

# ZEGIT Tech Solutions VoIP Services

The ZEGs Corp | Zimmerman, Minnesota

## Account Setup & Service Order Form

All signatures must be handwritten (wet ink). Mouse-traced signatures are acceptable. Electronic/digital signatures (DocuSign, Adobe Sign, etc.) are NOT accepted on this form.

### 1. Business Information

<b>Business / Individual Name:</b>	
<b>Business Type / Industry:</b>	
<b>FEIN / EIN / Tax ID:</b>	
<b>Business Address:</b>	
<b>City, State, ZIP:</b>	
<b>Billing Address (if different from above):</b>	
<b>State of Formation / Incorporation:</b>	
<b>Website (if applicable):</b>	

<input type="checkbox"/> Corporation	<input type="checkbox"/> LLC	<input type="checkbox"/> Partnership
<input type="checkbox"/> Sole Proprietorship / DBA	<input type="checkbox"/> Home-Based Business	<input type="checkbox"/> Other: _____

Valid business documentation is required before service activation. Services are available to US-based businesses and US locations only, including home-based businesses. Customer and all service locations must be within the United States.

### 2. Primary Account Contact

The primary contact must be the business owner or person responsible for billing and account decisions. This person should establish their account PIN here. Authorized users and additional contacts are listed in Section 3.

<b>Full Name:</b>	
<b>Title / Role:</b>	
<b>Direct Phone:</b>	
<b>Email Address:</b>	

Account PIN (4 digits — used to verify identity on all calls):

### 3. Authorized Users

List up to 7 authorized users below. Each user must have a unique 4-digit PIN. Permission codes apply per user — see legend below. Write N/A across any unused row if not all rows are needed. Do NOT cross out or scribble through unused rows — print a new form if corrections are needed. Any marking suggesting alteration will not be honored.

#	Full Name	Email	Phone	PIN	Permission Codes (circle all that apply)
1					A B C D E F
2					A B C D E F
3					A B C D E F
4					A B C D E F
5					A B C D E F
6					A B C D E F
7					A B C D E F

**Permission Code Legend:**

A = Discuss Billing B = Change Billing Info C = Add Service(s) D = Change / Modify Service(s) E = Remove Service(s)  
F = Authorize Disconnect / Cancel

Circle only the permission codes that apply to each user. Primary Account Contact (Section 2) has full access by default.

### 4. Intended Use of Service

Please describe how you intend to use the VoIP service, including the nature of your business communications, expected call volume, and any specific features you require. This information helps us properly configure your account and ensure compliance with our Acceptable Use Policy.

## 5. Package Selection

Each package includes pooled inbound + outbound minutes for the contiguous US (48 states). Alaska, Hawaii, international calls, and toll-free DID usage are not included in bundled minutes. Unused minutes expire at end of billing cycle. DIDs and E911 are separate add-ons — see [zegitech.cloud](http://zegitech.cloud) for current rates.

<input type="checkbox"/> Spark — \$9.99/mo   500 free minutes (US 48 states)
<input type="checkbox"/> Ignite — \$19.99/mo   1,200 free minutes (US 48 states)
<input type="checkbox"/> Boost — \$29.99/mo   1,600 free minutes (US 48 states)
<input type="checkbox"/> Accelerate — \$49.99/mo   2,500 free minutes (US 48 states)
<input type="checkbox"/> Premier — \$69.99/mo   3,500 free minutes (US 48 states)
<input type="checkbox"/> Power — \$99.99/mo   5,500 free minutes (US 48 states)

<input type="checkbox"/> Pay Per Use — \$25.00 deposit required   \$19.99 activation fee   \$2.50/mo plan fee   No term agreements or NRC waivers available
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Pay Per Use: \$19.99 activation fee refunded to account credit after 3 consecutive months of \$100.00+ spend. Plan fee (\$2.50/mo) waived if monthly spend exceeds \$100.00. Hard shutoff at \$0 balance. 3% CC surcharge applies to this plan only. See [zegitech.cloud](http://zegitech.cloud) for current rates and fees.

## 6. Term Agreement

<input type="checkbox"/> Month-to-Month (no term — NRC waivers not available)	<input type="checkbox"/> 12-Month Term Agreement
<input type="checkbox"/> 24-Month Term Agreement	<input type="checkbox"/> 36-Month Term Agreement

Term agreements waive the package setup fee (\$9.99) and DID activation fee (\$1.00/DID) for local DIDs. Toll-free DIDs excluded from NRC waiver. Monthly package price and included minutes are guaranteed for the life of the term. Coverage, international, and add-on rates may change. A Term Service Agreement must be signed separately.

