



*World Class Service.
Cutting Edge Technology.
Sound Advice.
Superior Value.*

Customer Satisfaction Pledge

Cavalier understands how important voice and data services are to your business. We take our responsibility seriously and are dedicated to providing unsurpassed service reliability and customer support. We've developed a Business Customer Satisfaction Pledge to help clearly explain the levels of service you can expect to receive from Cavalier. It's our way of showing you that we're serious about keeping you satisfied with your decision to depend on Cavalier.

Service Delivery

When you order new business services from Cavalier, expect a smooth and timely transition with plenty of communication

T1 Services The installation of your new services is managed by a Cavalier Project Coordinator. This single point of contact will call and email with updates until your service is installed.

Your services will be installed in 30 business days or less.

ADSL and Local You'll be contacted when we begin your order and again just prior to the conversion to Cavalier.

Your services will be installed in 15 business days or less.

Most importantly, if you are not completely satisfied with the installation of your new services, we will make it right or you may cancel your service without penalty.

Service Repair

Once your service is installed, our highest priority is to deliver unsurpassed reliability. In the event of a service disruption, our highly skilled Field Operations team will do whatever it takes to repair service as quickly as possible.

Communication When you contact Cavalier with a repair issue, we pledge to keep you informed of our repair efforts. You will get an initial call back within 2 hours of opening a ticket. We'll also contact you when we close or refer the ticket.

Escalations Cavalier is committed to repairing service disruptions as quickly as possible. You may escalate any unresolved repair instances after 6 business hours for T1 products and 12 business hours for ADSL and Local service.

You are entitled to receive credits for service disruptions. Complete details are available in the Master Services Agreement between Cavalier and the customer.





Business Customer Satisfaction Pledge

The Business Customer Satisfaction Pledge represents Cavalier's operational promise to install your new services in a timely manner and respond quickly and effectively should your services ever require repair.

Service Delivery

We are committed to delivering your new service on time, and keeping you informed along the way. The following is what you can expect during the installation process:

T1 Products

- A welcome call and email from a Project Coordinator, during which time they will review your order with you, and provide you with their direct contact information to include a direct phone number and email address.
- A second call and email to advise you of what date our vendor will be delivering the facilities that are required for your service. During this call they will schedule a date and time to install Cavalier services.
- A completion call and email after the conversion to verify that all services are installed and working properly.

We also understand that questions arise during the installation process, and should you need to call Cavalier, we pledge to respond quickly.

- Your Project Coordinator will respond within 4 business hours to your voice message or email inquiry.
- If the Project Coordinator is unable to provide what you need, and you need to escalate, any calls or emails to a Supervisor or Manager will receive a response within 2 business hours.

Stand Alone Local Service

- A welcome call and email within 5 business days of Cavalier order acceptance. During this call the details of your local service order such as features and any hunting configuration will be reviewed.
- A firm order confirmation call and email within 5 days of the welcome call. During this call, you will receive details on when your new Cavalier service will be operational including when any existing local number(s) will be ported to Cavalier.



Business Customer Satisfaction Pledge

Service Delivery (continued)

Installation Interval

We're committed to delivering your new service on time, and we're confident in our ability to do so. Our goal is to install T1 service within 30 business days and DS0 services (stand alone local, ADSL) within 15 business days.

Installation Satisfaction

Getting your new services installed quickly is important, but your complete satisfaction is our ultimate goal. If you are not completely satisfied with the service delivery of your new services, we will make it right or you may cancel your service without penalty ^a.

Service Repair

Once your service is installed, our highest priority is to deliver unsurpassed reliability. In the event of a service disruption, our highly skilled Field Operations team will do whatever it takes to repair service as quickly as possible.

Communication

When you contact Cavalier with a repair issue, we pledge to keep you informed of our repair efforts. You will receive an initial call back from a Repair Specialist within two hours of opening a ticket. During this initial call, we will update you with the current status and set expectations for next actions.

We also pledge to keep you informed if the status of your repair ticket changes such as:

- Tickets referred to ATT/Verizon/Cable or Cavalier Technicians
- Tickets that change vendor ownership
- Referred to Central Office
- Referred to Field Service Technician
- If the ticket is opened prior to 11AM, a mandatory same day evening call will be made to the point of contact if not resolved.

Cavalier will also contact you prior to closing the repair ticket.

Mean-Time-To-Repair

Cavalier is committed to repairing service disruptions as quickly as possible. The customer or Sales Agent may escalate any unresolved repair instances after 6 business hours for T1 products and 12 business hours for non-T1 products such as stand-alone local service or ADSL.

Cavalier will issue credits for service outages per the schedule contained in the Master Service Agreement.



Business Customer Satisfaction Pledge

Details

^a - The installation satisfaction commitment applies to new orders with a customer signature date after June 10, 2007. Cavalier guarantees service performance for its customers, whereby customer may terminate service without incurring termination fees if Cavalier fails to provide service at a commercially reasonable level within 30 business days of installation. The installation satisfaction commitment is subject to and limited by customer's contract with Cavalier and the terms and conditions below:

- Installation satisfaction commitment is limited to the performance related issues with the service: This includes service quality, service outages and service interruptions.
- Customer agrees to promptly open a service ticket with Cavalier for any performance related issue.
- Customer shall give Cavalier the opportunity to identify, review and remedy the performance issue.
- Customer may not invoke the installation satisfaction commitment if Cavalier successfully rectifies performance related issue(s) within 72 hours.
- Installation Satisfaction Commitment is not available for performance related issues caused by a third party, acts of god, or force majeure events.
- Customer shall give Cavalier written notice of its intent to invoke the installation satisfaction commitment within 30 business days following installation of the specific service. Notice must be sent by email to Installguarantee@cavtel.com.
- Written notice shall include company name, contact information, account number and specific performance issue.
- Customer shall pay for any waived installation charges plus recurring, non-recurring and usage charges through the date service is terminated by Cavalier.
- Customer shall be responsible for switching carriers, including all costs associated therewith.