

1 866 353 9333
www.epiknetworks.com

Order Summary and Authorization

Date of Proposal: 10/11/2016
Due Date: 11/11/2016

Voice & Data Services			
Product Code	Description	Frequency	Total MRC
DS	Data / Internet Services	Monthly	\$45.00
TVM	Total Voice Management Services	Monthly	\$147.00
EN	Enhanced Services	Monthly	\$0.00
Total Monthly Recurring Voice & Data Services			\$192.00

Equipment & Installation			
Product Code	Description	Lease Option	Purchase Option
EQUIPMENT	IP Phones, Network Equipment	\$0.00	\$0.00
INSTALLATION	Installation charges	\$0.00	\$160.75
A.		Purchase Option: Total One-time Equipment & Install Charges	\$160.75
Purchase Option Approval : Customer Initials _____			
B.		Lease Option: Total Monthly Recurring Equipment Charges, Plus One-time Install Charges	\$0.00 \$160.75
Lease Option Approval : Customer Initials _____			

Epik Networks effectively reduces your multiple telecommunications bills into one invoice with a single point of contact.
Epik agrees to provide pricing for the services shown herein - effective for forty-five (45) days from the date of proposal or otherwise noted. Taxes not included.

SERVICE TERM Months	12	ORDER DATE		PROJ	
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3. CLIENT INFORMATION		4. SERVICE AND ORDER INSTALLATION INFORMATION	
Full Legal Name:		Billing Address: 1177 West Hastings St 411	
Operating Name:		City/Prov/Postcode: Vancouver, British Columbia V6E 2K3	
Ltd/Inc:		Billing Contact: Lydia Reyes	
Incorporation Date:		Telephone: (604) 662-8649	EMAIL: lydia.reyes@promexico.gob.mx
Number of Employees:		Service Address:	
Type of Business:		City/Prov/Postcode:	
Location of Circuit:		Local/Onsite Contact:	
		Telephone:	EMAIL:

SIGNATURE	
CUSTOMER AGREEMENT: Please sign here to indicate your acceptance of the entire Customer Agreement.	
<i>Customer</i>	<i>Epik</i>
Name: Luis Brasdefer	Account Executive: Jay Perez
Title: Trade Commissioner of Mexico	Phone: 416-363-0364
Date: January 30, 2017	Email: jperez@epiknetworks.com
Signature:	Approval Signature: _____ <i>General Manager</i>

TERMS
<p>1. Customer is responsible for compliance with all terms of this Agreement, including without limitation, payment obligations (without regard to Customer's ability to charge for Services used by or purchased from it by its subscribers and end-users), and any solicitation, service requests, creditworthiness, customer service, billing and collection of its subscribers and end-users, if any. Customer must accurately complete the Order Form. Changes in the Order Form made by or on behalf of Customer may result in delays for which EPIK is not responsible. Capitalized terms are defined in the text of the Terms or Definition section of the Terms or Master Services Agreement.</p> <p>2. Customer must cooperate with EPIK in the installation process, including being physically present at the time of installation and must provide access to the designated building's phone closet(s) on the date(s) agreed to by EPIK's Installation Coordination Team. Such building access and escort must also be provided to other necessary personnel to perform the installation of the Service connection. Customer's failure to provide access shall not suspend the bill start date.</p> <p>3. Number of hours for installation is an estimate based on number of users and may change during the actual installation of epik services.</p> <p>4. Unless otherwise stated, all equipment is Epik remanufactured and comes with full Epik 1yr warranty. Equipment charges are billed up-front and payment due upon receipt of invoice.</p> <p>5. MAC Price list located at http://epiknetworks.com/Services/MAC.pdf</p>

CONTRACT DOCUMENTS
<p>(1) This Order Form(s)</p> <p>(2) The Master Service Agreement http://www.epiknetworks.com/Services/MSA.pdf</p> <p>(3) The Service Level Agreement http://www.epiknetworks.com/Services/SLA.pdf</p> <p>The entire Customer Subscriber Agreement (CSA), entered into between Customer and EPIK, is made up of the documents listed here. All prior agreements, proposals, representations, statements, or understandings, whether written or oral, concerning such Services, are superseded. Customer certifies that the documents constituting the CSA are the documents and forms that have been supplied to Customer by EPIK and that Customer has made no changes to them.</p>

NOTES

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Monthly Recurring Charges

Months

Data / Internet Services

[What is Fiberlink?](#)

Product Code	Description	Quantity	Client MRC	Total MRC
FIBERLINK				
ME10	Fiberlink: 10 / 10 Mbps Internet *can be turned up to 100 Mbps subject to increase in monthly service and MAC charges *symmetrical upload/ download speeds, unlimited usage, IP addresses *Assuming optimal network conditions; Actual speeds experienced may vary with customer's configuration	1	\$45.00	\$45.00
Sub-Total				\$45.00

Total Voice Services

[More Info on Feature Functionality](#)

Product Code	Feature Description	Quantity	*Minimum	Client MRC	Total MRC
55-FP6051	Premium Enterprise User *license fee for every user, conf room, courtesy phone *end user access providing flexibility to customize their own settings such as Find me Follow me *access to manage unified messaging and meet-me conferencing settings * Epik bills based on actual number of active users, however this represents the minimum amount of users to be billed every month.	4	4	\$30.00	\$120.00
TVM-911	E911 Access	4		\$1.00	\$4.00
50-FP6651	Unified Messaging (Audio/Video) *2 minutes/message, up to 25 messages *voice and video messaging, voicemail-to-email, etc.	4		\$5.00	\$20.00
TVM-DID	DID Local - outside 416 *416 area code may incur extra charge	1		\$3.00	\$3.00
Sub-Total					\$147.00

