BUSINESS SOLUTIONS

VIDÉOTRON

QUEBECOR MEDIA

Vidéotron Business Telephony

User's Guide

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How to reach us

	Business Team	Technical Support
Montréal	(514) 380-7000	(514) 380-7000
Toll free	1-800-561-4248	1-800-561-4248

Business hours:

Monday through Friday, 8:30 a.m. to 5:00 p.m

infoaffaires@videotron.com

Business hours:

24 hours a day, 7 days a week

staffaires@videotron.com

videotron.com

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Welcome to the Vidéotron Business telephony universe.

Your business phone line is now connected to Vidéotron's network: your telephone and telephone jacks are now linked to our switching centre. You are linked to our network via the cable that gives you access to our cable television and Internet services.

The cable signal is processed by a multifunction cable modem installed in your business. This modem links your telephones to Vidéotron's cable. Do not disconnect it; it is an essential component of your telephone service. In case of an electric power failure, it is equipped with a battery that will maintain your telephone service.

The modem also provides access to Vidéotron cable Internet. Your telephone service works independently of the Internet service, which means using the Internet will not affect your telephone conversations.

The method for dialing is identical to the one you are already familiar with: Just pick up and dial!

Business Team

For any questions, concerning your telephone service or your Vidéotron invoice, do not hesitate to contact our Business Team at:

(514) 380-7000/1-800-561-4248
Monday through Friday, 8:30 a.m. to 5:00 p.m.
or e-mail us at **infoaffaires@videotron.com**

6 1 1 Technical Support and Repair Service

To guarantee an optimal service, our network is closely monitored, 24 hours a day, 7 days a week.

If you have any problems with your telephone line or technical questions, give us a call.

Dial 6 1 1 from a Vidéotron network line, **(514) 380-7000/1-800-561-4248** (reach us from any other network) or by e-mail at **staffaires@videotron.com**

0 Operator

If you need help to place a call, our operators can assist you, 24 hours a day, 7 days a week. Just dial 0.

Several services are available, including person to person calls and assisted calls. Charges apply. Note that operator-assisted calls cost more than direct-dialed long distance calls. In addition to long distance charges, they include a supplement for operator assistance.

For collect or bill to third number calls, you can use the automated operator assistance by dialing 0 followed by the 10-digit telephone number you want to reach.

4 1 1 Directory Assistance

If you need help finding a telephone number, call Directory Assistance. Your account will be charged on a per-use basis.

For numbers in area code or local calling area, dial 4 1 1.

For numbers outside your area code, dial 1 + the area code + 5 5 5 - 1 2 1 2.

For International Directory Assistance, dial 0.

Relay service for the hearing or speech-impaired

The relay service provides telephone accessibility to persons with hearing problems who use a telecommunication device for the deaf, a teletypewriter or other type of specialized device to place or receive calls.

A hearing person wishing to contact someone who is hearing or speech-impaired via the relay service can do so by dialing this toll free number **1-800-855-0511**.

There is no charge for local calls.

9 1 1

Emergency services

For emergency services (fire department, police, ambulance), dial 9 1 1 if this service is available in your area.

Vidéotron Business telephone service fully supports the 9 1 1 emergency services by making your name, address and telephone number available to the emergency centre serving your area.

Important:
Under Vidéotron Business telephone services subscription contract, it is forbidden to move your multifunction cable modem to another address. Because routing of 911 calls is tied to the modem's installation address, moving the modem could endanger the safety of your loved ones.

Directory listing

If you are already listed in your area's telephone directory (white pages and yellow pages), your name and number will appear as usual in accordance with the information you supplied when you subscribed. This information will remain accessible via the directory assistance service and Internet search sites, in accordance with their update frequency.

Your subscription to basic Vidéotron Business telephone service entitles you to one free listing in the white pages and the yellow pages of your telephone directory. Other types of directory listings are also available (unlisted number, nonpublished number, etc.).
For more information, call our Business Team.

Dialing local calls

Vidéotron telephone service can meet all your communication needs all under one roof. From basic local service to optional features such as *Call Display* or long distance, Vidéotron offers a wide range of services tailored to your needs.

Vidéotron Business telephone service includes:

- Basic service
- Touch-Tone™ service
- Emergency services 911
- Service for the hearing or speech-impaired
- Basic name and phone number listing in the White Pages.
- Listing in the Yellow Pages.

10-digit local dialing

10-digit local dialing: coming soon! Starting in October 2006, subscribers in sectors served by the 450, 514 and 819 area codes will have to dial 10 digits (the area code followed by the phone number) when making local calls. In addition, a new 438 area code overlay will be introduced in the 514 area. For more information, visit www.dial10.ca

Optional features

Our optional features are efficient and designed for your convenience. They can help you better manage your time, plan your travels, ensure your safety, protect your privacy or simply give you greater control over your communications.

Rates

For information on the rates in effect for our local and long distance services, please log on to videotron.com

Compatible equipment

- Point-of-sale terminal
- Alarm system
- Telephone system
- Fax

Long distance calls

As a cable business telephone service subscriber, you have the option of bundling our long distance services with your local service from Vidéotron. Our long distance services let you make calls within Quebec, to other Canadian provinces, around North America and overseas.

Long distance plans

Vidéotron offers you attractive rates to meet your needs. Contact our Business Team for details.

Overseas calls

You can make overseas calls from your Vidéotron Business telephone line.
You will find the access codes and rates at **videotron.com**
You can also contact our Business Team for all the details.

Dialing Overseas calls

Dial 0 1 1 + the country code + the area code + telephone number you're calling

(e.g.: 0 1 1 + 3 3 + 4 + 5 5 5 - 5 5 5 5)

Calling Card

The Vidéotron Business Calling Card is the perfect tool for all your local or long distance calls while on business trips or when you're on the road. A convenient way to make calls from a hotel room, a convention centre, friends' place, an office or public telephone **anywhere in Canada or the United States.**

You will receive two calling cards in the mail, with additional cards available upon request.

Voice Mail

Vidéotron offers a variety of optional features to suit every business need and budget. Convenient tools that will soon become indispensable!

With *Voice Mail*, your calls get redirected to your Vidéotron voice mail box whenever you're on the phone or are unable to take a call. Your messages are accessible from any telephone.

Service initialization

To make your *Voice Mail* operational, you must first initialize it. This is necessary only the **first time** you access the system.

The automated *Voice Mail* system will first ask you your temporary password. Your temporary password consists of the last four digits of your telephone number, followed by **99**. Example: for **(514) 380-7000**, the temporary password is **700099**.

The system will then prompt you through the following steps:

- Change your password
- Enter your name
- Record your personal greeting message

The system will then be ready to take your messages automatically.

You know you have messages when you pick up the handset and hear a series of quick beeps or when the indicator light is flashing (on certain telephones).

Takes your messages while on the line.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS ONLY, AS PART OF A PACKAGE OR AS AN OPTION.

Voice Mail

Access to your Voice Mail

There are three ways to access your Voice Mail:

From office	Dial * 9 8 . Enter your password.
Away from home	Dial your telephone number. Press 1 as soon as you hear your greeting message, then follow the instructions.
When away from home without making your telephone ring	Dial the *Voice Mail* access number and follow the instructions. Then dial your 10-digit telephone number and enter your password.

SEE NEXT PAGE OF THIS GUIDE FOR THE LIST OF REMOTE ACCESS NUMBERS.

Message management

Once you have accessed your *Voice Mail*, from home or elsewhere, dial 1 1 to hear your new messages.

Listening instructions

While listening to a message		After hearing the message
1	Rewind	–
2	Pause/continue	–
3	Fast forward	–
4	–	Listen to the message again
5	Date/time/duration	Date/time/duration
6	–	Retransmit[1]
7	–	Erase the message
8	–	Answer[1]
9	–	Save the message
0	Help	Help
*	Main menu	Main menu
#	Skip message in progress	–

[1] To forward messages or answer messages from other Vidéotron *Voice Mail* subscribers only. For the time being, messages cannot be exchanged with subscribers to other messaging systems.

Voice Mail

Handy tips

Skip the greeting message of another service subscriber	Press # at the beginning of the greeting message and leave your message after the beep.
Cancel the message you are recording	Press * .
Find out who left a message and when	Press 5 while listening or at the end of the message to find out the date, time, source and duration of the message as well as the caller's number, where available.
Fast forward to the end of the message	Press 3 3 to go directly to the end of the message. You can then answer it, reforward it, erase it or save it.
Delete the message while listening	Press 7 7 to erase the present message. You will go directly to the next message.

