

BullsEye Telecom Corporate Advantage Service Level Agreement

Provisioning SLA

Commitment:	On -Time Migration Transfer of existing services to BullsEye Telecom within 10 business days and error free in accordance with the scheduled implementation plan.*
Time to correct:	2 business days

* Services must be currently available and capable of being migrated from partnering RBOC or a reseller of RBOC services. Facilities-based locations are excluded from this commitment as well as any individual case basis arrangements made between Customer and BullsEye Telecom.

Customer Service SLA

Commitment:	Account Maintenance Change in Call Management Services within three (3) business days of request.
Time to correct:	1 business day

Commitment:	Service Response and Repair <u>Response Time:</u> BullsEye Telecom will respond with our understanding of the repair issue and status of the repair resolution within one (1) hour. ♣ <u>Repair Time:</u> BullsEye Telecom commits to repair any BullsEye Telecom service related issue within a 24-hour period. ♣
Time to correct:	1 business day

Commitment:	Service Reliability BullsEye Telecom will resolve any service-related problems the first time within the Service Response and Repair Time stated above. If any service related problem under this Service Level Agreement occurs twice within any 2-month period, only the affected customer location relating to this Service Level Agreement can be moved to another provider without penalty. ♣
Time to correct:	1 business day

* 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.

Billing SLA

Commitment:	<p>Invoices</p> <p><u>Receipt of Invoices</u> BullsEye Telecom guarantees that invoices will be postmarked and mailed, available for viewing and printing online, or electronically transmitted within 6 business days from the date the billing cycle ends.</p> <p><u>Invoices Online</u> BullsEye Telecom will make all invoices available online.</p> <p><u>Consolidation of Invoices</u> BullsEye guarantees that every service location will be consolidated onto one master invoice and all service locations will be on the same billing cycle.</p> <p><u>Invoice Detail</u> BullsEye Guarantees that all product charges on invoices will be detailed.</p>
Time to correct:	1 billing cycle

Reporting SLA

Commitment:	<p>Reporting</p> <p><u>Call Detail Record's</u> BullsEye Telecom will make available online Call Detail Records for all locations. The CDR's will include detail for Local, Local Toll and Long Distance Call.</p> <p><u>Summary Management Report</u> BullsEye Telecom will make available summary management reports by account and by line for each billing cycle. These reports are available in either a PDF format or .CSV format</p> <p><u>EnCOMPASS Reports</u> BullsEye Telecom will make available outbound traffic reports for each billing cycle and inbound Toll Free traffic reports.</p> <p><u>Repair Reports</u> BullsEye Telecom will make available report that lists lines or locations that have had multiple problems over time.</p>
Time to correct:	1 billing cycle