



Service Guarantee Full Term 3 Business Days

This Addendum amends and modifies the Telecommunications Account Agreement (TAA), Master Service Agreement (MSA) or Service Agreement (referred to herein as "Agreement") between U.S. TelePacific Corp. d/b/a TPx Communications and/or its affiliated companies ("TPx") and Customer.

You may terminate this Agreement without further obligation if the Services provided by TPx are not substantially performing up to industry standards during the term the Services are available for your use. If you elect to terminate the Agreement according to this guarantee, TPx will reimburse you for all reasonable costs incurred by you to re-establish service with its previous service provider, not to exceed the amount that you paid to TPx for installation of the Services. This Service Guarantee only applies if the cause of the Service deficiency was within TPx's reasonable control; you ordered at least the amount of Services recommended by TPx to meet your traffic volumes; and TPx fails to correct the Service deficiency within 3 business days after receiving written notice from you of the deficiency given during the term of the contract.