Voice Mail remote access numbers

Region	For access to Voice Mail	Region	For access to Voice Mail
Alma	(418) 212-6666	Saint-Félicien	(418) 307-6666
Chicoutimi	(418) 612-6666	Saint-Hyacinthe	(450) 484-6666
Drummondville	(819) 390-6666	Saint-Jean	(450) 515-6666
Granby	(450) 574-6666	Saint-Jérôme	(450) 553-6666
Hull	(819) 503-6666	Sherbrooke	(819) 575-6666
Joliette	(450) 960-6666	Trois-Rivières	(819) 601-6666
Montréal	(514) 380-6666	Victoriaville	(819) 980-6666
Québec City	(418) 380-6666	Waterloo	(450) 574-6666

Voice Mail

Customizing your Voice Mail

Customizing your Voice Mail

Press [*] [9] [4]. Wait for the tone and enter the number of **ringings** you want to hear (between 0 and 9) before the system takes the message. Two beeps followed by the dial tone will confirm execution of the command. The default settings consist of four ringtones

Customizing your greeting message

Press [*] [9] [8], then your password.
Follow the instructions in this sequence:
[4], [3], [1], [2], [*], record, [#].

To change the recorded name

Dial [*] [9] [8], then your password.
Follow the instructions in this sequence:
[4], [3], [3], new name, [#].

Customizing your password

Dial [*] [9] [8], then your password.
Follow the instructions in this sequence:
[4], [2], [1], new password, [#].

To deactivate the service
When unable to answer, to avoid having the calls transferred to your Voice Mail.

Dial [*] [9] [3]. After two beeps, hang up.
To reactivate the service: dial [*] [9] [2].
After the two beeps, hang up.

To deactivate the service
When you are on the phone, to avoid calls being transferred to your Voice Mail.

Dial [*] [9] [1]. After two beeps, hang up.
To reactivate the service: dial [*] [9] [0].
After the two beeps, hang up.

Voice Mail overview

Access to Voice Mail

1. Dial * 9 8
2. Enter your password

Main menu

- Listen to new messages 1
- Send a voice mail message 2
- Personal options 4
- Quit *

Listening instructions

While listening to a message		After hearing a message	
Rewind	1	Listen again	4
Pause/continue	2	Date/time/duration	5
Fast forward	3	Retransmit	6
Date/time/duration	5	Erase	7
Erase	7 7	Answer	8
Help	0	Save	9
Main menu	*	Help	0
Skip	#	Main menu	*

Personal options

- Administrative options 2
- Greetings 3
- Quit *

Administrative options

- Password 1
- Playback options 4
- Autoplay 6
- Prompting language 8
- Telephone answering languages 9

Greetings

- Personal greetings 1
- Record name 3

Automatic playback options

- Urgent messages first 1
- New messages first 2
- Listening mode 3

Personal greetings

- Standard greetings 1
- Personal greetings 2

Call Display

As its name implies, *Call Display* allows you to see the telephone number and name of the person trying to reach you before you lift the receiver.

Call Display requires a telephone with a display screen. When your telephone rings, the caller's number and name are displayed on your telephone between the first and second ring.

When using certain types of telephones, *Call Display* shows the list of callers as well as the date and time the calls were placed.

If "Confidential name and/or confidential number" appears on the display screen, this means the caller has intentionally blocked display of his or her number and/or name.

For certain calls made from public or business phones or placed by operators or calls coming from overseas or certain networks or cell phones, the number and/or name may not be available or displayed correctly.

Finally, if you use the *Call Forwarding* to another number, the calls initially intended for your line cannot be displayed.

Find out who is calling before answering.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS ONLY, AS PART OF A PACKAGE OR AS AN OPTION.

*67 Call Blocking

Call Display Blocking is available free of charge on your telephone line. It allows you to prevent the person you are calling from seeing your name and telephone number displayed.

How to use Call Display Blocking:

- Pick up and dial *67, followed by the telephone number you wish to call.
- The call recipient will see the display "Confidential name – confidential number".

THIS SERVICE IS FREE.

Call Forwarding

Have your calls forwarded to another number.

Often away and hard to reach? With *Call Forwarding*, you can have your calls automatically forwarded to a number where you can be reached, including your cell phone or your pager.

If someone tries to call you while *Call Forwarding* is on, your telephone will ring briefly to remind you that the service is activated. You can make outgoing calls but you cannot receive any calls.

If you do not answer transferred calls, these will not be forwarded to your *Voice Mail*.

If you forward your calls to a telephone number outside your local calling area, the usual long distance charges will be billed if there is an answer at that number.

This service can be activated only from your telephone line.

How to use Call Forwarding:

To activate the service

- Pick up the handset and dial * 7 2.
- Dial the telephone number to which your calls are to be forwarded.
- If someone answers, stay on the line at least five seconds to establish *Call Forwarding*.

If the line is busy or there is no answer

- Pick up the handset and dial * 7 2 again.
- Redial the number to which you want your calls forwarded.
- You will hear two confirmation beeps.
- Hang up. *Call Forwarding* is now activated.

To confirm that Call Forwarding is activated

- Dial * 7 2. The busy tone confirms that *Call forwarding* is activated.

To cancel the service

- Pick up the handset, wait for the tone and dial * 7 3.
- Listen for the two beeps and hang up.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS ONLY, AS PART OF A PACKAGE OR AS AN OPTION.

Call Waiting

With *Call Waiting,* you never miss a call because you are on the telephone. A brief tone alerts you to another incoming call. Using distinctive tones, this service also allows you to determine whether the call waiting is local or long distance. Incoming calls also have a distinctive sound to determine whether the call is local or long distance.

No missed calls while you are on the phone.

Three options to answer a Call Waiting:

Ending the conversation in progress	Quickly end your conversation and hang up. Your telephone will immediately ring again and you can take the call waiting.
Placing the conversation in progress on hold to take a second call	When you hear the beep, press the receiver button or FLASH or LINK button to answer your second call. Your first caller is now on hold. You are now in communication with your second caller. To return to your first caller or to alternate between calls, press the receiver button or FLASH or LINK button again. If you hang up to end one of the conversations, your phone will ring and you can resume contact with the caller you put on hold.
Ignoring the call waiting	If you subscribe to Vidéotron *Voice Mail*, the call will be transferred to your *Voice Mail*.

Note

- If you lose a call waiting, hang up. The line will ring and you will be able to resume your conversation.
- This optional feature does not work if you are using the *Three-Way Calling* feature. Calls will be routed to your *Voice Mail* or the caller will hear a busy signal.

Call Waiting

Deactivate Call Waiting

In some situations, you may prefer not to be disturbed by another incoming call.

To <u>temporarily</u> deactivate the service <u>before making a call</u>:

- Pick up the handset and dial *70.
- You will hear two short tones followed by a continuous tone.
- Make your call.
- The *Call Waiting* service will automatically be reactivated when you hang up.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS ONLY, AS PART OF A PACKAGE OR AS AN OPTION.

Visual Call Waiting

Shows who is trying to reach you while you are on the phone.

When you are already on the phone, the *Visual Call Waiting* service lets you see, on your telephone, the name and number of the second caller. This service combines the *Call Display* and *Call Waiting* features.

Your telephone must be compatible with the *Visual Call Waiting* service.

The procedure for temporary deactivation of this service before the conversation is the same as for the *Call Waiting* option.

THIS SERVICE IS AVAILABLE FREE OF CHARGE **UPON REQUEST** TO *CALL DISPLAY* AND *CALL WAITING* SUBSCRIBERS.

Hunting (cascade)

When you don't want to miss an important call or interrupt an ongoing call, Hunting (*cascade*) lets you group two lines if your primary line is busy.

Heres how it works:

If you're talking to a customer on your first line, any incoming calls on that line immediately get transferred to your second line automatically. If no one answers the second line, the call will be forwarded to the same voice mail you use for your first line. Your customers won't notice any difference!

Don't lose any more sales!

How do I get Hunting (*cascade*)?

Hunting (*cascade*) is programmed directly at our telephone exchange and will be permanently activated on your lines. To activate this feature, contact our Business Team at (514) 380-7000 or 1-800-561-4248.

HUNTING (*CASCADE*) IS A FREE SERVICE!

* 6 9

Last Call Return

This feature lets you obtain and redial automatically the number of the last person who called.