## 7. DID Phone Number(s)

E911 is mandatory on at least one DID — no exceptions. Not all area codes or cities are available — we will match the nearest available location to your request. DID activation: \$1.00/DID (waived on term agreements, excludes TF DIDs). E911: \$1.50/DID setup + \$1.50/mo per DID (regulatory recovery fee, passed through at cost). See [zegitech.cloud](http://zegitech.cloud) for current rates.

Qty	Req. Area Code	Nearest City / Location	Type	E911 Enable	E911 Address	CNAM Lookup	Primary / Outbound CID
			<input type="checkbox"/> Local <input type="checkbox"/> TF	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Primary <input type="checkbox"/> Outbound CID
			<input type="checkbox"/> Local <input type="checkbox"/> TF	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Primary <input type="checkbox"/> Outbound CID
			<input type="checkbox"/> Local <input type="checkbox"/> TF	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Primary <input type="checkbox"/> Outbound CID
			<input type="checkbox"/> Local <input type="checkbox"/> TF	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Primary <input type="checkbox"/> Outbound CID

			<input type="checkbox"/> Local <input type="checkbox"/> TF	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Primary <input type="checkbox"/> Outbound CID
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TF DID Type (if applicable):  US Only (\$1.50/mo)  US + Canada (\$2.00/mo) | Not all area codes/cities available — nearest match will be provided.

## 8. Account Configuration

<b>Protocol</b>	<input type="checkbox"/> SIP (Recommended) <input type="checkbox"/> IAX2
<b>Authentication</b>	<input type="checkbox"/> User/Password (Recommended) <input type="checkbox"/> Static IP (SIP only — Advanced)
<b>Device Type</b>	<input type="checkbox"/> Asterisk / IP PBX / Gateway / VoIP Switch <input type="checkbox"/> ATA / IP Phone / Softphone
<b>Dialing Mode</b>	<input type="checkbox"/> NANPA (Standard) <input type="checkbox"/> E164
<b>Caller ID</b>	<input type="checkbox"/> Use a DID (specify above) <input type="checkbox"/> Verified external number <input type="checkbox"/> Pass my own CallerID
<b>Canada Routing</b>	<input type="checkbox"/> Value (Default — lower rate) <input type="checkbox"/> Premium (higher quality, Caller ID guaranteed)
<b>International Route</b>	<input type="checkbox"/> Value (Default) <input type="checkbox"/> Premium
<b>Allow International</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No (Default)
<b>Allow *225 Balance</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No (Default)
<b>Music on Hold</b>	<input type="checkbox"/> No Music (Default) <input type="checkbox"/> Custom Upload (attach file) <input type="checkbox"/> Provider Default Library
<b>Language</b>	<input type="checkbox"/> English (Default) <input type="checkbox"/> French <input type="checkbox"/> Spanish
<b>Record Calls</b>	<input type="checkbox"/> No (Default) <input type="checkbox"/> Yes — usage rates apply, see zegittech.cloud
<b>Call Transcription</b>	<input type="checkbox"/> No (Default) <input type="checkbox"/> Yes — usage rates apply, see zegittech.cloud
<b>Allowed Codecs</b>	<input type="checkbox"/> G.711U (Recommended) <input type="checkbox"/> G.729a <input type="checkbox"/> G.722 <input type="checkbox"/> GSM
<b>DTMF Mode</b>	<input type="checkbox"/> AUTO (Default) <input type="checkbox"/> RFC2833/AVT (Recommended) <input type="checkbox"/> INBAND <input type="checkbox"/> INFO
<b>NAT</b>	<input type="checkbox"/> Yes (Default) <input type="checkbox"/> No
<b>Encrypted SIP</b>	<input type="checkbox"/> No (Default) <input type="checkbox"/> Yes
<b>E911 Default CID DID</b>	DID to use for E911 caller ID (defaults to primary DID if blank): _____
<b>IP Restriction</b>	<input type="checkbox"/> Disabled (Default) <input type="checkbox"/> Enabled — Allowed IPs/CIDR/FQDN: _____
<b>TF Termination Carrier</b>	<input type="checkbox"/> American (Default) <input type="checkbox"/> Canadian (Note: only one carrier active per account)

### External / Verified Caller ID — Process & Security Notice

If you want to display a phone number from another carrier as your outbound caller ID, that number must be verified before outbound calls will work. The verification process:

1. List the number on this form (above).

2. We initiate a verification call to that number from our system.
3. You answer the call and receive a short numeric code.
4. You call us and provide the code — we enter it to complete verification. Verification is provided at no charge.

