



## Customer FAQs

On Monday, December 22, 2010 MegaPath, Inc. and TelePacific Communications announced an agreement which will allow TelePacific to acquire NextWeb, Inc. dba Covad Wireless.

TelePacific will assume ownership and operations responsibility for Covad Wireless following regulatory approval.

### 1. About TelePacific Communications

TelePacific Communications is the leading competitive telecommunications carrier that serves customers throughout California and Nevada. TelePacific is headquartered in Los Angeles and has customer care centers in Los Angeles and Stockton in California and Las Vegas in Nevada. In business since 1998, TelePacific provides services through a combination of TelePacific-owned switches and network infrastructure, including its own and leased robust fiber-optic network assets. Offering local and long distance voice, dedicated Internet access, private networking and data transport services as well as enhanced business services TelePacific manages more than 38,000 SMB customer accounts with approximately 1.1 million access line equivalents in service. To find out more about TelePacific, visit [www.telepacific.com](http://www.telepacific.com).

### 2. What are the benefits for Covad Wireless customers?

- TelePacific has many enhanced business services to improve employee productivity from traditional voice line and VoIP applications, private data networking, redundancy solutions for both voice and data and high bandwidth Ethernet access services to customer portals that allow you to pay your bill online, access reporting and submit and track trouble tickets. Upon regulatory approval, TelePacific will look to extend those services to you so your business can benefit, too.
- In addition to supporting your existing Covad Wireless service, TelePacific is able to expand your communications capabilities and connect offices nationally and internationally with our Extended Reach network.
- With redundant call centers in Stockton, Los Angeles and Las Vegas, you can count on at least the same level of service that you have come to expect from Covad Wireless. Specializing in the small-to-medium enterprise (SME) market, TelePacific focuses on providing a level of service to SME accounts that is typically reserved for the largest corporate accounts.
- Like Covad Wireless, TelePacific is local. It's a California-based company with employees and executives in Central California, the Bay Area, Southern California and Nevada, which ensures that you have account support available where you need it, when you need it.

### 3. How will you communicate with me?

You will receive written notifications in the mail, as well as updates in your bill. Watch your mail and check your monthly statement for this information. Updates will also be posted on the Covad Wireless website until approval and on TelePacific's website after regulatory approval.

### 4. Who do I call for billing questions, customer service or repair?

Continue to contact Covad Wireless:

- Covad Wireless Customer Support: 866.282.9044;
- Customer Support Email: [support@covadwireless.com](mailto:support@covadwireless.com);
- Website: [www.covadwireless.com](http://www.covadwireless.com); and/or
- Your Covad Wireless Account Manager

### 5. Who do I call for new service?

Contact your Covad Wireless Account Executive or Authorized Agent.

### 6. Will this transaction impact service, response times or network quality?

You will experience at least the same level of quality, reliability, and response time you have come to expect from Covad Wireless.

**7. Will my bill change?**

Prior to transaction close, you will continue to be invoiced from Covad Wireless. After the transaction closes, you will begin receiving invoices for service under your Covad Wireless contract directly from TelePacific.

**8. Will I keep my same phone numbers?**

Yes.

**9. I just ordered new or additional services from Covad Wireless that have not been installed or are in the process of being installed. What will happen with my order?**

Your services will still be installed by Covad Wireless. There will not be any delay in the installation process as a result of this announcement.