How to use Last Call Return:

- To find out the number of the last caller, press * 6 9.
- A message will give you the number of the last caller and offer to redial this number automatically if you press 1; charges may apply.
- If the line is busy, a message will offer to monitor the line for 30 minutes and let you know when it is free. You then simply pick up the handset and the system will automatically dial the number.
- To cancel *Last Call Return*, pick up the handset and dial * 8 9.
  You will hear a message confirming that the service has been cancelled.

Get the last caller's number.

Note

- This optional feature does not work if you use the *Three-Way Calling* option.
- If you have requested more than one last caller's number, the service will alert you when one of the lines becomes free. Unless you subscribe to the *Call Display* feature, you will not know which of your callers' line is free because redialing is automatic.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS OR BILLED ON A PER-USE BASIS.

* 6 6

Busy Call Return

Busy Call Return enables you to have a busy line monitored for 30 minutes. As soon as the line becomes free, you will hear a distinctive ring.

How to use Busy Call Return:

- When you get a busy signal, hang up.
- Pick up the handset, dial * 6 6 and hang up again. The line will be monitored for the next 30 minutes.
- As soon as the line becomes free, you will hear a distinctive ring. Pick up the handset and the system will automatically dial the number for you.
- To cancel *Busy Call Return*, pick up the handset and dial * 8 6.
  A message will confirm that the service has been cancelled.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS OR BILLED ON A PER-USE BASIS.

* 7 1

Three-Way Calling

Add a third party to your conversation.

This service allows you to talk with two people at the same time, no matter where they are.

How to use Three-Way Calling:

- Ask the first person to stay on the line.
- Press the receiver button or the FLASH or LINK key to go from one caller to the other.
- Wait for the tone, then dial * 7 1, followed by the third person's number.
- This will establish one-on-one communication.
- Press the receiver button or the FLASH or LINK button on your phone to establish three-way communication.
- If the third party does not answer, briefly press the receiver button twice or push the LINK or FLASH button to return to your initial caller.
- If you wish to end the conversation with the third person only, ask the person to hang up or use the receiver button or the FLASH or LINK button on your telephone again.

Note

- Either of the two-call parties may hang up at any time without interrupting the communication. However, if the person who initiated the call hangs up, this ends the three-way call.
- Using this option cancels the *Call Waiting* and Visual *Call Waiting* during your *Three-Way Calling*. These services will be restored as soon as the three-way-call ends.
- Long distance charges will apply if the *Three-Way Calling* involves people outside your local area.

THIS SERVICE IS AVAILABLE ON A MONTHLY BASIS ONLY, AS PART OF A PACKAGE OR AS AN OPTION, OR BILLED ON A PER-USE BASIS.

* 5 7

Call Trace

Trace unwanted calls.

With *Call Trace*, you can have the caller's number traced if you are harassed by threatening or obscene calls. *Call Trace* should only be used in serious situations. If you repeatedly receive harassing calls, you should call the police so they can investigate.

How to use Call Trace:

- Hang up after receiving the call.
- Pick up the handset and wait for the tone.
- Dial * 5 7 and wait for the voice message indicating that the call has been traced.

This service enables you to trace only the last incoming call. It even works for calls whose display was blocked at the caller's request.

Vidéotron discloses information supplied by *Call Trace* only to the proper authorities. Please contact your local police department and indicate the date and time of the call traced.

CHARGES APPLY EVERY TIME THE SERVICE IS USED (WHETHER OR NOT YOU CALL THE POLICE).

Summary table

Optional features	Activation or Access procedure	Deactivation	Comments
Voice Mail *(p. 9)* • When unable to take a call • When on the phone	*98 *92 *90	- *93 *91	As part of a package or as an option on a monthly basis only.
Call Display *(p. 14)*	-	-	As part of a package or as an option on a monthly basis only.
Call Blocking *(p. 14)*	*67	-	This service is **free**.
Call Waiting *(p. 16)*	-	*70	As part of a package or as an option on a monthly basis only.
Visual Call Waiting *(p. 17)*	-	-	**Free** if subscribing to *Call Display* and *Call Waiting*.
Hunting *(p. 18)*	-	-	This service is **free**.
Call Forwarding *(p. 15)*	*72	*73	As part of a package or as an option on a monthly basis only.
Last Call Return *(p. 19)*	*69	*89	On a monthly basis or billed on a per-use basis.
Busy Call Return *(p. 19)*	*66	*86	On a monthly basis or billed on a per-use basis.
Three-Way Calling *(p. 20)*	*71	-	As part of a package or as an option on a monthly basis or billed on a per-use basis.
Call Trace *(p. 21)*	*57	-	Billed on a per-use basis. Maximum $10/month.

For information on the rates in effect for all our local and long distance services, please log on to videotron.com

Billing methods

The statement of account for your Vidéotron telephone service will be sent on a monthly basis or at the same frequency as your other services. It provides details about the charges for your telephone line, optional features (monthly and per-use rates), long distance calls, and use of operator and Directory Assistance, plus the applicable taxes.

If you are a Vidéotron Business customer subscribing to the Internet and/or our cable service, you will receive a single invoice for your telephone, Internet and cable services.

For any questions concerning your invoice, do not hesitate to contact our Business Team.

Caution – Alarm system

If your office's alarm system is connected to a remote surveillance station, the connection was done by a technician in accordance with the installation standards in effect. Do **not move** the multifonction cable modem or **connect it** to any telephone outlet other than the one used by the technician when he installed the service, otherwise your alarm system could malfunction. Please contact our Technical Support department before making any changes to your office telephone installation.

General description

The multifunction cable modem* has two separate telephone lines that can be used for your fax machine, point-of-sale (POS) terminal and telephone system, in addition to cable Internet access. The multifunction cable modem is an essential component of your telephone service. Do not disconnect the power or telephone jack as this could interrupt your telephone service.

This modem is designed to fit into your workspace. It can be placed horizontally, upright (fig. 1) or mounted on the wall using the screws supplied with the unit.

The modem is also equipped with a battery to ensure continued telephone service for up to 8 hours in case of a power failure, depending on the extent of use of the telephone line. When new, this battery, which is inserted on the side of the modem (fig. 2) is not charged. This means the ***Battery 1*** indicator light will probably flash for about 18 hours. Do not interrupt the power during this period, to make sure the battery will be fully charged.

Figure 1

Figure 2

* Your multifunction cable modem may be different than the one illustrated in this guide.

Front panel

The front panel of certain multifunction cable modems is equipped with a ***Standby*** button and indicator lights to show the status of the modem. The ***Standby*** button switches off the Internet link without cutting off the telephone link. When you press the ***Standby*** button, the modem switches to the following modes:

- **Inactive mode** (normal): the modem is linked to Vidéotron's Internet network.
- **Active mode:** the modem is disconnected from Vidéotron's Internet network but your telephone line is still working.
  The ***DS*** and ***US*** indicator lights flash and the ***Online*** indicator light is off.

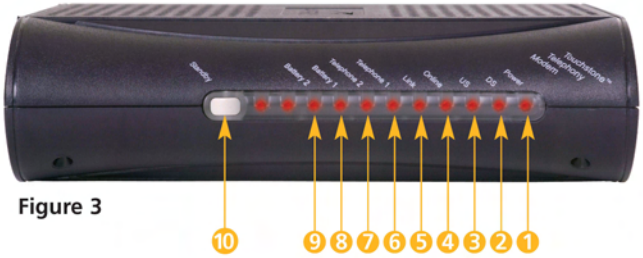
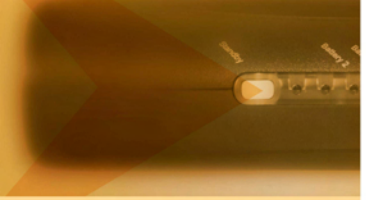


Figure 3

Indicator lights (fig.3)

1 ***Power*** *(Electricity supply)*	Indicates that the modem is powered by an electrical source. The light will flash when the power has been off for one minute.
2 ***DS*** *(Downstream data transfer)*	The data entry route is operational. The indicator light flashes if the modem is not linked to Vidéotron Internet service or when the suspension button is on.
3 ***US*** *(Upstream data transfer)*	The data output route is operational. The indicator light flashes if the modem is not linked to Vidéotron Internet service or when the suspension button is on.



