the Customer's name from page 1 at the top of page 3.

FEATURES

First Name John Last Name Smith

2. Check off the Calling features the customer wants added to each line ordered (Line 1, Line 2, and Line 3). Remember the customer gets 5 free features with the Local Plus Plan. REMINDER: some features count as more than 1 Calling Feature.

FLEX ADVANTAGE FEATURES

CALLING FEATURES	Line 1	Line 2	Line 3
Call Waiting (1)	___ Add	___ Add	___ Add
Visual Call Waiting (1) (Counts as 3 calling features)	<input checked="" type="checkbox"/> Add	___ Add	___ Add
Call Display with Name	___ Add	___ Add	___ Add
Call Screen (block up to 12 numbers)	___ Add	___ Add	___ Add
Three Way Calling	<input checked="" type="checkbox"/> Add	___ Add	___ Add
Call Return (Last Call Return/Busy Call Return)	___ Add	___ Add	___ Add
Call Forwarding	___ Add	___ Add	___ Add
Voicemail (1) (Call Answer)	<input checked="" type="checkbox"/> Add	___ Add	___ Add
Voicemail Message Manager (1) (Counts as 2 calling features) (includes extension mailboxes, pager outcall notification) (Call Answer Message Manager)	___ Add	___ Add	___ Add
Call Privacy (1)	___ Add	___ Add	___ Add
Distinctive Ring (2)			
Distinctive Ring Primary (Ident-a-Call)	___ Add (___) ___ - ___	___ Add (___) ___ - ___	___ Add (___) ___ - ___
Distinctive Ring Secondary (Ident-a-Call)	___ Add (___) ___ - ___	___ Add (___) ___ - ___	___ Add (___) ___ - ___

3. Fill in any Distinctive Ring (Ident-a-Call) numbers the customer has on the line. If they have one Distinctive Ring number on the Line 1 put a check mark next to add and fill in the Distinctive Ring Primary telephone number. Fill in the Distinctive Ring Secondary For a second Distinctive Ring number do the same for Distinctive Ring Secondary.
4. On the bottom left hand side of the page check off any Listing Request the customer has.

- Unlisted/Non-Published Number (\$2.00/per account)

Directory Listing (If you have not selected Unlisted/Non-Published Number above, your name, primary phone number (line 1) and address will be listed in Directory Assistance and future editions of the phone book.)

How would you like your name to appear? John & Mary Smith

I do not want my address listed

Filling out the LOA

Completing the Features section on Page 3 of the LOA:

5. On the bottom right hand side of the page you can order Calling cards for the customer.

Optional Feature - Calling Cards

Yes, I would like 2 Calling Card(s) with the following name(s):

Card #1 Name John Smith

Card #2 Name Mary Smith

Card #3 Name _____

You have now successfully filled out the LOA. Here is how a completed LOA will look:



All Communications Network of Canada Co. (cob as ACN Canada)
ONTARIO Flex Advantage Residential Local & Long Distance

LETTER OF AUTHORIZATION
 ACN Canada, P.O. Box 720, Station B, Montreal QC H3B 3K3
 Fax orders to: 514-390-1855 OR call ACN Canada Order Entry: 888-257-4545

1. CUSTOMER INFORMATION (PRINT CLEARLY) All fields are required unless otherwise noted

I would like to receive all correspondence in English Français
 Voice prompts for selected calling features will be in language above

John Smith
 First Name Last Name

123 Any Street 401
 Service Address (Civic number, street name, type and direction) Apt./Unit#

Building Type: House Apt. Building Condo
 Duplex Triplex Townhouse

Building Level: Basement Lower Level Main Floor
 Upper Level Room Suite
 Apt./Unit

Toronto Ontario M6J3M6
 City Province Postal Code

jsmith@acn.net
 Email Address (Optional) (I consent to receive communications from ACN Canada by email)

John Smith
 Customer Name (exactly as it appears on your current phone invoice)

416-420-1515
 Alternate Contact Number (mobile/office) (must be different from the number(s) for which the service is being ordered)

Bell
 Present Local Service Provider

2. BILLING INFORMATION (IF DIFFERENT FROM ABOVE)

Address _____ City _____ Province _____ Postal Code _____

3. IDENTIFICATION VERIFICATION

Please provide at least one of the following for identification verification:

Customer Date of Birth 02 - 01 - 1978 OR Social Insurance Number _____ - _____ - _____
 Month Day Year

4. SERVICE INFORMATION (PRINT CLEARLY)

I agree to subscribe the following numbers to ACN Canada Local & Long Distance service. Service will begin within 30 days of ACN Canada approval. Check the box next to the phone number if you have DSL. If you have a distinctive ring number, please enter it only on page 3. Local Cancellation Fee (applies only when bundled w/ ACN DSL): \$50 (within 12 months).

