



Satisfaction Guarantee Claim Form

3-Month Guarantee Claim Instructions

Cancellation Notification: This form needs to be completed and submitted within THREE MONTHS of purchasing your Web Hosting or Dial Access account if you are unsatisfied with the service.

To qualify for the 3-Month Guarantee and receive a refund of your Web Hosting and Dial Access fees paid, complete the following information, make a copy for yourself, and send the original claim, via certified mail or overnight delivery signature required, to the address shown below. Notification must be postmarked no later than three months after your service started with Concentric and was charged to your credit card.

I am not 100% satisfied with Concentric™ services. I plan to switch back the following services:

- Web Hosting
- Dial
- Both Web Hosting and Dial

Today's Date _____
Installation Date _____
Your Name _____
Company Name _____
Concentric Account No. _____
Service Address _____
City _____ State _____ Zip _____
Phone _____ Fax _____
Email _____

Reason for dissatisfaction:

Service Product Price Billing Outage Closing/Moving Business Other:

Signature _____

For questions or assistance, call 888-495-9696 or write:

Concentric Customer Care (Code: MBG)

XO Communications

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