

TERMS & CONDITIONS DOCUMENT

Section 22 - Change of Service Providers

22.1 Solicitation of Customer Authorization for Service Termination and Transfer

Solicitations by the Company, or its agents, of Customer authorization for termination of service with an existing carrier and the subsequent transfer to a new carrier must include current rate information on the new carrier and information regarding the terms and conditions of service with the new carrier. Solicitations by the Company, or its agents, must conform with applicable state and federal laws. All solicitations sent by the Company or its agents to Customers must be legible and printed in a minimum type size type of 10 points.

22.2 Unauthorized Service Termination and Transfer (“Slamming”)

The Company will be held liable for both the unauthorized termination of service with an existing carrier and the subsequent unauthorized transfer to its own service, as set forth in applicable law. The Company is responsible for the actions of its agents that solicit unauthorized service termination and transfers and in such cases shall restore the Customer’s service to the original carrier without charge to the Customer.