



**Satisfaction Guarantee, version 1 – February 4th, 2006
Applicable to all Vizioneb Solutions Technologiques clients.**

By signing up for the Vizioneb Solutions Technologiques's services on the Internet, or by using any other means of subscription including subscription via a third party, a sales representative or commercialization partner, you benefit from the present satisfaction guarantee if you are billed directly by the Vizioneb Solutions Technologiques.

Who may benefit from the guarantee?

The following guarantee is applicable to the renewable services offered by the Vizioneb Solutions Technologiques except for those enumerated in the exclusion clause. All clients of renewable services whose accounts are in order, which have no unpaid balance, are eligible for the present guarantee.

Guarantee Terms

If you are dissatisfied with our services and wish to resiliate your subscription, let us know within 30 days following your accounts activation by using the "Account Termination" form available in the "Technical Support" section of our website. Within this delay and without any additional requirements or explanations, VST will completely reimburse you for the monthly fees paid, elapsed or prepaid. In the case of shared hosting solutions, the setup fees will also be reimbursed.

Exclusions

The present guarantee does not apply to administration packages, domain names, bandwidth or traffic billing, work billed hourly, setup fees and Premium hosting packages. Exception made of the shared hosting solutions, bandwidth consumed by the user during the period of operation will be billed at the rate of \$1CAD per GB transferred.

Claim Procedures

In order to terminate your account and claim the satisfaction guarantee, the owner of the account must send, by fax and within 30 days of the account's activation, the thoroughly completed and signed termination form. This form is located in the "Technical Support" section of VST's website. The request will be processed within 10 to 15 days following its reception.

Guarantee Contract

The guarantee is automatically valid for all of the Vizioneb Solutions Technologiques's subscribers. VST reserves the right to modify the present guarantee at any time, without notice. The modifications will be shown on this page. If you wish a written confirmation of this guarantee, please send this page by mail at 42 chevalier, St-Basile-Le-Grand, Qc. J3N 1K7 and we will return it signed and approved.

Client's name: _____
Client's domain: _____
Address: _____

Accepted by the Vizioneb Solutions Technologiques,

Signature : _____
Name : _____
Date : ____ / ____ / _____