

999 Plaza Drive, Suite 220, Schaumburg, IL 60173-5404 Tel: 847.230-4344 Fax: 847.995.0050 Email: sales@national411.net

## CUSTOMER SERVICE ORDER

Agent - \_\_\_\_\_

Please return completed order to National 411 Directory Assistance via fax at 847-995-0050.

CUSTOMER INFO	CONTRACT INFO
Name:	Term: ☐ Monthly ☐ 1 Year ☐ 2 Year ☐ 3 Year
Street Address:	CREDIT INFO
Street Address:	Type of Business:
City/State/Zip:	How Long in Business: State Incorporated:
Phone:	DUNS No:
Fax:	Tax ID Number:
Contact Person:	Bank Contact:
Email:	Bank Phone Number:
SALES INFO (to be completed by National 411)	References:
National 411 plus Sales Person:	1) Tel#
Sales Person Number:	2) Tel #
Customer Number:	3) Tel #
PRICE PER DOMESTIC DIRECTORY ASSISTANCE CALL: \$ Monthly \$ 1 Yr. \$ 2 Yr. \$ 3 Yr.	

By signing this authorization below and returning it to National 411, the above named Customer hereby agrees to and accepts the Terms and Conditions listed below:

Customer	National 411 Directory Assistance
Signature:	Signature:
Name & Title:	Name & Title:
Date:	Date:

## **Terms & Conditions:**

- This Service Agreement is for the provision of directory assistance service. Customer is responsible for all 411 calls to National 411 toll free number assigned for use.
- 2) This Service Agreement constitutes the entire agreement between the Customer and National 411 and may be modified only in writing and signed by an authorized representative of both parties. This agreement automatically renews itself for like terms unless written notice is received at least 60 days prior to end of term.
- Returning this signed agreement, either by facsimile or by mail, constitutes acceptance of the terms and conditions contained herein. 4)
- National 411 and it affiliates makes no warranty, express or implied, as to the accuracy of the data provided to Customer in the course of providing this service. National 411 and its affiliates shall not be liable to the Customer or any affiliate or other party for any indirect, incidental or consequential loss or damage, including without limitation, loss of revenue, customers, profit, goodwill or any other kind of loss, arising form this agreement and the service provided under it.
- National 411 shall invoice Customer once a month for the services provided under this agreement. All charges are payable within 15 days from receipt and a 11/2% delinquency fee or \$25.00, whichever is higher, will be added for each month the payment is not made.
- Customer shall not assign this Agreement without the express written consent of National 411.
- Customer shall indemnify, defend and hold harmless, National 411, its officers, directors, employees, stockholders, and agents, from and against any and all loss, costs, damage assessments, expenses (including but not limited to reasonable attorneys' fees and costs), claims, and liabilities arising out of or attributable to Customer's negligence, misconduct, misrepresentation to its customers, and or Customer's failure to abide by all applicable state and federal laws applicable to Customer, including all state and federal telecommunications regulations and deceptive trade practice statutes. National 411, shall indemnify, defend and hold harmless Customer, its officers, directors, employees, stockholders, and agents, from and against any and all loss, costs, damage assessments, expenses (including but not limited to reasonable attorneys' fees and costs), claims, and liabilities arising out of or attributable to National 411's negligence or misconduct.
- Any action brought in a court of law to enforce this Agreement or any portion of it shall be brought in the State of Illinois, Cook County and the prevailing law shall be that 8) of the State of Illinois.
- National 411 has adopted certain standards and rules for providing directory assistance service, which may change from time to time. These standards are posted on 9) the company's Web site at www.national411.net
- National 411 charges a per call fee plus applicable taxes, if any, for each call made to its operator center. Up to two (2) directory listing requests are permitted per call provided that the caller informs the operator that two listings are being requested at the beginning of the call. There is a monthly subscription fee of \$10.00 per month per single bill location. For corporate bill customers, a \$10.00 fee applies to every 10 locations on corporate bill.