

# SpectrumVoIP™

## Cancellation Addendum



During the period before the funding of the Rental Agreement, the Account Holder has the right to cancel the transaction, installation, and service with Spectrum VoIP if for any reason Account Holder deems the product and service delivered and installed to be unsatisfactory.

In the event of unresolved VoIP Quality-of-Service (QoS) issues that affect reasonable business performance, the Account Holder shall have the right to cancel this contract without further obligation if Spectrum VoIP does not or cannot resolve the issue in 5 working days. QoS issues are defined as audio quality problems caused by Spectrum VoIP's service, network, or its wholesale carrier partners. QoS issues are typically described as dropped calls, dropped audio during a call, echo, delay, or static. If a third-party carrier or Account Holder's internet connectivity or reliability is the reason for the QoS then Account Holder does not have the right to cancel as contemplated in this Addendum.

As outlined in the *Master Services Agreement*, Spectrum VoIP will bill the Account Holder for the VoIP service, and the equipment leasing company will bill the account holder for the equipment on the Rental Agreement. If Account Holder cancels service with Spectrum VoIP for any unresolved QoS reason outlined above after the funding of the Rental Agreement, Spectrum VoIP will release the Account Holder from future obligations to Spectrum VoIP, and assume or buy out the Rental Agreement. A 30-day written cancellation notice will need to be sent to SpectrumVoIP for processing of this request. The Account Holder's phone numbers can be released to another carrier without delay should the Account Holder decide to move service. Account Holder is obligated to pay the Rental Agreement and VoIP service up until the effective date of any cancellation. In the event Spectrum VoIP, pays any early termination fee on Account Holder's behalf and Account Holder elects to cancel for unresolved QoS the amount paid for termination fees must be reimbursed to Spectrum VoIP before Spectrum VoIP shall have any obligation to assume or buy out a Rental Agreement. For customers with multiple locations the ability to exercise this Cancellation Addendum shall be on a per-location basis. Only the location(s) with unresolved QoS shall be allowed to cancel as described above.

This Cancellation Addendum is not binding on Spectrum VoIP unless it is signed by both Account Holder and an Officer of Spectrum VoIP before equipment installation or delivery by Spectrum VoIP.

Account Holder:

\_\_\_\_\_  
Signature and Date

\_\_\_\_\_  
Printed Name and Title

SpectrumVoIP Representative:



\_\_\_\_\_  
Signature and Date

Erik Sedgwick, SpectrumVoIP Chief Compliance Officer  
Printed Name and Title