

## Important Notice Regarding Changes to Your Bill



On November 1, 2011 TelePacific is making changes to your invoice. These changes affect Government Taxes and Other Fees and Other Charges. They are necessary to ensure our compliance with Truth in Billing regulations and changes in underlying costs. For the majority of our customers these changes will be billing neutral.

This notice provides the details associated with these modifications.

### Changes Effective November 1, 2011

The **Government Taxes and Other Fees** section of your invoice will be titled Government Fees and Taxes.

The section titled **Other Charges** will remain as such.<sup>i</sup>

**Administrative Service Fee (ASF)** is an existing fee based on monthly charges on each invoice. It is calculated based on all billed monthly recurring charges (MRCs) and pro-rated recurring charges, all billed usage including local, intraLATA toll, intrastate, interstate and international long distance, inbound toll free, wireless voice, SMS and wireless data usage, call completion, call trace, Conference Central, TeleBlock, collect calls and directory assistance (collectively referred to as "Usage" below), and End User Common Line Charge (EUCL) charges.

As of November 1, 2011 the ASF will increase to \$30 on invoiced charges as noted above up to \$1000.00. Invoices over \$1000.00 will be charged 3% of those charges. ASF will continue to be found under the Other Charges section of your invoice.<sup>ii</sup>

**Carrier Cost Recovery Fee** is a new fee, permitted by your existing contract that applies to non-Tariffed Services that are impacted by price increases imposed on TelePacific by the providers of the underlying network facilities used to provide the Services. The initial fee is 0.7635% and is applied to all billed MRCs and pro-rated recurring charges, Usage and End User Common Line Charge (EUCL). The Carrier Cost Recovery Fee may be found under the Other Charges section of your invoice.

Effective November 1, 2011, there will be a 0.7635% Carrier Cost Recovery Fee on the monthly charges on each invoice. The percentage fee will be reviewed quarterly based on then-current costs.<sup>iii</sup>

Effective November 1, 2011, the **Carrier Internet Service Access Fee** will be discontinued and will no longer be reflected on your invoice.

Effective November 1, 2011 the **Federal Universal Service Fund Surcharge** is being renamed the Federal Universal Service Fund Fee and may be found under the Other Charges section of your invoice.

Effective November 1, 2011 the **FCC Charge for Network Access (EUCL)** is being renamed the End User Common Line Charge (EUCL) and will continue to be found under the Other Charges section of your invoice.<sup>iv</sup>

**Local Number Portability Fee (LNP)** service charge is a new fee assessed to recover costs of compliance to allow customers to retain their telephone numbers when changing local providers. The LNP charge is not subject to any discounting and does not contribute to any monthly minimum usage guarantees. The LNP service charge may be found under the Other Charges section of your invoice.

Effective November 1, 2011, there will be a \$0.31 per line or \$1.55 per trunk Local Number Portability charge per month. SmartVoice services are excluded from LNP. This charge will be reviewed quarterly to reflect the then current cost for maintenance of this capability.<sup>v</sup>

Effective November 1, 2011 the **State Universal Service Fund Surcharge** is being renamed State Universal Service Fund Fee and may be found under the Other Charges section of your invoice.

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<sup>i</sup> For legacy Mpower customers, the Industry Fees and Surcharges section of your invoice will be titled Other Charges.

<sup>ii</sup> For legacy Mpower customers, ASF will remain in a section by itself.

<sup>iii</sup> Rates are available on TelePacific's customer website, InsideTelePacific here:  
<http://www.insidetelepacific.com/rates/rates-telepacific.asp>.

<sup>iv</sup> For legacy Mpower customers, the Federal Line Charge is being renamed the End User Common Line Charge.

<sup>v</sup> Rates are available on TelePacific's customer website, InsideTelePacific here:  
<http://www.insidetelepacific.com/rates/rates-telepacific.asp>.