Front panel

4 ***Online*** *(Internet network)*	The modem is connected to Vidéotron's network.
5 ***Link*** *(Computer hook-up)*	The modem is connected to a computer, either by the Ethernet network cable or the USB cable.
6 ***Telephone 1 or Tel 1***	Vidéotron No. 1 telephone line is active. This light flashes when the telephone line is been used.
7 ***Telephone 2 or Tel 2***	Vidéotron No. 2 telephone line is active. This light flashes when the telephone line is been used.
8 ***Battery 1***	The battery is ready for use. The indicator light flashes when the battery is low or recharging.
9 ***Battery 2****	Indicator light stays off because the modem does not require a second battery.
10 ***Standby****	Activates and deactivates temporary suspension of Vidéotron Internet service.

* Available on certain modems only.

Rear panel

The multifunction cable modem includes the connections required to hook up two separate telephone lines and a computer for Internet service (using an Ethernet or USB cable), power source and Vidéotron cable.

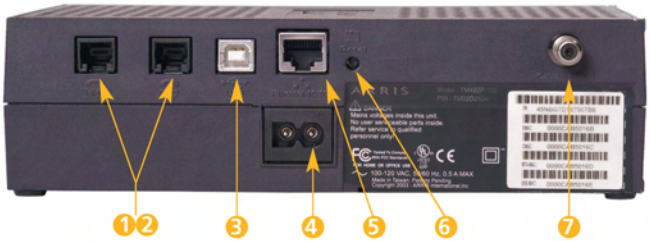


Figure 4

Multifunction cable modem rear panel connections* (fig. 4)	Description
1 **Primary line input**	Primary telephone line connection
2 **Secondary line input**	Second telephone line connection
3 **USB output**	Connection for Internet service to the computer with a USB cable
4 **Electrical power input**	Power source entry
5 **Ethernet output**	Connection for the Internet service to the computer with an Ethernet cable
6 **Reset**	Resets the multifunction cable modem
7 **Coaxial input**	Coaxial cable connection

* The location of the connections may vary depending on the model.

Power outage

In the event of a power outage, the battery takes over to supply the modem with electricity. The power indicator light will flash. The ***Telephone*** indicator lights will stay lit, but the other indicator lights will be off. Data transfer via the Internet network is automatically interrupted by the modem to save the battery for the telephone link. The battery will maintain telephone service for about 8 hours, depending on the extent of use.

Ethernet connection troubleshooting/ Solution

Problem

The Ethernet port does not transmit data.

Solution

1. Make sure the multifunction cable modem is powered (the **Power** indicator light should be on).
2. Make sure the multifunction cable modem has finished transmitting or receiving a signal and that it is not on standby (available on certain models only). Push the **Standby** button on the front of the telephone modem until the **DS, US** and the **Online** indicator lights come on.
3. Make sure the Ethernet cable is connected to the multifunction cable modem and to the Ethernet port corresponding to the customer's computer.
4. If the **Link** indicator light is off:
   - Check if the Ethernet cable is in good condition.
   - If you use a concentrator, check that it is under power and the light is on.
5. Restart the computer
6. Push the **Reset or Reboot** button at the back of the multifunction cable modem. Comment: The **Reset or Reboot** button is recessed to avoid any accidental reinitialization. Use the tip of any non-metal pointy object to push the button.
7. If this procedure does not solve the problem, contact our Technical Support department.

USB connection troubleshooting/ Solution

Problem

The data service is not working or the computer does not automatically detect the telephone modem through the USB connection.

Solution

1. Check that the multifunction cable modem is powered (the **Power** indicator should be on).
2. Make sure the multifunction cable modem has finished transmitting or receiving a signal and that it is not on standby (available on certain models only). Push the **Standby** button on the front of the multifunction cable modem until the **DS, US** and **Online** indicator lights come on.
3. Check that the USB cable is connected to the multifunction cable modem and USB port corresponding to the customer's computer.
4. Check that the computer is running under Windows 98SE, Windows 2000, Windows ME or Windows XP (Windows 95 and Windows NT are not supported).
5. Restart the computer.
6. Push the **Reset or Reboot** button at the back of the multifunction cable modem. Comment: The **Reset or Reboot** button is recessed to avoid any accidental . reinitialization Use the tip of any non-metal pointy object to push the button.
7. Reconnect the USB cable.
8. For Windows 98 users only: Windows may install a USB composite driver instead of the multifunction cable modem.

To solve the problem:

a. Disconnect the USB cable connecting the computer to the multifunction cable modem.

b. Delete the incorrectly installed driver using the uninstall utility found on the CD with the Internet installation kit:
   - If you have an ARRIS TM402P modem, use the remove.exe utility.
   - If you have a Scientific Atlanta DPX2213 modem, use the undpx2a.exe utility.

c. Restart the computer.

d. Reinstall the USB drivers.

e. If this procedure does not solve the problem, contact our Technical Support department.

Telephone connection troubleshooting/ Solution

Problem

Telephone access is unavailable (whether you hear a busy tone or no tone at all).

Solution

1. Make sure the multifunction cable modem is powered (the **Power** indicator light should be on).
2. Make sure the multifunction cable modem has finished transmitting or receiving a signal. The **Standby** function (available on certain models only) does not affect the telephone service.
3. Check whether the **Telephone 1 or Tel 1** indicator light is on. If not, the problem comes from the network.
4. Make sure the telephone cables linking the multifunction cable modem to the telephone are correctly connected and in good condition.
5. Make sure your telephones are on the hook.
6. If you are using cordless telephones, check the batteries and the feed.
7. If you hear an off-hook tone, the problem comes from the network. Contact our Technical Support department.
8. For Windows 98 users only: Windows may install a USB composite driver instead of your multifunction cable modem.

Agreement

JANUARY 16th, 2006
TELEPHONY CONTRACT – BUSINESS SOLUTIONS

300 Viger Av. East
Montréal (Quebec) H2X 3W4
Canada

PLEASE READ THIS AGREEMENT CAREFULLY: IT CONTAINS THE TERMS AND CONDITIONS GOVERNING THE VIDÉOTRON TELEPHONY SERVICE PROVIDED TO VIDÉOTRON BUSINESS CUSTOMERS. IN CASES WHERE SERVICES SUPPLIED BY VIDÉOTRON ARE GOVERNED BY THE CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION ("**CRTC**") AND THERE ARE DISCREPANCIES BETWEEN THE PROVISIONS HEREIN AND THE CRTC RULES, THE LATTER SHALL PREVAIL.

BY REQUESTING ACTIVATION OF THE TELEPHONY SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO BE BOUND BY ALL THE PROVISIONS HEREOF.

SUBSCRIPTION AND RENTAL AGREEMENT - VIDÉOTRON BUSINESS TELEPHONY SERVICE

TERMS AND CONDITIONS

For the purposes of this agreement, the following definitions shall apply

1. DEFINITIONS

1.1 ***Customer*** - Refers to the business enterprise, the corporation or the entity requesting the telephony business services from Vidéotron.

1.2 ***Effective Date*** - Activation date of the Services provided by Vidéotron to the Customer and, in the case of additional Services, the date on which Vidéotron activates such additional Services.

1.3 ***Equipment*** - Refers to equipment rented to the Customer by Vidéotron or one of its authorized retailers, such as modem, battery, cables and accessories.

1.4 ***Minimum Charges*** - Charges payable by the Customer to subscribe to the Services for the minimum subscription period selected.

1.5 ***Modem*** - Refers to the telephony cable modem rented to the Customer by Vidéotron or any of its authorized retailers or any other cable modem authorized by Vidéotron.

1.6 ***Services*** - The services offered to the Customer by Vidéotron as more fully described in subsections 2.1 to 2.3 of this agreement.

1.7 ***Specifications*** - The specifications related to the Services, Modem and Equipment required by the Customer and supplied by Vidéotron, which specifications are detailed on the account statement sent to the Customer by Vidéotron.

