

**16. PROMOTIONS**

**16.1 SPECIAL PROMOTIONS (Cont'd)**

**ISDN SINGLE LINE SERVICE PROMOTION**

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During a promotional period from July 26, 2003 through September 26, 2003, customers subscribing to Flat-rated ISDN Single Line Service under a one, two, three or five-year rate stability agreement will receive one month free service and nonrecurring charges will be waived. Existing customers on month-to-month service can take advantage of the one month free service by migrating to a one, two, three or five-year contract. Flat-rated month-to-month and term customers will also receive Satisfaction Assurance. Customers experiencing multiple trouble reports within 60 days of installation will, upon request, be released from the term agreement without contract Termination Liability charges and/or the one month minimum billing requirements when applicable. Satisfaction Assurance is only available within the first 60 days following installation and the customer will be released from their contract and billed for the time they had the service. Satisfaction Assurance applies only to the ISDN Single Line transport product and not to other services that may work in conjunction with ISDN Single Line Service.

This promotion is only available where it is technically feasible to provide services and where facilities are available. Contracts must be signed by September 26, 2003, and the customer requested installation date may be no later than November 25, 2003.