



# Our Guarantee... Our Commitment to You

## VoIP Guarantee

Customers using BullsEye VoIP solution on a BullsEye Telecom-provided T1 service have the following service and pricing guarantee:

- If at any time you are dissatisfied with the call quality of the voice services provided via the VoIP seats on your account, BullsEye Telecom will make every reasonable effort to remediate the call quality problems you specify in writing.
- If BullsEye Telecom is not able to bring your VoIP-based voice call quality to levels that satisfy you, BullsEye Telecom will substitute the VoIP-based voice services with an equivalent level of alternative voice services.
- Pricing for your voice services will not change. The reconfiguration of your voice services will be performed at BullsEye Telecom's expense, unless it can be shown that the call quality problems identified by you are attributed to equipment or service configuration provided by you or by a vendor acting on your behalf, in which case you will bear part or all of the cost of the service change.
- The term of your service agreement will remain in effect.
- The T1 service implemented to support the account will remain in place for the term of your agreement, at the pricing specified in the agreement.

## VoIP AnyWhere Guarantee

Customers using BullsEye VoIP AnyWhere VoIP-based voice service have the following service and pricing guarantee:

- If at any time you are dissatisfied with the call quality of the voice services provided via the VoIP seats on your account, BullsEye Telecom will make every reasonable effort to remediate the call quality problems you specify in writing.
- If BullsEye Telecom is not able to bring your VoIP-based voice call quality to levels that satisfy you, BullsEye Telecom, at its sole discretion, will do one of the following:
  - Substitute the VoIP-based voice services with an equivalent level of alternative voice services.
    - Pricing for the voice services will not change; the reconfiguration of your voice services will be performed at BullsEye Telecom's expense, unless it can be shown that the call quality problems identified by you are attributed to equipment or service configuration provided by you or by a vendor acting on your behalf, in which case you shall bear part or all of the cost of the service change.
    - The term of your service agreement will remain in effect.
    - You will return to BullsEye Telecom the Analog Telephone Adaptor provided to facilitate the service.

Or

- You will be relieved of the obligations of the VoIP service contract, including the term of service, at the service location(s) at which service quality problems are demonstrated.
  - You will return to BullsEye Telecom the Analog Telephone Adaptor provided to facilitate the service.
- If you are using the BullsEye VoIP AnyWhere service in conjunction with a BullsEye Telecom-provided DSL or other broadband service, the service pricing and term for this component of your account will stay in place, at the pricing and for the term of service specified in your service agreement.