



October 1, 2010

Responses to Your Frequently Asked Questions

The Following Information Is Given To You Pursuant To Federal Communications Commission Rules And The Rules And Regulations Of The California Public Utilities Commission, And Address Any Additional Questions You May Have At The Time Of The Transition.

On October 1, 2010 U.S. TelePacific Corp., doing business as TelePacific Communications ("TelePacific") assumed operations responsibility for the Small-and-Medium Business (SMB) customer base of O1 Communications, Inc.'s (O1), along with the network assets that support the SMB customers.

1. About TelePacific Communications

TelePacific Communications is a 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, Stockton Las Vegas. 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 currently manages more than 38,000 SMB customer accounts with approximately 1.1 million access line equivalents in service. To learn more about TelePacific, visit www.telepacific.com.

2. What are the benefits for O1 customers?

- TelePacific offers many enhanced business services to improve employee productivity—including mobile connectivity; redundancy solutions for both voice and data; high bandwidth Ethernet access services; and customer portals that allow you to pay your bill online, monitor your network, and submit and track trouble tickets. Upon the transfer of your contract with O1 to TelePacific, these services will be available to you, as a new TelePacific customer.
- In addition to supporting your existing O1 locations in California, TelePacific is able to manage your communications needs in other locations in California and Nevada, as well as a wide area network globally.
- 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 O1. TelePacific specializes in the small-to-medium enterprise (SMB) market and focuses on providing a level of service to SMB accounts that is typically reserved for the largest corporate accounts.
- Like O1, TelePacific is local. It's a California-based company with employees and executives in Central California, the Bay Area, Southern California and Nevada. That means 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 monthly statement. Updates will also be posted on TelePacific's customer website (www.insidetelepacific.com). You

will also begin receiving TelePacific's monthly customer newsletter and other regular customer communications.

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

- Customer Support: **877.789.8722**;
- Billing Email: o1support@telepacific.com
- Technical Support Email: o1support@telepacific.com
- Your Account Manager
- Website: www.INSIDEtelePacific.com

5. Can I make changes to my service?

You may make changes to your service within the parameters of your existing contract. Any new or additional services will be included in a supplementary contract directly with TelePacific.

6. Who do I call for new service?

Contact your existing Account Executive, Account Manager and Authorized Agent or email o1sales@telepacific.com.

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

No, you will experience at least the same level of quality, reliability and response time you have come to expect from O1.

8. Will my bill change?

Your October invoice will be co-branded with the TelePacific and O1 logos. In the following months you will receive your invoice directly from TelePacific.

Also note that the **remittance address for your payment has changed**. The new address is as follows:

TelePacific Communications
P.O. Box 526045
Sacramento, CA 95852-6045

9. Will I keep my same phone numbers?

Yes.

10. I just ordered new or additional services from O1 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 TelePacific. There will not be any delay in the installation process.

11. I just referred a new customer under O1's Customer Referral Reward Program. Will the program be honored by TelePacific?

TelePacific will honor all existing O1 Customer Referral Reward Program incentives.

12. Can I choose to stay with TelePacific or transfer to another provider?

While you always have the right to select another carrier, please be aware that any applicable early termination fees will apply if you cancel service prior to the expiration of an existing term agreement.

13. What happens with my preferred carrier freeze, if I have one?

All preferred carrier freezes were lifted for purposes of completing the transfer of your O1 services to TelePacific. TelePacific will reinstate any preferred carrier freeze you may have had with O1. In the unlikely event that you received local service from a provider other than O1, you will need to contact your existing or new local service provider to reinstate your preferred carrier freeze.

15. Will my rates or services be changing?

No, the transfer does not affect the rates, terms and conditions for your service. Any future changes will be made only in accordance with applicable contract and regulatory requirements.

16. How will complaints be handled?

TelePacific has now assumed responsibility for O1's network and services for SMB customers. TelePacific will be responsible for handling all complaints concerning service, billings and related matters. Please contact 877-789-8722 or o1support@telepacific.com for complaints.