

# Customer Bill of Rights

**As a customer of Northeastern Communications, Inc.  
you can expect the following:**

- ❖ Same business day response to phone calls, e-mails and web inquires
- ❖ Fair, reasonable and expedient complaint resolution
- ❖ Polite, courteous and respectful customer support staff
- ❖ Easy phone and email access to our customer support staff with minimal wait or hold times
- ❖ Professional, high quality service
- ❖ Same day/next day response to field service requests
- ❖ Return of defective parts
- ❖ Notification of repair estimate and cycle time when equipment is received and processed for repair
- ❖ Notification of changes to the original repair estimate and cycle time
- ❖ Prompt notification of repair and order completion
- ❖ Prompt receipt of a detailed invoice