2. PURPOSE

2.1 ***Services*** - Subject to the terms and conditions of this agreement, Videotron ("Vidéotron") agrees to provide the following Services to the Business Customer:

2.1.1 local telephony service intended only for Vidéotron's Business Customers, or any other service which may be made available by Vidéotron to its Business Customers from time to time, according to the terms and specifications associated with the Services;

2.1.2 long-distance telephony service provided the Customer subscribes at all times to the local telephony service of Vidéotron;

2.1.3 Modem and Equipment rental service.

2.2 ***Other Services*** - The Services may also include, for a charge, the following items when they are included in the Services provided to or requested by the Customer:

2.2.1 a telephone number allocated by Vidéotron where the Customer does not ask for the transfer of the telephone number allocated by another supplier or the telephone number already allocated by another supplier to the Customer and transferred to Vidéotron (the "Telephone Number");

2.2.2 the options included in the Services provided to or requested by the Customer (such as call management functions, voice mail, etc.);

2.2.3 calling cards for local and long-distance telephone service related to the Telephone Number or the Customer's account;

2.2.4 Modem and Equipment installation service as well as work necessary for connection, installation and reconnection following interruption of the Services, and changes to the address of the Customer at which the Services are provided ("Installation Service");

2.2.5 on-line or telephone technical support to ensure that the Services work properly as well as maintenance up to the Demarcation Point and repair service following installation of the Services ("Technical Support");

2.2.6 publishing of the Customer's name, number and address related to the Telephone Number in the local telephone directory. Any additional or unpublished listing will be billed to the Customer. The Customer further understands that Vidéotron will not give or provide him or her any copies of the local telephone directory;

2.2.7 access to directory assistance, on a pay-per-use basis;

2.2.8 access to 9-1-1 emergency service;

2.2.9 access to voice relay services for hard-of-hearing persons.

2.3 ***Long-distance telephony service*** - The long-distance Service of the Customer shall be carried by default by Vidéotron according to the rates of Vidéotron.

2.3.1 If the Customer does not wish to subscribe to the long-distance service in accordance herewith, the Customer acknowledges being advised that it is her or his responsibility to contact another long-distance supplier for this service. The Customer understands that he or she will be billed for long-distance service at rates in effect throughout the period during which interim long-distance service is provided by Vidéotron to the Customer, until the other long-distance service provider chosen by the Customer is able to offer the said long-distance service.

2.3.2 The Customer understands that some long-distance service providers may not be able to carry long-distance calls from the Vidéotron network and releases Vidéotron from any liability therefrom.

2.3.3 The Customer understands that certain components and functions may not be available (unless otherwise indicated by Vidéotron) such as calls beginning with 1-976 and 1-0-1.

2.3.4 Notwithstanding section 10 of this agreement, the Customer may at any time terminate the long-distance service described herein unilaterally and without cause, subject to applicable penalties.

2.4 ***Exclusions*** - All services not covered by this agreement are specifically excluded from the Services.

2.5 ***No obligation to provide the Services*** - Vidéotron shall not be required to provide the Services to a person who so requests if, without limitation:

(a) the person has an overdue account with Vidéotron for any Services;
(b) Vidéotron has in the past terminated other services with the person;
(c) the person does not pay a reasonable guarantee under these terms and conditions;
(d) Vidéotron does not provide services in the person's region;
(e) Vidéotron must incur unusual expenses that the person who requests the Services refuses to assume, in particular, to have a right of way or undertake special construction work;
(f) any other reason as decided by Vidéotron.

2.6 ***Customer's account payment*** - Payment by the customer of his or her account constitutes confirmation that the Specifications in the statement comply with the agreement between the Customer and Vidéotron.

2.7 ***Services offered for residential Customers*** - Should Vidéotron consider that the Customer should be subscribing to the "residential" services, Vidéotron shall send the Customer thirty (30) days' prior notice that it wishes to transfer the Customer to its "residential" services.

3. PAYMENT OF SERVICES

3.1 ***Charges payable by the Customer*** - Starting on the Effective Date, in consideration of the provision of Services to the Customer in accordance with the Specifications, the Customer agrees to pay Vidéotron the amount representing the Minimum Charges indicated on the account statement. The Customer also agrees to pay Vidéotron any other charges related to the Services described in paragraphs 2.2.1 to 2.2.9. These charges may be modified by Vidéotron from time to time on at least thirty (30) days' notice to the Customer by regular mail or e-mail. The list of Vidéotron charges and rates currently in effect is available on Vidéotron's Web site at www.videotron.com or by contacting Business Solutions Customer service at 1-800-561-4248.

3.2 ***Taxes*** - All applicable taxes and long-distance charges are in addition to the charges and rates described in subsection 3.1.

3.3 ***Billing*** - The Minimum Charges related to the Services shall be billed in advance every month for the Services to be provided to the Customer. Non-recurrent charges payable by the Customer such as charges for Installation Services and Technical Support shall be billed within thirty (30) days. Usage charges shall vary depending on use of the Services by the Customer and shall be based on the rate determined by Vidéotron and billed monthly. Except for non recurring and for usage charges, the Customer shall receive a bill according to the normal billing frequency of his or her other Vidéotron services or according to the normal billing frequency chosen if he or she has no other service with Vidéotron. The charges payable for the provision of Services for a portion of a period shall be pro-rated to the number of days of availability of the Services to the Customer in proportion to the total number of days included in such period. Advance payment on a basis other than monthly is merely a method of

payment and does not grant the Customer any advantage whatsoever or protection against any rate increase applicable to any portion of the period for which the Customer's last payment was received. However, this subsection 3.3 does not apply to the charges, rates and terms of payment which may be applicable during certain promotional periods.

3.4 ***Additional charges*** - Administration charges shall also be billed to the Customer for any cheque returned due to insufficient funds, for each pre-authorized payment refused by the Customer's financial institution or for any debit from the Customer's credit card not authorized by the issuing institution.

3.5 ***Billing*** - Charges shall be payable on the due date indicated on the statement sent to the Customer (by mail or electronically), by authorized payment debited from the Customer's account or by pre-authorized debit from the Customer's credit card.

However, under special circumstances, such as when the Customer has incurred a higher amount of charges and presents an unusual risk of loss for Vidéotron, Vidéotron may, before the normal billing date, ask the Customer for an interim payment for the accrued charges, giving him or her details about the services and charges in question. In such a case, charges may be considered overdue three (3) days after they are incurred or three (3) days after Vidéotron has asked for payment in full, whichever occurs later. Vidéotron may demand immediate payment in extreme situations, provided that (a) notice has been sent to the Customer and the unusual risk of loss has substantially increased since service of the notice; or (b) Vidéotron has reasonable grounds to believe that the Customer intends to defraud it.

3.6 ***Interest on overdue accounts*** - In the event charges remain unpaid following the due date, they shall bear interest at the rate of 1.5% per month (19.56% per annum) calculated and compounded daily as of the due date. As long as charges remain unpaid, Vidéotron shall issue an account statement on a monthly basis. Any partial payment made by the Customer shall first be applied to the accrued interest, then the unpaid capital, starting with the overdue amounts due the latest with respect to the payment date.

3.7 ***Guarantees*** – If, in Vidéotron's opinion, the Customer represents a financial risk, Vidéotron may demand advance payment for certain services or any other guarantee it considers reasonable. Vidéotron may also, at any time and at its complete discretion, require a guarantee from the Customer where the Customer has no credit history with Vidéotron and refuses or is unable to provide, in a satisfactory manner, information on his or her solvency, the Customer has an unsatisfactory credit rating with Vidéotron, due to his or her payment practices relating to Vidéotron services over the past two years, or the Customer clearly presents an unusual risk of loss. Vidéotron shall inform the Customer of the specific reasons it requires a guarantee and the applicable terms.

3.8 ***Credit checks*** - The Customer authorizes Vidéotron to check his or her credit record, before and when the Services are being provided, with the relevant institutions and authorizes at all times the financial institutions and other information agencies to disclose to Vidéotron information on his or her credit file, in accordance with the provisions of subsection 11.3 hereof. If, in Vidéotron's opinion, the Customer represents a financial risk, Vidéotron may demand advance payment for certain services or any other guarantee it considers reasonable. The Customer hereby declares that he or she has disclosed any material fact or information regarding his or her financial situation which might alter his or her ability to fulfil the commitments contracted under this agreement.

3.9 ***Modifications*** - Vidéotron may, upon at least thirty (30) days' prior notice to such effect sent to the Customer by regular mail or e-mail, modify the Services or any other provision of this agreement, including the charges and rates stipulated in subsection 3.1. The Customer may, within thirty (30) days, cancel this agreement, failing which the Customer shall irrevocably be deemed to have accepted the modifications covered by the notice. However, no prior notice shall be required with regard to a modification of the Services if Vidéotron's service offerings remain similar and have no impact on the charges payable by the Customer. Vidéotron shall post the most recent updated terms and conditions on its website at www.videotron.com or inform the Customer of any change by written notice.

3.10 ***Overdue account*** - In the event (i) the account sent by Vidéotron to the Customer falls overdue or (ii) the Customer fails to comply with the provisions of this agreement, Vidéotron may refuse to provide the Customer with any additional Service, Installation Service or Technical Support Service pending complete payment of the overdue account and interrupt the Services in accordance with the provisions of section 11 hereof.

