

# COMMITMENT TO EXCELLENCE

Verge Network Solutions, Inc. is committed to supplying its customers with the latest in telecommunications technology solutions, but more important, Verge has established itself as the leader when it comes to supplying the level of "customer excellence" expected today. We are so committed in the pursuit of this objective that we hereby provide the following guarantees and commitments to our customers:

## Guaranteed Satisfaction

We recognize any investment involves some degree of risk, but we are willing to significantly reduce your risk by providing an unconditional ninety (90) day satisfaction guarantee. If for any reason you are not satisfied with your decision and investment in a new communications system from Verge Network Solutions, Inc. within the first ninety (90) days after installation, then we will refund your entire investment.

## Exclusive Service Commitment

If we do not respond to your emergency service call within four (4) hours, we will provide six (6) months of additional Maintenance/Warranty, at NO CHARGE! \*

Major malfunctions, which are defined as an emergency, are the following:

- No incoming or outgoing telephone service;
- No station to station calling within the telephone system;
- Inability of the attendant console to answer and/or transfer calls;
- Fifty percent (50%) or more of the C.O. trunks and/or stations are inoperable.

## Free Remote Programming

We will perform all minor and routine Remote Programming at NO CHARGE as long as your system is covered under our Maintenance Support Agreement. Minor is defined as tasks, which can be completed within thirty (30) minutes. Our goal is to complete each service request within twenty-four (24) hours. (A system modem, IP Address, and/or line access is necessary to provide this service.)

## Guaranteed Responsiveness - Moves, Additions, & Changes

Our goal is to perform all moves, additions or changes to your system on your requested time schedule, with our standard objective of providing the service within forty-eight (48) business hours of your request. In the event we fail to respond within our forty-eight (48) hour objective, or any other date and time we may have committed to you, we will discount the billing for the requested service work by ten percent (10%).

(Our normal service hours are 8:00 a.m. to 5:00 p.m., Monday through Friday (holidays excluded). After hours and weekend support are available at additional cost.)

## Communications Coordination

We will act as your agent and single point-of-contact for all of your communications needs. As such, we will provide full network coordination between your local and long distance providers, including contract negotiation, service orders, and billing service problem resolution. (A Letter of Agency will be required to authorize Verge to act as your representative.)

## Continuous Education

We will provide complete end user training prior to installation, and we will continue to provide ongoing training classes post-installation, to ensure your staff is utilizing the full capabilities of your communications system. All training is at No Charge while your system is covered by our Maintenance Support Agreement.

## Professional Staff

We commit to maintain a knowledgeable and experienced staff with the highest level of industry experience, to support your account. Each Manager, Account Executive, and Technician has a minimum of five (5) years of experience in the telecommunications industry, providing you with the most experienced and knowledgeable staff of professional telecom specialists in Oklahoma.

\* NOTE: VERGE NETWORK SOLUTIONS, INC. IS NOT LIABLE IF THE FOUR (4) HOUR RESPONSE IS PREVENTED BY "ACTS OF GOD" OR REASONS BEYOND ITS DIRECT CONTROL.



A handwritten signature in blue ink that reads "Glen Patterson".

SIGNATURE

PRESIDENT

TITLE

JULY 28, 2008

DATE

VERGE NETWORK SOLUTIONS, INC. 12308 HIDDEN FOREST BLVD. OKLAHOMA CITY, OK 73142