

# TELEPHONE SERVICES ORDER FORM

## CUSTOMER INFORMATION

**Customer Name and Address** (Please print or type)

**Shipping Address** (If different)

\_\_\_\_\_  
Company

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, ZIP+4

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
email address

\_\_\_\_\_  
Company

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, ZIP+4

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
email address

## INPUT MEDIA

Electronic:  FTP ftp.lortondata.com  Email **Zip file with password recommended / no .exe files allowed**

Other: Describe Media, System, Software type & version: \_\_\_\_\_

Note: Output media will be same as input media unless custom output is requested (Additional charge may apply).

## INPUT FILE INFORMATION

- List Owner: \_\_\_\_\_
- Input File Name: \_\_\_\_\_ (If multiple files, all will be combined unless custom output is requested)
- File Type:  Fixed field text  Delimited text  dBASE compatible  Other: \_\_\_\_\_
- Record Length: \_\_\_\_\_ (Number of characters per record including record delimiters if any)
- Number of Records: \_\_\_\_\_
- What program do you use to maintain your list? Software: \_\_\_\_\_ Software Version: \_\_\_\_\_
- Purpose for telephone services (Required for processing):  Update Database  
 Telemarketing/Telefunding Campaign  
 Other: \_\_\_\_\_
- How did you hear about Lorton Data? \_\_\_\_\_

## OUTPUT OPTIONS

- Telephone Append and Telephone Verify Processing requested (Both append and verify can be selected and processed in a single pass of your file.):  
 Residential  Business  
 Passing Charge \$ 2.00 per 1,000 input records \$ 2.00 per 1,000 input records  
 Append Telephone Numbers \$45.00 per 1,000 matches \$90.00 per 1,000 matches  
 Verify Existing Phone Numbers \$35.00 per 1,000 matches \$70.00 per 1,000 matches  
**Project Minimum: \$200.00 Project Minimum: \$400.00**
- Reverse Append Processing requested: Please Specify  Residential  Business  Both  
 Passing Charge \$ 2.00 per 1,000 input records  
 Reverse Append (Add names and addresses to existing phone numbers) \$75.00 per 1,000 matches  
**Project Minimum: \$450.00**
- Area Code Updating requested: Residential & Business  
 Passing and Append Charge \$3.00 per 1,000 input records  
 Replace existing phone field (default if none checked) **Project Minimum: \$50.00**  
 Append new field
- Custom Output (Call for pricing) .....  Yes  No  
Please specify: \_\_\_\_\_
- Shipping:  FTP  Email:  
 USPS Priority Mail  Two Day Delivery  Overnight  Ground Delivery  Other: \_\_\_\_\_

# TELEPHONE SERVICES ORDER FORM

## SENDING A JOB TO LORTON DATA:

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### Send completed order form and file to:

Email: ncoa@lortondata.com  
FTP: ftp.lortondata.com/incoming  
Fax: 651-203-8299

### If not sending file via FTP or email, send physical media and form to:

Lorton Data Inc  
2 Pine Tree Dr Ste 302  
Arden Hills MN 55112-3715

### For more information:

Website: www.lortondata.com  
Support Line: 651-203-8290

## BILLING INFORMATION

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COD Call with amount before shipping?       Visa    MC Card #: \_\_\_\_\_ Exp. Date \_\_\_\_\_

Yes    No

Name on Card: \_\_\_\_\_

Electronic transfers must be paid by credit card. Signature: \_\_\_\_\_

Pre-processing and post-processing provided by Lorton Data Inc. Billing (Or COD) will be from Lorton Data Inc.

## AUTHORIZATION and STATEMENT OF COMPLIANCE

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(Please read and sign to authorize processing. Must be signed for processing to proceed.)

The undersigned, as an authorized agent of the Customer, hereby authorizes Lortondata, Inc. to process the Customer's files as indicated in the "Output Options" section of this form and the Customer agrees to pay the price listed for each of the output options selected. The Customer understands the nature, scope and limitations of the processing as well as the nature of the output to be generated by Lortondata on behalf of the Customer. Customer agrees to examine output data for validity. Customer will not hold Lortondata liable for any damages greater than the charges herein resulting from the use of invalid data. The Customer further understands that this Order is subject to and will be processed solely in accordance with Lortondata's General Terms and Conditions (Rev 4 10/19) as set forth on this form.