**⚠ SECURITY NOTICE: We will NEVER call you unsolicited and ask for a verification code. If you receive an unexpected call claiming to be from ZEGIT Tech Solutions requesting a code, do not provide it — contact us immediately. You must call us to complete verification. Normal usage charges apply when placing calls using any verified number on our network.**

<b>Account Notes / Special Requests:</b>	
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## 9. Payment Method

<input type="checkbox"/> Check (payable to ZEGIT Tech Solutions — mailed to address on file)
<input type="checkbox"/> Credit Card (processed by phone — representative will collect)

*Credit card payments on the Pay Per Use plan are subject to a 3% surcharge. All services are prepaid. First month's charges are due in full before service activation. Checks: payable to ZEGIT Tech Solutions. Do not send cash.*

**NOTICE: A \$30.00 dishonored check fee will be assessed by our check recovery vendor on all returned checks. This fee is collected by the vendor directly, not by ZEGIT Tech Solutions.**

## 10. Required Supporting Documents

**The following documents must be submitted with this form before service can be activated. Submit documents by email or fax:**

**Email: [ZEGIT.VoIP@zegitech.com](mailto:ZEGIT.VoIP@zegitech.com) | Fax: 763-284-9898**

Req?	Document
<b>Required</b>	Government-Issued Photo ID of Authorized Signer (driver's license or state ID — confirming identity matching signature on this form)
<b>Required</b>	IRS FEIN / EIN Assignment Letter (CP-575 or 147C letter confirming Federal Employer Identification Number)
Required (one of):	Articles of Incorporation, Articles of Organization (LLC), Partnership Agreement, or DBA/Fictitious Name Certificate — whichever applies to your entity type
Required (one of):	State business registration document showing business name, location, and owner(s) on official state letterhead or state agency website printout
<b>Required</b>	Signed Account Setup Form (this document)
<b>Required</b>	Signed Master Service Agreement (MSA)
If applicable	Signed Term Service Agreement (if selecting a term plan)
If applicable	Signed HIPAA/GDPR Compliance Addendum (if your business handles Protected Health Information)

If applicable	Signed Number Port Request (LNP) Form with supporting invoice from current carrier (if porting numbers)
If applicable	Proof of Business Location (utility bill, lease agreement, or equivalent — for home-based businesses or if service address differs from registration)
Optional	W-9 Form (may be required for certain billing or collections purposes)

All documents may be submitted as clear scans, photos, or fax copies. Originals are not required unless specifically requested. Documents are kept confidential and used solely for account verification purposes.

## 11. Customer Declarations & Acknowledgments

### By signing below, Customer acknowledges and agrees:

1. I am an authorized representative of the business named above and certify all information provided is accurate.
2. I have read and agree to the Master Service Agreement (MSA) and, if applicable, the Term Service Agreement and HIPAA/GDPR Addendum.
3. Services are prepaid — my account must maintain a positive balance for services to remain active.
4. E911 must be enabled on at least one DID. Calls to 911 from a DID without E911 enabled may incur a \$75.00\* carrier fee. \*Subject to change.
5. Unused bundled minutes and CNAM lookup balances expire monthly with no rollover.
6. I will use these services for lawful US-based business purposes only and will not use the service for robocalling, spam, spoofing, harassment, or any activity prohibited by federal or state law.
7. ZEGIT Tech Solutions may suspend or terminate service immediately for violations of the Acceptable Use Policy.
8. All signatures on this and related documents must be handwritten (wet ink or mouse-traced). Electronic/digital signatures are not accepted.
9. I have provided or will provide all required supporting documents prior to service activation.

_____		_____
<i>Customer / Authorized Signer Signature</i>		<i>Date</i>
_____		_____
<i>Printed Full Name</i>	<i>Title / Role</i>	

_____		_____
<i>Provider Representative Signature</i>		<i>Date</i>
_____		_____
<i>Printed Full Name</i>	<i>Title / Role</i>	

**FOR OFFICE USE ONLY**

<b>Account #:</b>	<b>Activation Date:</b>	<b>COMPLETED stamp:</b>	<b>CONTRACT SENT stamp:</b>
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ZEGIT Tech Solutions VoIP Services — zegitech.cloud — 1-833-493-4832 — Fax: 763-284-9898