

More reasons to Choose Mpower!

Term Agreements

Price Protection Guarantee

Mpower Price Protection Guarantee

- Mpower guarantees not to increase rates during the term of the customer commitment, excluding taxes and surcharges. If at any time during the term of the agreement, Mpower standard pricing decreases, the customer will be granted "price review" and the option of "early termination" of the current term agreement and execute a "new" term agreement with revised rates.
- Standard pricing is defined as "Minimum Service Contract" rates
 - POTS – month to month; SDSL – 1 year; T-1 Integrated, T-1 Data and T-1 Trunks – 1 year
- Does not apply to promotions; Does not apply to service packages no longer offered; Does not apply to special pricing received via individual-case-basis or non-standard products.

Service Guarantee

Mpower 90 Day Service Guarantee

- If for any reason the Customer is not satisfied with Mpower service after installation, Mpower will allow the customer early termination and credit the initial installation charges to their last invoice.
- **Qualifications:**
 - Qualifications apply to all Term Agreements.
 - Customer must notify Mpower in writing their desire to exercise this option
 - Mpower will have 3 business days to correct any service dissatisfaction
- Customer must provide Mpower a completed Service Guarantee Form at the time of the service dissatisfaction.
- Mpower will credit the initial service installation charges (NRC) toward your last invoice.
- Mpower will not credit any charges for CPE.
- Does not apply to term agreements with non-standard pricing or non-standard products, or non-standard terms and conditions (ICBs), or Non-Standard Installations.