3.11 ***Contestation procedure*** - The Customer may contest charges relating to calls which, in his or her opinion, were not made from his or her telephones or through his or her calling card or were not accepted thereat by sending Vidéotron notice to such effect within thirty (30) days of the billing date. The Customer shall pay the uncontested part of the statement. No charges contested by the Customer may be considered overdue unless

3,11 (continued) Vidéotron, at its complete discretion, has valid grounds to believe that the purpose of the contestation is to avoid or postpone payment.

3.12 ***Unbilled or underbilled charges*** – Except in the case of deceit or fraud on the part of the Customer with respect to the charges, the Customer shall not be required to pay unbilled or underbilled charges, except where (a) in the case of charges payable periodically or international long distance charges, such charges have been properly invoiced within one (1) year of the date on which they were incurred or (b) in the case of other charges which are not payable periodically, such charges have been properly billed within one hundred fifty (150) days of the date on which they were incurred. Under such circumstances, Vidéotron may not charge the Customer interest on the corrected amount.

3.13 ***Overcharging*** – In the case of charges billed in error or overcharged, the Customer shall be entitled to a credit for the amounts overcharged, retroactive to the date of the error, subject to applicable prescription periods prescribed by law. However, to exercise his or her right to amounts overpaid, the Customer shall contest, within one (1) year of the date of the detailed statement showing the correct amount of such charges where they are payable periodically or within one hundred fifty (150) days of the statement date where the charges are not payable periodically. Any credit for charges billed in error or overcharged shall also entitle the Customer to a credit for interest imputed to such charges, at a fixed monthly interest rate of 1.5% (or 19.56% annually). If charges remain overpaid, and Vidéotron no longer provides Services to the Customer and the Customer does not owe any sum to Vidéotron, Vidéotron shall reimburse the Customer within forty-five (45) days of termination of the Services.

4. CUSTOMER'S OBLIGATIONS

4.1 ***Liability resulting from calls and services*** - The Customer shall be liable for all charges relating to all the Services and Equipment provided by Vidéotron. The Customer shall be liable for charges relating to calls placed from his or her Modem, calls received or accepted on it and calls billed to it, regardless who made such calls. The Customer shall also be liable for all charges incurred further to the use of the calling card assigned to the Customer, access code or personal identification number assigned to or selected by the Customer.

4.2 ***Installation of Modem and Equipment*** – In certain circumstances and with the prior authorization of Vidéotron, the Customer may install the Modem and the Equipment or replace them. Where the Modem and Equipment are not installed by Vidéotron, the Customer agrees to notify Vidéotron within five (5) days of receipt of the Modem and the Equipment of any defect, failing which he or she shall be deemed to have received the Modem and the Equipment in good working order and repair.

4.3 ***Use of Modem and Equipment*** - The Customer shall use the Modem and Equipment with care, caution and diligence. He or she also agrees to comply with the instruction manuals provided by Vidéotron, where applicable, and any instructions or requirements of Vidéotron regarding the rented Modem and Equipment mentioned in the documentation. Moreover, the Customer may not modify or alter the rented Modem and Equipment or the configuration of the rented Modem and Equipment, failing which the Customer could be subject to civil and penal liability.

4.4 ***Prohibition*** – Except by prior written consent of Vidéotron, the Customer may not use a modem not authorized by Vidéotron to take advantage of the Services. In addition, the Modem and the Equipment may not be transported to a location other than that where the Modem and the Equipment were initially installed during installation of the Services. The Customer understands that any breach hereof may result in 911 emergency services being unavailable.

4.5 ***Prohibition of resale*** – Resale by the Customer of Services provided under this agreement is prohibited. The Customer is also prohibited to provide the Services to another person or third party for consideration or not. Should the Customer wish to resale the Services or supply them to another person, then the Customer shall qualify and sign a Local Reseller Agreement delineating the responsibilities of the reseller of local services and of Vidéotron as a local exchange carrier (LEC).

4.6 ***Proper use*** – The Services may be used by the Customer and any persons authorized by the Customer for his order business and commercial activities purposes only. The Customer may not use the Services or allow them to be used by anybody for an unlawful purpose or in an unlawful or abusive manner including in a manner which would jeopardize the Modem and the Equipment, harm Vidéotron or others, prevent others from making reasonable and proper use thereof, to send unsolicited e-mails (spam), or to make or send offensive or annoying calls or messages.

4.7 ***Customer's equipment*** - The Customer acknowledges being in possession of all equipment necessary for the connection of the Services at the Demarcation Point as defined in subsection 8.1 of this agreement and

Agreement

acknowledges that he or she is required to provide the equipment (including internal wiring and cables) meeting the minimum requirements to use the Services, the Modem and the Equipment supplied by Vidéotron. The Customer's equipment shall, in particular, (a) comply with the Industry Canada document "Compliance Specification for Terminal Equipment, Terminal Systems, Network Protection Devices, Connection Arrangements and Hearing Aids Compatibility" (CS-03), (b) be registered with Industry Canada in accordance with the "Procedure for Declaration of Conformity and Registration of Terminal Equipment" (DC-01) and (c) have a registration number as defined in the Industry Canada document "Self-Marking of the Certification/Registration Number of Termination Equipment: Application Procedure and Agreement". In the event that Technical Support Services are provided by Vidéotron to the Customer and are the result of a defect in equipment owned by the Customer, or any other equipment beyond the Demarcation Point or that the said equipment does not meet the minimum requirements, additional Installation Services or Technical Support charges may be billed to the Customer by Vidéotron.

4.8 ***Access to Customer's premises*** – The Customer agrees, to the extent reasonable, to allow free access to a duly authorized Vidéotron representative, during business hours to its place of business and, to the premises where the Services are or will be provided to the Customer ("Customer premises") for the purpose of installing, inspecting, repairing or maintaining the Modem and the Equipment or to be able to work on the Vidéotron network, during a disturbance which disrupts the network and to ensure compliance by the Customer with his obligations under this agreement. Before entering the Customer premises, Vidéotron shall obtain the authorization of the Customer, except in the case of emergency or when Vidéotron has obtained a judicial order. At the request of the Customer, the representative of Vidéotron shall show identification validly issued by Vidéotron.

5. CUSTOMER'S RESPONSIBILITIES

5.1 ***Change of Service provider*** – Except where the Telephone Number is transferred, the Customer must take the necessary steps to terminate the services provided by his or her former service provider, disconnect the relevant telephone lines and arrange for the appropriate call forwarding, where applicable. The Customer shall at all times remain liable for the charges and costs associated with such responsibility as well as all sums owed to his or her former service provider.

5.2 ***Use and identifying elements*** - The Customer shall be solely liable for his or her telephone access and the use made thereof. The Customer shall also be solely liable for the use of the Services through his or her Telephone Number, calling card or account. It shall be up to the Customer to ensure the safety and confidentiality of the telephone and calling card numbers, his or her access or authorization codes or personal identification number ("Customer Codes"). Accordingly, Vidéotron shall not be liable for any acts or omissions of the Customer or any person who uses the Customer Codes. In the event the safety of information or the Customer Codes is compromised, it shall be up to the Customer to immediately contact Vidéotron's Technical Support, the contact information of which is indicated on the Customer's statement. Without limiting the generality of the foregoing, the Customer shall be liable for all charges made to his or her account until such notice is given to Vidéotron.

5.3 ***Loss of Equipment*** - In case of loss or non-return by the Customer of the Modem and the Equipment rented to the Customer or in case of breakage rendering it unusable, even if such loss or damage is the result of force majeure or a cause beyond the Customer's control, the Customer agrees to pay Vidéotron, as liquidated damages, the sum of two hundred twenty-nine dollars ($229), tax included, per Modem and thirty dollars ($30), tax included, per battery.

5.4 ***Insurance*** - Should the Equipment or other Vidéotron equipment be located at Customer's premises, the Customer shall take out and keep in force at all time with a recognized insurance company a liability insurance policy for a minimal amount of coverage of $1 000 000 and an all-risks property insurance for an amount at least equivalent to Vidéotron's equipement full replacement fees. An insurance proof shall be submitted to Vidéotron, upon demand.

6. PROPERTY OF VIDÉOTRON

6.1 ***Rented Equipment*** - It is expressly understood by the parties that Vidéotron shall remain the owner of the rented Modem and Equipment and that they shall remain the sole and complete property of Vidéotron.