Total TVM & Data Monthly Recurring Services

\$192.00

Monthly Charges Pricing Approval : Customer Initials _____

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Phones and Network Equipment Charges

New Phones		More Info on Polycom IP Phones		
<i>Product Code</i>	<i>Description</i>	<i>Each</i>	<i>Quantity</i>	<i>One-Time Option</i>
VVX300	Polycom VVX 300	175.00	0	\$0.00
			Sub-Total	\$0.00
			Estimated Shipping Charges	\$0.00
			Monthly Lease Estimate	One-Time Option
Total Equipment Charges			\$0.00	\$0.00

Equipment charges are billed at the start of Project and payment due upon receipt of invoice. Customer Initials _____

Installation Estimates

Product Code	Description	Time / HRS Estimate	One-Time Option
epikInstall	epik Setup Charge *programming and on-site install of phones, switches and routers, user and corporate programming, labour *minimum 2 hours, estimate subject to change	5.36	\$160.75
Sub-Total			\$160.75

Product Code	Description	Quantity		One-Time Option
Fibre-MPOE	In-Building Fibre Run (Fiberlink)	0	\$750.00	\$0.00
DS1 Install	T1/ DS1 voipLOOP (1.5 / 1.5 Mbps) - Location A	0	\$1,200.00	\$0.00
DS1 Install	T1/DS1 voipLOOP (1.5 / 1.5 Mbps) - Location B	0	\$1,200.00	\$0.00
DS1 Install	T1/DS1 voipLOOP (1.5 / 1.5 Mbps) - Location C	0	\$1,200.00	\$0.00
DSL/FTTN Install	Private DSL LOOP - Location A	0	\$300.00	\$0.00
DSL/FTTN Install	Private DSL LOOP - Location B	0	\$300.00	\$0.00
DSL/FTTN Install	Private DSL LOOP - Location C	0	\$300.00	\$0.00
DSL/FTTN Install	Private DSL LOOP - Location D	0	\$300.00	\$0.00
EoC Install	Private EoC LOOP - Location A	0	\$300.00	\$0.00
EoC Install	Private EoC LOOP - Location B	0	\$300.00	\$0.00
Layer2 Install	Off-Net Fiberlink 40 / 40 Mbps - Location A	0	\$1,850.00	\$0.00
Layer2 Install	Off-Net Fiberlink 100 / 100 Mbps - Location B	0	\$1,850.00	\$0.00
Layer2 Install	Off-Net Fiberlink 40 / 40 Mbps - Location C	0	\$1,850.00	\$0.00
Station-Drop	Per Station Cat5E/CAT6 Drop	0	\$150.00	\$0.00
Sub-Total				\$0.00

		Lease Estimate	One-Time Option
Total Installation Services			\$160.75

Installation Charges Pricing Approval : Customer Initials _____

Long Distance

Product Code	Feature Description	Per Minute Rate	Minutes Included	Flat Rate
LD-Canada	Per Minute for Canada	0.020	0	
LD-TOLL	Toll-Free 800 Numbers	0.030	0	
LD-USA	Per Minute for USA	0.020	0	

International Usage

Product Code	Feature Description	Per Minute Rate	Minutes Included	Flat Rate
Mexico - Proper	Special rate for specific country	0.020	0	
Mexico - Mobile	Special rate for specific country	0.055	0	
Country	Special rate for specific country	0.000	0	
Country	Special rate for specific country	0.000	0	

Long Distance / Usage Charges Pricing Approval : Customer Initials _____

**Professional Services
MACD (Moves/Adds/Changes/Delete)**

Upgrades, Modifications, Alterations and Attachments to Equipment

For all MAC (move, add, change) work and repair issues, please submit a ticket online via Epik Ticket Portal at <http://support.epikip.net> or <https://tickets.epiknetworks.com>. Service Modifications (such as adding another user) are subject to the same terms and conditions as the original contract and are renewed concurrently with the original contract.

Troubleshooting Internet / Phone / Line Issues (see troubleshooting guide)

NO CHARGE

Chargeable MAC Type	One-Time Charge	Monthly Charge
Reset Password (per User)	\$10	
Queue User (ACD)	\$25	\$10
Call Forward User (each DID)	\$25	\$20
New Users - INSTALLATION	\$65	
Site Visit (to install Polycom or Headset)	\$175/hr	
Per User Software CHANGE - Remote, where NO Site Visit is required.	\$25	
Per User Software/Hardware CHANGE - Site Visit is required.	\$175/hr	
User Station DELETE - User is required to ship the phone back to Epik.	\$50	
Hourly Labour - ON-SITE (min 2 hr. charge)	\$175/hr	
DID's -ADD/DELETE/PORT/Install (each NUMBER) w/ directory listing	\$5 each / Min \$50 Charge	\$3
DID's - ADD (416 NUMBER)	\$50	\$5
DIRECTORY LISTING - Add to existing DID	\$65	\$6
DID Vanity search	\$50	
CAT5 Cable INSTALL (PER STATION RUN)	Quote required	
Data 24 port patch panel	Quote required	
Data Rack	Quote required	
25' Line Cord	\$19	
Power Supply (CUBE) *price changes based on availability	\$35	
CHARGABLE ADVANCED TROUBLESHOOTING	\$200/hr	
Client Switch Configuration / Troubleshooting, Phone / PC connectivity issues, Verify / Replace faulty cabling		
CHARGABLE LAN IT SUPPORT	\$200/hr	
Professional Services, Troubleshooting Customer Firewall (blocked ports), Speed Tests, Email forwarding, DNS resolution		
<p>The following rates apply for customers work that is requested to be performed outside of business hours. Monday to Friday after 5:00 p.m. and before 9:00 a.m. Sat. Sun. & Holidays -- Rate = \$175.00 per hour These charges are EPIK's price to complete MAC work.</p>		