



August 29, 2011

## IMPORTANT MESSAGE REGARDING YOUR INVOICE

Dear Valued TelePacific Customer:

Your TelePacific invoices mailed after October 1, 2011 will include some presentation changes. We have completed the transition of your account to a new billing system and now offer improved detail on service descriptions and discounts. Additional changes are detailed in this notice.

***The following invoice features remain the same.***

- Total monthly recurring charges (MRCs)
- Usage ratings and price-per-minute
- All fees, surcharges and taxes
- Billing cycle interval

***What changes should I expect?***

**Service Descriptions**

Your existing services have been mapped to TelePacific-equivalent services and will appear on your invoice under the TelePacific product names presented below.

<u>Former O1 Communications Service</u>	<u>TelePacific Equivalent Service</u>
Data Bundles, Internet and Data T1s (Internet services)	Dedicated Internet Access (DIA)
MPLS Add-on (VPN)	OneNet
VoiceStream (dynamically allocated voice)	SmartVoice
VoicePoint (non-dynamically allocated voice)	Flex Service
Dedicated PRI (traditional voice PRI)	Voice Only PRI
SuperTrunk (TDM or traditional CAS voice)	SuperTrunk
Measured Business Lines	Business Line Custom (BLC)

**California Teleconnect Fund (CTF) Discounts**

Customers currently receiving services discounted under the CTF program will now see the full price of services represented on their bills. The CTF discount will appear as a credit in the Adjustments section.

**New Account Number**

Beginning with your October billing statement, you will be assigned a new TelePacific account number. Our Customer Care team can service your account inquiries referencing your old account number or your new account number.

**Payment Due Date**

Your payment due date is changing from the 25<sup>th</sup> day of the month to the 22<sup>nd</sup>.

**Directory Assistance Charges**

Calls to directory assistance will be billed at \$1.50 per call rather than your previous rate of \$.75 per call.

**Emergency Call Response Center (ECRC) 911 Charges**

Calls to 911 originating from TelePacific numbers must correspond with their caller ID information or “caller ANI”. Otherwise, a \$200 fee per call will be assessed for special handling by the ECRC. To avoid these fees and ensure timely 911 call handling, please contact your PBX vendor to confirm your phone system is sending only TelePacific assigned telephone numbers.

**Online Bill Payment Option**

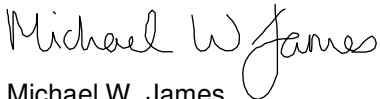
You now have the option to view and pay your TelePacific invoice online through our OneCentral portal at [www.telepacificonecentral.com](http://www.telepacificonecentral.com). This portal can also be used to submit and track trouble tickets. To setup your OneCentral account, please contact our Customer Care team at 877-789-8722, option 3.

**Support and Trouble Tickets**

<u>OneCentral Account Setup</u>	1-877-789-8722 option 3 or, <a href="mailto:Customer_Care@telepacific.com">Customer_Care@telepacific.com</a>
<u>New Trouble Tickets</u>	<a href="mailto:Customer_Care@telepacific.com">Customer_Care@telepacific.com</a> or, Online: <a href="http://telepacificonecentral.com">telepacificonecentral.com</a>
<u>Customer, Billing and Technical Support</u>	1-877-789-8722

View a detailed invoice explanation at [www.insidetelepacific.com](http://www.insidetelepacific.com). From the “Support” menu, select “TelePacific” and click on the user guide “Understanding Your Bill”. If you have any questions, TelePacific’s Customer Care team is happy to assist you at 1-877-789-8722, option 3.

Sincerely,



Michael W. James  
Senior Vice President, Customer Experience  
1-877-789-8722