6.2 ***Telephone Number and modification*** - The Customer shall have no right of ownership over the Telephone Number. During the period in which the Services are provided by Vidéotron, the Customer shall have the

6.2 (continued) exclusive right to use the Telephone Number. Exceptionally, Vidéotron may change such number if it has good reason to do so and it gives the Customer prior written notice including the reasons and effective date of the change of Telephone Number. In an emergency, verbal notice with subsequent written confirmation shall be sufficient. If Vidéotron changes the Telephone Number of the Customer, it shall provide call forwarding service free of charge for one (1) month.

7. WARRANTY OF SERVICES

7.1 *No representation or warranty* - Vidéotron makes no express or implied representation or warranty of any nature whatsoever regarding the Services, the Modem and the Equipment, other than its obligations under this agreement. Any guarantee, declaration or condition, whether express or implied, is hereby excluded, subject to governing law. The Services, the Modem and the Equipment are supplied "as is", contingent on availability. Without limiting the generality of the foregoing, Vidéotron does not warrant i) the uninterrupted functioning of the Services or their hardware components; b) that the Services meet the Customer's needs; or iii) the performance, availability, use or uninterrupted functioning of the Service and, where applicable, that all functional problems can be resolved.

8. LIMITATION OF LIABILITY

8.1 *Obligations of Vidéotron* - Vidéotron shall fulfil its obligations under this agreement with diligence and to the best of its ability. Vidéotron shall carry out at the Customer's residence all its own installation work including installation of the Modem and the Equipment up to the telephone jack(s) for the Modem, which is the place where the Modem and the Equipment of Vidéotron connect to the equipment of the Customer, whether the Customer owns it or not ("Demarcation Point"), unless indicated otherwise. Vidéotron shall be responsible for providing the Services only up to the Demarcation Point. The Customer shall be responsible for his or her equipment, internal wiring, cables and jacks beyond the Demarcation Point, whether the Customer owns them or not. Vidéotron may, but shall not be required to, install at the request of the Customer the interior wiring and jacks and offer repair services at the rates indicated by Vidéotron for such work.

8.2 *Exclusions* - Except in cases of gross or deliberate fault on its part, Vidéotron shall not be liable to the Customer or any other person for damages it or persons under its control may cause, regardless of their nature. Without limiting the generality of the foregoing, Vidéotron shall not be liable for material loss resulting from the use, validity, quality, interruption, breakdown or slowdown of the Services provided by Vidéotron, a power failure or the malfunctioning of the Modem and the Equipment. In addition, Vidéotron shall not be liable for:

(a) any interruption or non-availability of the Service, including any interruption or non-availability of 911 emergency service or any alarm system related to a telephone line through which Vidéotron provides the Services;

(b) the acts or omissions of the Customer or the operation or malfunctioning of the equipment of the Customer;

(c) any damage occurring to the equipment of the Customer resulting from the connection or disconnection of the Modem and the Equipment rented by Vidéotron to the Customer.

8.3 *Limitations* - If Vidéotron is nonetheless held liable for loss or damage of any nature whatsoever, its liability shall be limited to crediting the Customer a sum equal to the monthly charges payable by the Customer for a maximum period of one (1) month. Vidéotron shall in no case be held liable to the Customer or a third party for any indirect, special or punitive damages, or for any economic loss whatsoever, including, without limitation, any loss of data, information, income or profit or the impossibility of making anticipated savings, resulting directly or indirectly from the negligence of Vidéotron.

8.4 *Interruption of Services* - Notwithstanding subsections 8.2 and 8.3, in case of an interruption which renders the Services unusable and is directly attributable to Vidéotron, Vidéotron's liability shall be limited to crediting, at the request of the Customer, the minimum charges proportionally to the duration of the interruption in relation to the total period for which the Customer must pay minimum charges. The credit shall be calculated as of the time Vidéotron is notified by the Customer of the interruption, provided the following conditions are met: a) the Customer notified Vidéotron forthwith in writing; b) the interruption lasted for a period of at least forty-eight (48) consecutive hours after the notice; and c) the Customer sent a written request for credit to Vidéotron within fifteen (15) days following such notice. No credit shall be given if the interruption is considered necessary by Vidéotron to conduct installations, test, repairs, checks, replacements or service adjustments.

8.5 *Errors and omissions in directory* - In the case of error or omission in the listings in the local telephone directory, whether the error or omission involves the Telephone Number, address or name of the Customer,

the liability of Vidéotron shall be limited to reimbursing the Customer the applicable listing fees, if any, for the period during which the error or omission occurred.

8.6 ***Sales Promotion Services*** - Vidéotron may offer certain Services to existing or new Customers free of charge for purposes of sales promotion (the "Sales Promotion Services"). In such an event, Vidéotron shall under no circumstance owe any amount whatsoever to its Customers who do not enjoy the benefit of the Sales Promotion Services.

9. INDEMNIFICATION BY THE CUSTOMER

9.1 ***Indemnification*** - The Customer agrees to indemnify Vidéotron and hold it harmless with respect to any claim, lawsuit, proceeding or formal notice, including judicial and extrajudicial fees, whether a case is well-founded or not (a "Claim"), by a third party against Vidéotron or its affiliates resulting from the use by the Customer or a third party of the Services, the Modem, the Equipment or Customer Codes or which may constitute misconduct on the part of the Customer or failure of the Customer to comply with any of his or her obligations under the terms of this agreement. The Customer agrees to indemnify Vidéotron or its affiliates for damages caused by his or her misconduct or failure to meet his or her obligations. Vidéotron shall be entitled to take part in the defence against any Claim, at its expense, and to be represented by a lawyer of its choice.

10. TERM AND CANCELLATION

10.1 ***Term*** - Subject to the provisions set out below and the availability of such Services, this agreement shall come into force on the Effective Date and shall have a minimum term of thirty (30) days, which shall be automatically renewed for additional successive periods of thirty (30) days. Subject to the terms of section 10 and the minimum subscription period, the Customer may at any time, upon at least thirty (30) days' prior notice to Vidéotron, cancel this agreement or ask Vidéotron for a subscription to another category of Services by paying the charges for the Service provided and its termination before term.

10.2 ***Sales Promotion*** - If the subscription is part of a sales promotion offered by Vidéotron whereby the Customer enjoys lower rates than would have been the case without such sales promotion, the subscription shall be for the period covered by the sales promotion (the "Sales Promotion Period") and may not be cancelled before such period ends. Upon expiry of the Sales Promotion Period, the subscription shall be automatically renewed under the same conditions or at the regular rate in effect for this type of subscription in accordance with the conditions of such sales promotion, unless Vidéotron receives a notice of non-renewal from the Customer within ten (10) days preceding expiry of the Sales Promotion Period.

10.3 ***Cancellation in the context of a sales promotion*** - Notwithstanding the provisions of subsection 10.2, should the Customer cancel a subscription contracted as part of a Sales promotion before the expiry of the Sales Promotion Period or during any renewal thereof, the Customer shall pay Vidéotron the following penalties, as damages:

For rental of the Modem and the Equipment and for local telephony service with or without long distance:

- If during the first year of the subscription contract, the Customer provides Vidéotron with a termination notice at the latest on the last day of the third (3rd) month following the Effective Date, the penalty shall be equal to 100% of the charges payable for the first three (3) months of the subscription contract;
- If during the first year of the subscription contract, the Customer provides Vidéotron with a termination notice after the last day of the fourth (4th) month following the Effective Date, the penalty shall be equal to 50% of the charges which would otherwise have been payable for the remaining months of the subscription contract;
- If at any time after the first year of subscription and during any renewal thereof, the Customer provides Vidéotron with a termination notice, the penalty shall be equal to 50% of the charges which would otherwise have been payable for the remaining months of the subscription contract.

10.4 ***Termination for change*** - Where the provisions of subsection 3.9 apply, the Customer may either cancel this agreement or ask Vidéotron to modify the Customer's Services or the duration of the Customer's subscription, effective on the date of modification provided the Customer has sent Vidéotron written notice to such effect within thirty (30) days of receiving the notice of modification.

