

Novinium Quality Statement

Novinium's policy is to conduct its business in a manner that provides the highest level of quality and reliability to our customers. The Novinium® brand is embodied by the procedures set forth in the Novinium Rejuvenation Instructions or NRIs. The most up-to-date versions of these NRIs are available at: www.novinium.com/instructions.aspx.

NRIs are mandatory. It is not permissible for Novinium personnel or Novinium channel partners or their employees to deviate from the instructions promulgated in the NRIs without the express written permission of Novinium engineering. Such permissions are provided in the form of an "Authorization to Deviate" memorandum and may only come from the Management of Novinium Engineering.

Quality is the responsibility of everyone in the chain of delivery for all Novinium technology. Failure by any entity (individual or corporation) to uphold the quality requirements set forth in the NRIs requires immediate corrective action. Repeated failure will result in dismissal for individuals or constitute cause for the termination of a contract with corporations or other legal entities.

Quality is transparent. All Novinium brand work is subject to verification and validation. The verification and validation steps may occur concurrently with the work or after the work is complete. All deviations from procedures are noted in the Novinium Injection Tracking System or NITS. All corrective actions are also provided in the "comments" field. The NITS database is accessible to the end-use customer.

Certification is mandatory. All Novinium brand work may only be provided under the direct supervision of at least one Novinium Certified field technician. Certification may only be awarded through a demonstration of excellence in a written test and by concurrence of a Novinium Certified Trainer after at least two days of field observation.

When we mess up, we make it right. All Ultrinium™ brand work is backed by an unconditional money-back warranty. When we discover our own mistakes, we fix them on the spot. Unnecessary excavation occurs occasionally, when the time-domain reflectometer (TDR) or radio-frequency (RF) locator provide conflicting data on splice or neutral location. Unnecessary excavation does not occur often; when it does we do not charge the circuit owner for our efforts on their behalf.

signature on file

Glen Bertini

President

February 8, 2010