



BullsEye Telecom Voice Services *Service Level Agreement*

Performance Guarantee

At BullsEye Telecom, we back up our promises with one of the industry’s strongest guarantees for voice service performance and reliability. If our voice services are not performing to your satisfaction, in accordance with our service quality assurance, you are entitled to receive a credit on your invoice. This is just another way that BullsEye Telecom demonstrates its commitment to customer satisfaction.

On-Time Installation. BullsEye Telecom guarantees new voice service installation by the quoted activation date, contingent on the availability of services indicated on the serviceable lines. If BullsEye Telecom does not meet the expected installation date listed below, the customer is entitled to a credit.

Commitment:	Service Installation
	<u>Account Transfers:</u> <input type="checkbox"/> Transfer of existing services* to BullsEye Telecom Within 30 business days. <u>Lines:</u> <input type="checkbox"/> Existing and New Accounts: ○ Installation of new lines and services within 30 business days ^ψ . <u>Call Management Services:</u> <input type="checkbox"/> Changing Call Management Services on existing lines within 5 business days.
1 - 2 Year Term:	Credit for one full month of your monthly recurring bundled service charge.
3+ Year Term:	Credit for one full month of your monthly recurring bundled service charge, any overage charges and additional fees on the account for that same billing cycle.

Commitment:	Service Reliability
	BullsEye Telecom will resolve any service-related problems the first time. If any service related problem under this Service Level Agreement occurs twice within any 2-month period, the customer agreement relating to this Service Level Agreement can be terminated ♣.

* Services must be currently available and migratable from underlying service provider or a reseller of service providers’ services.

^ψ Installations of new lines that require site-visit or involve more than 4 lines are quoted on an individual case basis (ICB). BullsEye Telecom will meet or beat the quoted due date or guaranteed 30-business day installation interval.

♣ Problems caused by customer equipment or changes to their equipment or incompatibility with BullsEye Telecom’s (BTI’s) network or the network of any BTI suppliers are not covered under this agreement. Acts of god out of BullsEye Telecom or any BTI suppliers control are not covered under this agreement. BTI and its suppliers will do any and everything to correct these types of situations. To invoke this guarantee, customer must give written notice of the problem to BullsEye Telecom and allow BullsEye Telecom reasonable time to correct the problem. Written notice may be given by mail, email to contactbullseye@bullseyetelecom.com or by fax. *If a service related problem occurs and customer accepts a credit or negotiated settlement satisfactory to the customer from BTI as compensation of such problem, such acceptance of a credit or negotiated settlement constitutes agreement that service related problem is resolved to their satisfaction and is considered a waiver of the right to move affected location to another provider. Certain services such as PRI, T1 and other high cost services will require the customer to pay back any pre-paid NRCs or promotional credits provided under their agreement.*