

CUSTOMER SERVICE PLAN OVERVIEW



VOICE AND DATA
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1. SELECT YOUR PREPAID MONTHLY MOBILE SERVICE PLAN

	<input type="checkbox"/> NATSAGAQ 25	<input type="checkbox"/> NATSAGAQ 50	<input type="checkbox"/> NATSAGAQ 80	<input type="checkbox"/> NATSAGAQ 110
Local and Nunavut-wide calling	500 Minutes	Unlimited	Unlimited	Unlimited
Canada-wide calling and roaming	100 Minutes	300 Minutes	Unlimited	Unlimited
Text messaging (SMS)	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Picture/video messaging (MMS)	N/A	Unlimited	Unlimited	Unlimited
Data (Canada-wide)	N/A	1GB	3GB	5GB
Voicemail	Unlimited	Unlimited	Unlimited	Unlimited
Call waiting	Included	Included	Included	Included
Call display	Included	Included	Included	Included
Additional usage rates	See section 3	See section 3	See section 3	See section 3
Term of Agreement	1 Month	1 Month	1 Month	1 Month
Monthly Fee	\$25 _{+GST}	\$50 _{+GST}	\$80 _{+GST}	\$110 _{+GST}

*Text messaging unlimited to Canadian and US destinations only.

2. RATES FOR USAGE ADDITIONAL TO MONTHLY SERVICE PLAN LIMIT (Purchased by pre-loading your Mobile Wallet)

THESE RATES APPLY TO ALL MOBILE PLANS	COST
Local and Nunavut-wide calling	\$.04 Per minute
Canada-wide calling and roaming	\$.06 Per minute
USA calling	\$.07 Per minute
International calling	*See link below
International call roaming*	*See link below
Data (Canada-wide)	\$2.50 Per 100 MB
International data roaming*	*See link below

*www.qiniq.com/international

3. CUSTOMER CONTACT INFORMATION

Name:	Company: <i>(If applicable)</i>	Phone:	New Customers Only
Address:			
Community:	Territory/Prov:	Postal code:	
Email:	Qiniq 4G Account: <i>(If customer wants to use same account)</i>		
Username:			
Temporary Password:			

4. SERVICE PLAN AND DEVICE TYPE SELECTED

Device:	Device Price: \$	Payment: Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> Other <input type="checkbox"/>	Service Start Date:
Service Plan:	Monthly Fee: \$		By using the SSI Mobile Services you agree to abide by the terms set out in your Customer Agreement including the Terms of Service. See back of this form for more information.
SSi Device # (IMEI):	Activation Fee: \$		
SIM #:	GST: \$		
SSi Mobile Phone #:	TOTAL: \$		



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5. HOW TO PURCHASE SERVICES

Your monthly Service Plan fee is due on the same day of each month based on the day your Service started. Please ensure your account has enough funds in it to cover the recurring, prepaid monthly Service Plan fee to avoid interruption to your SSi Mobile phone service.

Check your remaining data, remaining minutes and Mobile Wallet balances by dialing *111# from your SSi Mobile phone or log in to your account at: www.qiniq.com/my/4g.

Mobile Wallet

To purchase any usage or services in addition to your Plan amounts, ensure that your Mobile Wallet has a positive balance. You will not be allowed to incur charges beyond the amount you have deposited in advance to your Mobile Wallet.

For payments, visit: www.qiniq.com/my/4g or see your CSP to:

- Pay your monthly Service Plan fee;
- Deposit to your Mobile Wallet to cover additional usage charges:
 - Pre-purchase long distance minutes or data usage in addition to the amount you receive in your monthly Mobile Plan;
 - Pre-purchase USA or International calling minutes;
 - Pre-purchase roaming calling minutes and data;
- Change or cancel your Service Plan.

For more information on pre-purchasing calling minutes and data, see Your Mobile Wallet at: www.qiniq.com/mobile-wallet.

6. CONTACT SSI MOBILE CUSTOMER SERVICE

We are committed to supporting our customers. For assistance, please contact SSi at:

Phone: 1-877-686-2888 toll free, or dial 611 from your wireless device Monday to Friday, 8:30am to 9:00pm ET.

Email: customercare@ssimicro.com.

Provider Address: SSi Micro Ltd., 356B Old Airport Road, Yellowknife, NWT, X1A 3T4.

Find additional information online at:

www.qiniq.com/mobile-support.

OR contact your local Community Service Provider (CSP), see:

www.qiniq.com/mobile#find-provider.

If after contacting SSi Mobile representatives you continue to have concerns, email complaints@ssimicro.com and one of our management team members will be happy to assist you.

You can also contact the Commissioner for Complaints for Telecommunications Services Inc. (CCTS) at:

www.ccts-cprst.ca/for-consumers/complaints, or by phone at:

1-888-221-1687 toll free, Monday to Friday, 9:00am to 8:00pm ET, or email response@ccts-cprst.ca.

7. TERMS OF SERVICE

You may download and read the complete terms and conditions under which SSi provides you with the Mobile Customer Plan you have selected here: www.qiniq.com/tos.

By using the SSi Mobile Service, you agree to abide by the Terms of Service, which includes details on:

- The role of SSi and the CSP;
- Your obligations as a customer;
- Subscribing to, changing and cancelling services;
- Billing and payment;
- Ownership rights;
- Allowable Devices;
- Privacy and Appropriate Use;
- Limitation of liability.

We will inform you of any changes that we make to the Terms of Service by:

- Posting any changes to services, prices, the Terms of Service and any related documents or other relevant policies to the Qiniq website at: www.qiniq.com/tos;
- Contacting you by either email or text message.

8. ACCEPTABLE USE POLICY

When using our services, devices or other products you must comply with all applicable laws, rules and limits set out in SSi's Acceptable Use Policy (AUP) included in the Terms of Service. You are solely responsible for your actions on the internet, and those of anyone you permit to use your Service. The AUP defines illegal and inappropriate uses in greater detail, including:

- Participating in any fraudulent activities;
- Invading another person's privacy;
- Using, possessing or transmitting any unlawful content;
- Email spamming;
- Selling illegal products.

To read our complete AUP, see: www.qiniq.com/tos.

9. PRIVACY POLICY

SSi is committed to protecting your privacy and we take all reasonable steps to ensure that your personal information is safe and secure in compliance with applicable privacy laws and regulations. For more information, please see our full Privacy Policy, which is a part of the SSi Terms of Service, which can be found at www.qiniq.com/tos.

As a Customer of our Services, we may contact you to provide you with information about news, sales and promotions related specifically to the Services, or to provide information concerning your account.

Community Service Providers do not have access to your passwords or your content.

To read our complete Privacy policy, see: www.qiniq.com/tos.