Line 1 (416) 229 - 5151 DSL
 Line 2 (_____) _____ - _____ DSL
 Line 3 (_____) _____ - _____ DSL

Select your local plan and then your long distance plan. If no plans are specified, the basic local and long distance plans will be chosen. All monthly fees are billed per line and are in addition to applicable per minute rates. All fees provided are exclusive of taxes and all applicable taxes will be added.

Local Plans	Basic	Plus	Long Distance Plans per line	Casual	Basic	Standard	Canada Unlimited	North America Unlimited
Monthly Recurring Fee per line	\$18.99	\$32.99	Monthly Recurring Fee	-	\$2.00	\$3.00	\$12.99	\$19.95
Touch-tone per line	\$2.80	\$2.80	Network Access Fee	-	\$4.50	\$4.50	\$4.50	\$4.50
Number of Features Included	none	5	Free A2A Calling	N/A	Canada & U.S.A.	N/A	Canada	Canada & U.S.A.
Select Your Plan by Line and Initial	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 JS <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Rate per minute	\$ 0.199	\$ 0.089	\$ 0.049	Included	Included
Additional Features Fee (See page 3)	\$3.99	\$3.99	Rate per Minute to USA	\$ 0.199	\$ 0.089	\$ 0.049	\$0.049	Included
Line Protect Wire Care per line (Initial to Order)	\$5.95	JS ORDER	Select Your Plan by Line and Initial	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 JS <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LINE 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
			Optional International Premier Plan: significantly reduced International rates - \$2.00/month <input checked="" type="checkbox"/> ORDER Initial JS					

5. HIGH SPEED INTERNET SERVICE

Add High Speed Internet
 Features include: Speeds of up to 5 Mbps, 10 email addresses, 15 MB of personal web space and access to the ACN Canada web portal - www.acncanada.net.

Please confirm the phone number in which to apply the ACN Canada High Speed Internet Service

4 1 6 - 2 2 9 - 5 1 5 1

1st 2 months free
 *includes standard monthly price and modem fee

Standard pricing - \$38.99 per month
 Additional Fees:
 • Monthly modem rental fee of \$2
 • Cancellation Fee: \$99.99 (within 24 months)

CUSTOMER AUTHORIZATION

By signing below, you confirm that you are of the age of majority in the province in which you reside. You also accept ACN Canada's General Terms of Service on page 2 of this Agreement. ACN Canada's Customer Agreement/Terms and Conditions of Service will be in your Welcome Kit. Use of ACN Canada telecommunications services acknowledges your acceptance of the Customer Agreement/Terms and Conditions of Service.

You authorize ACN Canada to notify your telephone company of your choice of ACN Canada long distance service under the terms of Equal Access. Equal Access means your long distance calls are routed automatically over ACN Canada's network every time you dial "1" plus the long distance phone number. This applies to calls made from the phone number(s) listed above.

You authorize ACN Canada to use the information in this application to verify your identity and obtain credit or other information to assess credit worthiness (now or in the future) and to establish and maintain telecommunication services (including any new services as you may request). ACN Canada may obtain credit reports from consumer or credit reporting agencies and may exchange credit information at any time with such agencies. ACN Canada will handle information obtained or provided in a confidential manner and in accordance with ACN Canada's

privacy policy, ACN Canada's General Terms of Service and ACN Canada's Customer Agreement/Terms and Conditions of Service. Failure to provide necessary personal information or to allow ACN Canada to obtain credit reports or to provide credit information may result in ACN Canada's inability to provide, or to continue to provide, telecommunications services.

You authorize ACN Canada to collect, use, retain and disclose personal information as outlined in the General Terms of Service and in ACN Canada's Customer Agreement/Terms and Conditions of Service. ACN Canada's privacy policy is available at www.acncanada.ca. ACN Canada's request for your Social Insurance Number (SIN) is for purposes of identification only. Your provision of your SIN is optional. You may withdraw consent for the use of your SIN at any time, by calling 888-383-8226.

It is the express wish of the parties that this Agreement and any related documents, including residential product brochures, be drawn up and executed in English only. Il est la volonté expresse des parties que cette convention et tous les documents s'y rattachant soient rédigés seulement en anglais y compris les brochures de produits résidentiels.

