

I-TEM Association Code of Ethics & Statement of Principles

1. TEM Service Providers need to maintain absolutely carrier neutrality and independence in order to provide the best and most objective recommendations and services to their customers, to insure that each and every recommendation is based solely in the best interests of those customers.

2. TEM Service Providers need to significantly embrace technologies and best practices to provide the best services to their customers and to most efficiently provide the value that TEM provides to those customers.

3. The I-TEM Association will promote market awareness of the need for TEM providers to be carrier independent, and the necessity for customers to choose providers whom are independent and to be cautious about claims of neutrality from non-independent providers.

4. The I-TEM Association will promote market awareness of the need for customers to understand the real value proposition of TEM, and how I-TEM Member companies, through the use of technologies, best practices and years of knowledge and experience will insure that their outsourced TEM engagement delivers the most savings and the best ongoing management of their telecom dollars.

5. The I-TEM Association will provide a forum for TEM service providers to discuss the marketplace, publish white papers, promote their own services in the spirit of healthy competition, and act as an educational resource for current and potential TEM customers.

The undersigned attests that their organization fully adheres to these principles:

Company Name	Signature	Name	Title
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