

# 90-DAY INTEGRA DIFFERENCE

## CUSTOMER SATISFACTION GUARANTEE

Integra Telecom guarantees 100% satisfaction for a period of 90 days from the installation of Integra Telecom's Services to you, if you are not satisfied with our Services for any of the reasons listed below, you may terminate the Contract upon written notice to us and return to your previous provider and Integra Telecom will waive any early termination fees under your Integra Telecom Contract:

- >> If, unless otherwise agreed, Integra fails to install your Services within 90 days of the date you sign the Contract (the "Effective Date").
- >> If you find that your invoice for the Services is incorrect and Integra Telecom fails to correct the billing problem.
- >> If you experience recurring specific problems with your Services caused by our network or equipment and Integra Telecom is unable to cure the specific problem or trouble.

To exercise this guarantee, you must provide written notice of the specific problems to Integra Telecom no later than 90 days after installation of your Services. You must also complete the Claim and Disconnect form (see reverse) and permit the company 30 days to attempt to resolve the issue.

Of course, as long as you are an Integra customer you will experience first hand the local, responsive service that has earned us the highest overall customer satisfaction rating in the industry.

INTEGRA SIGNATURE \_\_\_\_\_  
SENIOR VICE PRESIDENT  
OF ARIZONA

MARK GEISELMAYR

DATE \_\_\_\_\_



RESPONSIVE. RELIABLE. LOCAL.

# CLAIM AND DISCONNECT FORM

To exercise the Satisfaction Guarantee, please complete the following form, make a copy for your records and mail to Integra at the address listed below.

INTEGRA TELECOM OF ARIZONA | 3540 EAST BASELINE RD, SUITE 100 | PHOENIX, AZ 85042

I am not 100% satisfied with Integra Telecom's services. I plan to switch back the following services to my previous provider:

Local       Long Distance       Internet Access       Network Services

Installation Date \_\_\_\_\_ Contact Name \_\_\_\_\_

Company Name \_\_\_\_\_ Account No. \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Reason for dissatisfaction (please describe):

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CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

This guarantee is provided to new customers purchasing standard products under standard terms and conditions. It is intended to allow them to return to their previous provider if they are not satisfied with Integra's service. This offer excludes customers receiving non-standard products or for whom Integra Telecom performed unique construction or configurations. To exercise this guarantee, it must have been signed by Integra Telecom Senior Vice President of Arizona and noted on your contract. You must provide written notification of your intentions to Integra Telecom no later than 90 days after installation of your services.