We, the Customer, agree to comply with all applicable federal, state, and local laws and regulations including, but not limited to, the provisions of the Telemarketing and Consumer Fraud and Abuse Protection Act of 1994 and the FTC Telemarketing Sales Rule, as related to our performance during the term of our business relationship.

Authorized By \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Name (Please print) \_\_\_\_\_

The statement remains in effect during the term of our business relationship and will survive the termination thereof.

# Lorton Data General Terms and Conditions

(1) Invoicing. Unless otherwise provided for under Order Billing Information, Lorton Data, Inc. ("Lorton Data") will invoice You\* for services rendered and goods provided in accordance with Lorton Data's price schedule in effect on the date of Your\* Order. In addition, Lorton Data will invoice You for all out-of-pocket costs and expenses including postage, freight, shipping and handling, and insurance. Invoices are due upon receipt or such later date as pre-approved by Lorton Data's credit department. Invoices not paid in full within fifteen (15) days of the due date will accrue a service charge at the rate of 1.5% per month on the unpaid balance from the due date.

(2) Specifications and Approvals. If You wish Your Order to comply with a certain job specification, You must provide such job specification to Lorton Data with Your Order. All additions or changes to job specifications must be in writing and acknowledged by an authorized Lorton Data employee. If You do not provide Lorton Data with complete, written job specifications or two or more elements of Your written job specifications are contradictory, then Lorton Data's standard job specifications and best judgment will govern. Lorton Data may conclusively rely upon its interpretations of, and will not be liable for failure to comply with, any verbal instructions. When Lorton Data submits counts, samples or other interim results to You for Your review and approval, You shall promptly review the same, including reviewing the same for reasonableness, and advise Lorton Data of any faults, inaccuracies or problems. Unless and to the extent You promptly and specifically object, Lorton Data shall be entitled to continue processing Your Order based upon the correctness of such interim results.

(3) Deadlines. Lorton Data will use its best efforts to meet specific deadline requests made at the time You place Your Order. Deadline requests are, however, not binding on Lorton Data, and Lorton Data is not liable, in any way, for failure to meet a specific deadline request.

(4) Customer Responsibilities. To enable Lorton Data to timely and properly complete Your Order, You are responsible for and will:

- (a) provide Lorton Data with all necessary lists, records and other data applicable to Your Order,
- (b) provide Lorton Data with complete job specifications, in writing and/or on the input screen(s) of a program provided by Lorton Data,
- (c) provide Lorton Data with layouts for Your data. If no layouts are provided, Lorton Data will, at Your cost, make a reasonable effort to interpret Your data and be entitled to rely conclusively on its interpretations thereof,
- (d) promptly review Lorton Data counts, samples or other interim results, including reviewing same for reasonableness, and approve such results or advise Lorton Data of any faults, inaccuracies, or problems,
- (e) maintain adequate back-up copies of data furnished to Lorton Data to enable Lorton Data to regenerate such data which, for any reason, is lost, damaged or destroyed. If You do not maintain adequate back-up data, Lorton Data's liability for lost, damaged or destroyed data shall be limited solely to media costs not to exceed the liquidated damages sum of \$250. Lorton Data shall not be liable for data or material damaged in transit,
- (f) promptly examine all final output data received from Lorton Data for validity prior to use.

(5) Customer Warranties and Representations. You hereby warrant and represent that:

- (a) You own or have obtained proper authorization or approval to use or reuse all data provided to Lorton Data for processing on Your behalf. You agree to indemnify and hold Lorton Data and Lorton Data's officers, directors, agents and employees harmless against any and all claims, causes of action, suits, proceedings, losses, damages, demands, fees, expenses, fines, penalties and costs (including reasonable attorneys' fees and expenses) arising directly or indirectly out of Lorton Data's processing of such data on Your behalf.
- (b) You understand that use of data obtained through the processing authorized may be governed by State or Federal Law. You represent that Your purposes for obtaining this data through this processing are legitimate under these laws, and agree to abide by all State and Federal Laws regarding the use of such data.

