



• *Customer Satisfaction Guarantee* •

Thank you for choosing Velocity Telephone, Inc. You deserve the security of knowing that you have chosen a company that stands behind its recommendations and is committed to meeting and exceeding your expectations. That is why we provide you this Customer Satisfaction Guarantee.

Solutions

We are committed to providing you with reliable solutions. If you are not fully satisfied with our solutions, all we ask is that you give us a reasonable opportunity to understand and correct the situation and exceed your expectations. If we have not resolved your issue to your satisfaction, please provide me a written summary of your issue with your account number, a description of the issue and what is not corrected to your satisfaction, along with your contact information and I will personally respond to resolve your issue. If I can not provide you a reasonable solution to your issue, I will work with you to return your service back to your previous provider.

Service

We are dedicated to handle any service issue in a timely manner. Our service technicians are on call 24 hours a day, seven days a week. To report a service issue please call us at (763) 222-1000 option 3 and detail your service issue along with contact number where you can be reached. You can expect us to be proactive with you and any service outage you may experience. Frequently our technicians will be aware of an outage and be working to restore the service before you reach us.

Savings

We know that savings is a critical element for business today. That's why we guarantee that we will always be competitive. We promise that the rates for our solutions will always be comparable to the market rates for solutions of comparable quality. If we lower our prices below what you are currently paying for your solution, we will give you the option to move to the lower priced solution, whenever you meet the terms and conditions of the lower priced offer.

James A. Hickle

Jim Hickle, President



"Solutions, Service and Savings - FAST!"

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Velocity Telephone, Inc. is a USFamily Company