Customer Signature John Smith Date (mm/dd/yy) 03/03/2008

This contract is governed by the laws of Ontario and the federal laws of Canada applicable therein.

SEE PAGE 2 FOR YOUR RIGHTS UNDER THE CONSUMER PROTECTION ACT, 2002

*Prices shown are valid for customers ordering both ACN Canada local and long distance service. If ACN Canada long distance is cancelled, bundled pricing will no longer be available. Details can be found at www.acncanada.ca. Your bill also includes monthly fees for Touch-Tone (\$2.80), Network Access Fee (\$4.50), and 911 service (\$0.20) per line, as well as all applicable provincial, federal and local surcharges and taxes. As is the case with other telephone service providers, ACN Canada automatically adds these charges to your bill each month. Service is designed for residential voice usage only. Excessive call volume or excessive or unusual usage may result in interruption of services.

ACN CANADA INDEPENDENT REPRESENTATIVE & ACN CANADA INTERNAL USE ONLY - to be completed before customer LOA is signed by customer

I confirm that I will verify the accuracy of the information contained in this form.

Representative Name John Smith Representative Signature John Smith Representative Team ID# 1234



FEATURES

First Name John Last Name Smith

Please check all the features you would like for each line. If you have a particular feature today with your current provider but do not check it off, you will no longer have the feature when your line is switched to ACN. There will be an additional charge for making feature changes after your service has begun.

Calling features are \$3.99/ea per line
Local Plus Plan customers may select up to 5 calling features per line at no charge.

FLEX ADVANTAGE FEATURES

CALLING FEATURES	Line 1	Line 2	Line 3
Call Waiting (1)	__ Add	__ Add	__ Add
Visual Call Waiting (1) (Counts as 3 calling features)	<input checked="" type="checkbox"/> Add	__ Add	__ Add
Call Display with Name	__ Add	__ Add	__ Add
Call Screen (block up to 12 numbers)	__ Add	__ Add	__ Add
Three Way Calling	<input checked="" type="checkbox"/> Add	__ Add	__ Add
Call Return (Last Call Return/Busy Call Return)	__ Add	__ Add	__ Add
Call Forwarding	__ Add	__ Add	__ Add
Voicemail (1) (Call Answer)	<input checked="" type="checkbox"/> Add	__ Add	__ Add
Voicemail Message Manager (1) (Counts as 2 calling features) (includes extension mailboxes, pager outcall notification) (Call Answer Message Manager)	__ Add	__ Add	__ Add
Call Privacy (1)	__ Add	__ Add	__ Add
Distinctive Ring (2)			
Distinctive Ring Primary (Ident-a-Call)	__ Add (____) ____ - ____	__ Add (____) ____ - ____	__ Add (____) ____ - ____
Distinctive Ring Secondary (Ident-a-Call)	__ Add (____) ____ - ____	__ Add (____) ____ - ____	__ Add (____) ____ - ____

<input type="checkbox"/> Unlisted/Non-Published Number (\$2.00/per account) <input checked="" type="checkbox"/> Directory Listing (If you have not selected Unlisted/Non-Published Number above, your name, primary phone number (line 1) and address will be listed in Directory Assistance and future editions of the phone book.) How would you like your name to appear? <u>John & Mary Smith</u> <input type="checkbox"/> I do not want my address listed	<h3 style="margin: 0;">Optional Feature - Calling Cards</h3> <input checked="" type="checkbox"/> Yes, I would like <u>2</u> Calling Card(s) with the following name(s): Card #1 Name <u>John Smith</u> Card #2 Name <u>Mary Smith</u> Card #3 Name _____ <small>Separate rates apply</small>
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- (1) Call Waiting and Visual Call Waiting are mutually exclusive features not to be placed on the same line. Voicemail and Voicemail Manager are mutually exclusive features not to be placed on the same line. Call Privacy, and Call Screen are mutually exclusive features not to be placed on the same line.
- (2) Please note that if you have Distinctive Ring today and wish to keep that feature and the associated Distinctive Ring phone number(s), you MUST check the feature and provide the phone number on this form. Failure to do so may result in losing that particular Distinctive Ring number. If you do not already have Distinctive Ring with your present provider, ACN is unable to add this feature for you at this time.

You can fax your order to ACN Canada at 514.390.1855 or 888.257.4545. ACN will enter your order and your customer will soon enjoy the advantages of ACN service. You may also call 888.383.8226 to order ACN Flex Advantage with your customer.