(6) Lorton Data's Warranties and Representations. Lorton Data hereby warrants and represents that:

- (a) all of its services shall be performed in a workmanlike manner in accordance with generally accepted industry standards, and
- (b) it shall not knowingly infringe upon any then existing intellectual property right of a third party.

EXCEPT AS PROVIDED IN THIS SECTION (6), LORTON DATA MAKES NO WARRANTIES OF ANY KIND AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE HEREBY DISCLAIMED, INCLUDING WITHOUT LIMITATION THAT THE SERVICES, PRODUCTS AND RELATED OPERATIONS PERFORMED HEREUNDER WILL BE ACCURATE OR FREE FROM ERROR, AND INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE IN THE TRADE.

(7) Disclaimers. LORTON DATA SHALL NOT BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE WORK OR PRODUCT HEREIN AUTHORIZED INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOST PROFITS, LOST SAVINGS, OR LOST DATA, OR FOR ANY DAMAGE RELATED TO THE USE OF OR INABILITY TO USE THE PROCESSED DATA GENERATED BY LORTON DATA EVEN IF LORTON DATA HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH DAMAGES. LORTON DATA'S TOTAL LIABILITY SHALL BE FOR THOSE DIRECT DAMAGES SUFFERED BY YOU DUE TO LORTON DATA'S PERFORMANCE UNDER THIS ORDER IN AN AMOUNT NOT TO EXCEED FEES ACTUALLY PAID BY YOU TO LORTON DATA FOR SERVICES DIRECTLY RELATED TO THE DAMAGES SUFFERED.

(8) Confidentiality. Lists, records, spreadsheets, manuscripts, diagrams, and/or graphics that You provide to Lorton Data shall be considered "Confidential Information". Lorton Data will disclose Confidential Information only to its employees and/or vendors who may need to know it in order to process Your Order, and to authorized persons designated by You. Lorton Data also agrees not to use such Confidential Information on its own behalf or for its own interest without Your prior consent. Confidential Information shall not include any information that (i) is or becomes available to the public through no fault of Lorton Data, (ii) is lawfully received by Lorton Data from a third party that is not subject to disclosure restrictions, (iii) is independently developed by Lorton Data without using Confidential Information, (iv) has been approved for public release by Your authorization; or (v) is known to Lorton Data without a duty of confidentiality prior to first receipt of it from You.

For data quality purposes, Lorton Data may compile statistical information on names and addresses, and information on individual address corrections. Such information shall belong to Lorton Data and shall not be considered Confidential Information as defined in this Section (8). Additionally, where data is submitted to the USPS for correction at Your request, the USPS may also retain such information.

(9) Force Majeure. Lorton Data shall not be in default by reason of any failure in its performance if such failure to perform is otherwise due to causes beyond the reasonable control of Lorton Data, which may include, without limitation, the failure of computers, equipment, or software, or the illness, disability or resignation of Lorton Data's personnel or contractors, to the extent that such default could not be resolved by Lorton Data with reasonable efforts.

(10) Subcontractors. Lorton Data shall have the right to subcontract any or all of its obligations to one or more parties, provided that Lorton Data shall oversee all work performed by subcontractors, and provided that Lorton Data shall remain responsible for the delivery and quality of the goods and/or services ordered herein.

(11) Governing Law. The provision of goods and services covered hereby and all Terms and Conditions hereof shall be governed by, construed and enforced under the internal laws (and not the laws of conflicts) of the State of Minnesota. All actions with respect hereto shall be brought in the state and federal district courts of Hennepin County, MN, and in no other jurisdiction.

(12) Entire Agreement. This Document is the final expression of the Terms and Conditions that govern all Orders placed by You with Lorton Data for the provisions of goods and/or services and may not be contradicted by evidence of any alleged oral agreement or other written agreement. Please read it and keep it for your records. Any unilateral purchase order shall be effective only to specify the services and/or goods ordered and the quantities, and shall be otherwise governed by these Terms and Conditions. If You purchase list rental products or services, the Lorton Data List Rental Terms and Conditions also apply, and are incorporated here by reference.

\* The terms "You" and "Your" as used herein refer to the customer ordering goods and/or services from Lorton Data. Rev 4 - 10/19/12