

United Telecom, Inc. Credit Policy

Each customer's experience is unique regarding requests for refunds/credits. Because of this uniqueness United Telecom Inc has established the following credit policy:

Should United Telecom, Inc. experience problems providing a fully authorized and complete third party audio taped recording to any customer a full credit will be automatically issued to the subscriber.

The customer can cancel at any time by calling customer service at 1-888-381-5903 or by writing to the company at 3550 Wilshire Boulevard, 17th Floor, Los Angeles, California 90010.

If the customer calls within the first billing cycle and disputes the charges customer will be given the credit for the first 30 days no supervisor approval will be required in order to approve this credit. CSR(s) will be able to issue this courtesy credit without any hesitation.

After the first 30 days of Usage and/or up to the first 90 days credits can be issued at CSR discretion based on various things such as Usage level, value the service provides to the customer, and/or conversation with the customer all keeping in mind that United Telecom, Inc. strives to provide excellent customer service and maximum customer satisfaction.

Furthermore customers calling post 90 days CSR(s) are given approval to issue a onetime courtesy credit for 1 billing cycle. No supervisor or additional approval will be required to issue the credit.

As stated above each situation is different any credits which is more than 90 days or \$400.00USD will require a supervisor approval and/or additional review. Decision will be made based on the given situation or basis customer is requesting the credit for. The decision period for any and all credit will be no more than 24 business hours.

All credits will be submitted for processing within 24 Hours and upon issuance of the credit customers will see the credit issued posted on their local phone bill within one to two billing cycle(s).