



## CUSTOMER SERVICE APPLICATION

### (RECURRING CHARGE AUTHORIZATION FORM)

Applicant hereby contracts with Aianna Corporation. ("AIANNA") for the purchase of telecommunications services from AIANNA. Applicant agrees to pay to AIANNA the amount invoiced for such services, which shall be invoiced in compliance with the rates and/or fees attached hereto and incorporated herein. In order to provide this service, Applicant authorizes AIANNA to act as Applicant's agent in all matters relating to the service and to determine which carrier will be involved in provision of the service. AIANNA maintains exclusive ownership of all equipment and reserves the right to modify, upgrade or otherwise change the equipment. By signing this application, the Applicant agrees All Terms and Conditions contained on Page One and Page Two of the Application, which are incorporated herein and govern the relationship between Applicant and AIANNA.

### APPLICANT INFORMATION

*(Please Type or Print Neatly)*

|                           |                       |                  |  |
|---------------------------|-----------------------|------------------|--|
| 01.Applicant Name:        |                       | 02.E-Mail        |  |
| 03.Agent Name:            |                       | 04.Phone Number: |  |
| 05.Fax #:                 | 06.Applicant Address: |                  |  |
| 07.Street:                |                       |                  |  |
| 08.City:                  | 09.Country:           | 10.Postal Code:  |  |
| 11.Applicant's Signature: |                       | 12.Date:         |  |

### SERVICE SELECTION

|  |   |
|--|---|
|  | 13.VoIP (credit limit USD)                      |
|  | 14.Personal 800 (credit limit USD)              |
|  | 15.Rechargeable Calling Card (credit limit USD) |

### CREDIT INFORMATION FOR RECURRING AUTHORIZATION OF CHARGE

|   |  |           |              |                          |      |
|---|--|-----------|--------------|--------------------------|------|
| 16.I Will   |  | Prepay or |              | Post-paid by:(check one) |      |
| 17. **Total Requested Charge (USD)  |  |           |              |                          |      |
| 18.Credit Card Number:  |  |           |              | 19.Exp. Date: MO / YR    |      |
| 20.Card Code Number (3-digits for Visa & MC - <b>required</b> ):              |  |           | 21. BILL MY: |                          |      |
|   |  |           | MasterCard   |                          | Visa |
| 22.Issuing Bank's Name:   |  |           |              |                          |      |
| 23.Credit Card Holder's Name ( <b>same as Applicant required</b> ):           |  |           |              |                          |      |
| 24.Credit Card Billing Address ( <b>same as Applicant address required</b> ): |  |           |              |                          |      |
| <b>*THE CREDIT CARD TRANSACTION IS PROVIDED BY AIANNA BILLING</b>             |  |           |              |                          |      |

### CREDIT CARD BILLING AUTHORIZATION AGREEMENT

The undersigned hereby (I) authorizes Aianna Corporation (AIANNA) and their underlying carriers to take all steps necessary to provide telecommunications services to the undersigned (II) authorizes Prepayment of telecommunications services to be charged/debited recurrence as requested credit limit indicated above to the undersigned credit card/bank account. Or, (III) authorizes Post-payment of invoiced telecommunications services generated by the above-mentioned Applicant to be charged/debited recurrence to the undersigned credit card/bank account. The undersigned (IV) authorizes AIANNA to charge Credit Card Fee on Visa or MasterCard at 4.30%. A USD\$10.00 Bank Wire Transfer Fee for payment under USD\$1,000.00. The aforementioned authorizations shall remain in effect until canceled in writing. Unless otherwise requested by Applicant, a standard Total Credit Limit of USD\$50.00 per line is applied to the account. Post-paid Applicant must provide AIANNA with credit card or deposit as a guarantee and must send payments directly to AIANNA by Ten (10) days after invoiced. If payments are not received by due date, the provided credit card will be charged or the deposit will be applied to the account for the amount due. The aforementioned authorizations for services CANNOT BE CHARGEBACK, i.e. Applicant may not reverse credit card charges made by AIANNA for services, but may use the amount charged for the following month's usage.