11. INTERRUPTION OR CANCELLATION BY VIDÉOTRON

11.1 Interruption or cancellation by Vidéotron - Vidéotron may interrupt the Services or cancel this agreement on the following grounds and under the following circumstances:

Agreement

11.1 (continued)
(a) the Customer fails to pay an account when due;
(b) the Customer fails to give a guarantee when required to do so under sub-section 3.7 of this agreement;
(c) the Customer fails to comply with the conditions of a deferred payment agreement;
(d) the Customer refuses, on several occasions, to reasonably allow Vidéotron free access to the premises, in accordance with subsection 4.8 of this agreement;
(e) the Customer breaches any of the provisions of this agreement and does not remedy such breach within five (5) days;
(f) the Customer uses or allows any persons to use the services of Vidéotron to prevent others from making reasonable and proper use thereof;
(g) the Customer uses or allows any persons to use the services of Vidéotron in an unlawful manner or to make offensive or annoying calls;
(h) the Customer breaches subsections 4.4, 4.5, 4.6 and 4.7 of this agreement;
(i) the Customer does not make the payment requested by Vidéotron under subsections 3.5 to 3.13 of this agreement;
(j) regulatory or legislative change or a change in government policy makes the agreement or the Services unenforceable or unlawful.

11.2 Vidéotron shall not interrupt or cancel the service under the following circumstances:
(a) when the Customer is prepared to enter into and comply with a reasonable and mutually acceptable deferred payment agreement; or
(b) when the Customer contests charges but pays the uncontested charges payable and Vidéotron has no reason to believe that the contestation is intended to avoid or delay payment.

11.3 Before interrupting service or cancelling the Service, Vidéotron shall give the Customer reasonable advance notice indicating:
(a) the reason for the expected interruption or cancellation;
(b) any amount owed to Vidéotron, where applicable;
(c) the expected date of the interruption or cancellation;
(d) the possibility of entering into a reasonable deferred payment agreement (where the reason for the interruption or cancellation is that the Customer has not paid charges);
(e) the charge for disconnecting the Services, where applicable;
(f) the charges for restoring the Services, where applicable;
(g) the charges for cancelling the Services, where applicable. Cancellation charges mean: i) the amount owed by the Customer to Vidéotron in accordance with this agreement; and ii) any amount payable by the Customer to Vidéotron under this agreement for the remaining period of this agreement.

11.4 When Vidéotron cannot, notwithstanding repeated efforts, contact the Customer, it shall send such prior notice to the billing address.

11.5 Other than the above-mentioned prior notice, Vidéotron shall also notify the Customer or another responsible person that the interruption or cancellation of the Services is imminent, at least twenty-four (24) hours before the interruption or cancellation of the service, unless (a) it is unable to do so despite repeated efforts; (b) immediate steps must be taken to protect Vidéotron from harm to the network resulting from equipment supplied by the subscriber; or (c) the interruption or cancellation is the result of a failure to pay at the request of Vidéotron in accordance with subsection 3.5 of this agreement.

11.6 The interruption or cancellation of Services by Vidéotron shall not exempt or release the Customer from his or her obligation to pay all charges owed to Vidéotron until the date of such interruption or cessation. Within ten (10) days of cancellation of the Services, the Customer shall, at his or her expense, return to Vidéotron the Modem and the Equipment in good working order. The Customer agrees to pay Vidéotron all charges incurred by it to locate the rented Modem and Equipment or to obtain possession thereof or to collect any sum owed and unpaid under this agreement. Following cancellation of the agreement, Vidéotron shall reimburse the Customer, where applicable, the overpaid portion of his or her monthly charges. For any comment or information with respect thereto, the Customer may contact Business Solutions Customer service, the contact information of which is indicated on the Customer's account statement.

11.7 Vidéotron shall restore service at the request of the Customer when the grounds for the interruption or cancellation of the Services no longer exist or full payment has been made. The Customer understands that, when the Services are restored, the Telephone Number given may not be the same and releases Vidéotron from all liability therefrom.

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11.8 *Bankruptcy and insolvency* - This agreement shall be cancelled as of right without any notice being required where the Customer becomes insolvent, makes a general assignment of his or her property for the benefit of his or her creditors or is declared bankrupt, if he or she is placed under receivership or in liquidation or if he or she attempts to rely upon any law governing insolvency, bankruptcy or arrangements with creditors.

11.9 *Effects of cancellation* - Upon cancellation of this agreement, all obligations of Vidéotron hereunder shall be extinguished.

12. PERSONAL INFORMATION

12.1 *Disclosure of Customer's information* – Unless a Customer provides express consent or disclosure is pursuant to a legal power, all information kept by Vidéotron regarding the Customer, other than the Customer's name, address and listed telephone number, is confidential, and may not be disclosed by Vidéotron to anyone other than:

a) the Customer;
b) a person who, in the reasonable judgement of Vidéotron, is seeking the information as an agent of the Customer;
c) another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service, the disclosure is made on a confidential basis with the information to be used only for that purpose;
d) a company involved in supplying the Customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose;
e) an agent retained by Vidéotron in the collection of the Customer's account, provided the information is required for and is to be used only for that purpose.

Express consent may be taken to be given by a Customer where the Customer provides:

a) written consent;
b) oral confirmation verified by an independent third-party;
c) electronic confirmation through the use of a toll-free number;
d) electronic confirmation via the Internet.

12.2 *Customer's information* - The Customer confirms that all information provided to Vidéotron is accurate and acknowledges that he or she has been informed: a) that such information will be used for management of Customer records (credit, billing, collection); b) that the information contained in the Customer record shall be accessible only if necessary in connection with the purpose of such record, to employees or agents of Vidéotron in the performance of their duties; and c) that the Customer record will be kept at Vidéotron's Customer service, at the address indicated on the Customer's statement, to which the Customer shall send any request for access or correction of personal information. The Customer agrees to inform Vidéotron promptly of any change to the information provided to Vidéotron. The Customer shall be entitled to examine at any time the information Vidéotron holds about him or her.

12.3 *Credit record* - The Customer authorizes Vidéotron to check his or her credit record, before and when the Services are being provided, with the relevant institutions and authorizes at all times the financial institutions and other information agencies to disclose to Vidéotron information on his or her credit file. The Customer also authorizes Vidéotron to enter the credit information obtained in his or her Customer file.

12.4 *Name list* - The Customer authorizes Vidéotron to include his or her name, address and telephone number(s) on its list of Customers for business development or philanthropic purposes, and to forward such list to its affiliates for the same purposes, and the Customer shall have the right to withdraw this authorization at any time, by means of a verbal or written request to such effect to Vidéotron's Business Solutions Customer service, the contact information of which is indicated on the Customer's statement.

12.5 *Protection of information* - The information supplied by the Customer to Vidéotron shall be treated in accordance with Vidéotron's policy on the protection of personal information, which is available upon request at Vidéotron's Business Solutions Customer service, the contact information of which is indicated on the Customer's account statement.

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13. GENERAL PROVISIONS

13.1 ***Excerpts and headings*** - When the provisions of this document or certain of these provisions appear on the back of a document other than this agreement, they constitute a reminder of these agreement conditions. Headings are included for ease of reference only and shall in no way affect the interpretation of the provisions of this agreement.

13.2 ***Governing law*** - This agreement shall be interpreted in accordance with the laws in force in the Province of Quebec and shall be subject to the jurisdiction of the courts of the District of Montreal.

13.3 ***Business Solutions Customer's service*** - Any questions or complaints concerning the Services or the Customer's account should be addressed to Vidéotron's Business Solutions Customer service, the contact information of which is indicated on the Customer's statement.

13.4 ***Transfer*** - The Customer is not authorized to transfer this agreement, the Modem or the Equipment without the prior written consent of Vidéotron. Any attempt by the Customer to transfer this agreement, the Modem or the Equipment without the prior consent of Vidéotron shall be null and void. Vidéotron is authorized to transfer its rights or obligations under this agreement or its interests herein.

13.5 ***Entire agreement*** - This agreement sets out all the terms agreed upon between the Customer and Vidéotron pertaining to the subject matter hereof, and takes precedence over all agreements, covenants, promises and representations relating thereto.

13.6 ***Use of Equipment and Services*** - The Customer shall not rent, transfer or lend the Modem or any Equipment or permit use of the Services in a commercial manner or for purposes of public representation.

13.7 ***Successors and assigns*** - The provisions of this agreement shall be binding upon and enure to the benefit of Vidéotron and the Customer as well as their respective successors and assigns.

13.8 ***Effect of waivers*** - No waiver of any provision or condition of this agreement or covering any breach or default thereof shall be effective unless it is set forth in writing and signed by the party making such waiver, and the latter shall not constitute a waiver of any provision or condition of the agreement or any subsequent breach or default of the same or a similar nature.

13.9 ***Severability*** - The invalidity, illegality or unenforceability of any of the provisions of this agreement shall not affect or invalidate any other provision hereof.

An updated version of this contract is available at all time on our web site at videotron.com

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