

### **BullsEye Customer Dispute and Claim Resolution**

Customer shall have the affirmative obligation of providing written notice of any dispute with an invoice within 30 days after the date of the invoice. The dispute notice shall include sufficient detail for BullsEye Telecom to investigate the dispute. Customer may withhold payment only on the amounts that have been properly disputed. Customer may not withhold payment of amounts disputed after such 30-day period. Customer is deemed to have waived its dispute rights for that invoice and to have agreed to pay the same. If Customer has provided sufficient detail for investigation of the dispute, BullsEye Telecom will use reasonable efforts to resolve and communicate its resolution of the dispute. If the dispute is resolved in BullsEye Telecom's favor, any amounts to be paid by the Customer shall be subject to the late payment charges retroactive to the due date of the disputed charges. Notwithstanding anything herein to the contrary, Customer shall not withhold any disputed amounts while its BullsEye Telecom account is delinquent, and claims of fraudulent usage shall not constitute a valid basis for a dispute. Customer shall remit timely all amounts that are not disputed and shall not withhold payment for any charges not properly disputed in accordance with the foregoing procedures.