**CARD/BANK ACCOUNT HOLDER'S SIGNATURE:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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**AIANNA requires a minimum usage fee of US\$25.00 for each additional line, per month. Applicant with only one (1) line is not charged a minimum usage fee.**

1. To eliminate fraudulent activity, Credit Card Payment Applicant need proofs of credit card with copy of credit card statement and copy of a utility bill with the same name and address as listed in the application.
2. For Prepay Applicant, this Application is a recurring prepaid service agreement to authorize AIANNA to charge the Applicant's undersigned credit card/bank account for the amount requested on Page One before AIANNA provides telecommunication services to the Applicant. By signing this Application and Credit Card Billing Authorization Agreement, the Applicant authorizes AIANNA to charge recurrence to the undersigned credit card/bank account for the amount requested on Page One before the prepaid balance is used up to ensure uninterrupted services. The Applicant may change the requested amount and undersigned credit card/bank account by signing a new Customer Service Application Form before the prepaid balance is used up. AIANNA reserves the right to discontinue services if the prepaid fund is not received.
3. Post-paid Applicant will be offered services upon credit approval from AIANNA. AIANNA reserves the right to decline a Post-paid Application. For Post-paid Applicant, the Applicant authorizes AIANNA to charge recurrence to the undersigned credit card/bank account for the amount invoiced. The invoiced amount as telecommunications services generated by the Applicant in a given period, usually bill monthly unless otherwise indicated in the Application. Post-paid with Bank Wire Transfer must provide a forty-five (45) days deposit based on the monthly requested credit or a valid credit card as a guaranteed is required. AIANNA can apply deposit or charge the provided credit card to the amount due when the payment is not received by the 5th day after invoiced. The Applicant may change the undersigned credit card/bank account by signing a new Customer Service Application Form before the Due Date. AIANNA reserves the right to discontinue services if the invoiced amount is not paid-in-full by the Due Date.
4. No variation of terms, conditions, prices, services or specifications of this Application, irrespective of any of 's wording on the Application, will be effective without provider's written consent. This Agreement may not be amended except by an instrument in writing, executed by the parties.
5. This Application is not transferable or assignable without the written consent of the provider.
6. In any action arising out of 's non-payment or misuse of the services provided hereunder, provider or AIANNA will be entitled to the recovery of its reasonable attorneys' fees and costs and expenses.
7. Provide makes no warranty, express or implied, with respect to services provided hereunder and expressly disclaims any warranty of merchantability, description or fitness for any particular purpose or function.
8. In consideration for the competitive rates offered, agrees to indemnify and hold harmless provider and AIANNA, their stockholders, officers, directors, employees and agents from any and all loss, cost, damage, expense or liability, including, without limitation, court costs and reasonable attorneys' fees arising out of, in whole or in part, directly or indirectly, Applicant's use of the services provided hereunder.
9. As a material inducement for provider to provide services at the prices stated, Applicant agrees that AIANNA and provider shall not be liable for any loss, expense or damage for: a) loss of revenue, profits, savings, business or goodwill; and, b) exemplary, consequential or incidental damages and expenses of any type of nature on account of any breach or default by provider or on account of the use of the Services.
10. Applicant is responsible for payment of all applicable end user taxes.
11. Either party has the right to cancel this Application and the provision of services by provider on thirty (30) days notice, but must pay for any services actually provided.
12. In the event of non-payment of sums due for the provision of services within Ten (10) days of receipt of the invoice, AIANNA may charge, and the Applicant agrees to be responsible for the payment of, interest on any outstanding balance in the amount of 18% per annum, or the maximum interest rate allowed under the law, whichever is greater, and, to cover administrative expenses, a 5% surcharge on all overdue invoices will be imposed until the account is brought current.
13. In an event of chargeback or reject from the credit card provider, Applicant account will be shut down till all balances paid-in-full, chargeback fee of \$55.00 of each occurrence, in addition to late fee and administrative fee as stated on #13.
14. All service is provided in accordance with terms and conditions of provider's tariffs filed with FCC.
15. This agreement will be interpreted and construed in accordance with the laws of the State of California, and Applicant hereby agrees that any and all disputes arising out of this agreement shall be decided by only an applicable court in Los Angeles County, California, USA. Applicant agrees to subject itself to the jurisdiction of such courts and agrees to be bound by any judgment, order or decision of such courts.

Applicant's Initial \_\_\_\_\_