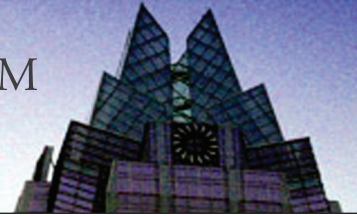


QUALITY-ONE: HIGH PERFORMANCE PROGRAM

OUR COMMITMENT TO CLIENT SUPPORT AND SERVICE



The QUALITY- ONE Promise

QUALITY- ONE represents DoubleHorn's commitment to client support and service. This program ensures that every employee who interacts with our customers or touches our network in any way has been through a thorough quality certification program, including:

Service Delivery

Client Support

Operations

Product Knowledge

Network Technology

Sales and Marketing

Certification is awarded to employees annually based upon achievement of competencies, standards, and metrics defined by their job. Training and mentoring programs are in place to guide all targeted employees toward certification. Employees who achieve certification in more than one position will earn a Master QUALITY- ONE Certificate.

DoubleHorn Communications Certified personnel are empowered to deliver the best customer service and solutions available anywhere. Our clients receive the highest service levels and access to the most well rounded employees with unsurpassed personal interaction across the communications industry.