



June 1, 2011

WELCOME TO TELEPACIFIC COMMUNICATIONS!

Dear Valued Customer:

Welcome to TelePacific Communications! As of Wednesday, June 1, 2011, your telecommunications services are being provided by TelePacific Communications. You may remember receiving a letter in May informing you that a Definitive Agreement had been signed to allow U.S. TelePacific Corp., doing business as TelePacific Communications ("TelePacific") to acquire Orange County Internet Exchange ("OCiX"). We are pleased to announce that the acquisition was completed and you are now part of the TelePacific family.

IMPORTANT CHANGES REGARDING YOUR TELECOMMUNICATIONS SERVICES

What does this mean to you? A few things...

- Your contact to customer support is still the same. For any questions or issues regarding your OCiX services, please call **1-877-600-6249**.
- **The remittance address on your invoice has changed as follows:**
TelePacific Communications
P.O. Box 526048
Sacramento, CA 95852-6048
- TelePacific will immediately begin invoicing you for your services under your OCiX Agreement.
- Your existing telecommunications services and contract have been transferred from OCiX to TelePacific.
- You will still be interacting with the OCiX contacts you've worked with up to this point, as they have joined TelePacific. You may also start interacting with some new people—our existing TelePacific employees.
- You can expect to continue to receive outstanding customer service, something TelePacific is known for.
- You will gain access to additional products and services, including services not offered by OCiX.

If you're not already familiar with TelePacific, we are a facility-based carrier headquartered in Los Angeles. TelePacific is proud to be a leading competitive carrier serving small and medium business customers in California and Nevada, with customer care centers in Los Angeles, Stockton and Las Vegas. TelePacific provides services through a combination of TelePacific-owned switches and network infrastructure, and has been in business since 1998.

Your continued satisfaction with your telecommunications service is our top priority. TelePacific's company culture is based on ensuring customer satisfaction. We have a strong record of industry-leading customer service and consistently receive high marks on third-party conducted customer satisfaction surveys. We look forward to incorporating best practices from both OCiX and TelePacific to maintain and even improve upon the service you have come to expect from OCiX.

As with our previous letter, we've attached some "Responses to Frequently Asked Questions." If you have questions that are not addressed here, or for more information, please visit TelePacific's customer website at www.insidetelepac.com, or call our Customer Care Center at **1-877-600-6249**.

We appreciate and value your business! We greatly look forward to working with you, and we are available if you have any questions. Once again, welcome to the TelePacific family!

Sincerely,

A handwritten signature in black ink that reads "Richard A. Jalkut". The signature is written in a cursive, flowing style.

Richard A Jalkut
President and CEO
TelePacific Communications
TelePacific Support: 1-877-600-6249

June 1, 2011

Responses to your Frequently Asked Questions

The following information is given to you to address any additional questions you may have at the time of the transition.

On June 1, 2011 U.S. TelePacific Corp., doing business as TelePacific Communications ("TelePacific") completed its acquisition of Orange County Internet Exchange (OCiX).

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 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 currently manages more than 38,000 SMB customer accounts with approximately 1.2 million access line equivalents in service. To find out more about TelePacific, visit www.telepacific.com.

2. What are the benefits for OCiX customers?

- TelePacific has many enhanced business services to improve employee productivity from mobile connectivity, redundancy solutions for both voice and data and high bandwidth Ethernet access services to customer portals that allow you to pay your bill online, monitor your network, and submit and track trouble tickets, as examples. Upon finalization of the acquisition, TelePacific will look to extend those services to you so your business can benefit, too.
- In addition to the existing OCiX data center in Santa Ana, TelePacific has colocation and data centers throughout the state, including an SAS 70 certified data center in Sacramento, providing your company more options for its data and colocation needs.
- OCiX customers will be able to take advantage of TelePacific's vendor-agnostic equipment leasing program, which provides customers access to the equipment they need without the initial capital expenditure outlay, and consolidates leasing payments and telecommunications service expenses into one monthly bill.
- With redundant call centers in Stockton, Los Angeles and Las Vegas, TelePacific provides at least the same level of service that you have come to expect from OCiX. Specializing in the small-to-medium enterprise (SMB) market, TelePacific focuses on providing a level of service to SMB accounts that is typically reserved for the largest corporate accounts.
- Like OCiX, TelePacific is local. It's a California-based company with employees and executives in Southern California, the Bay Area, Central 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 statements for this information. Updates will also be posted on OCiX's website until the acquisition is finalized and on TelePacific's website after the acquisition.

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

- Customer Support: 877-600-6249;
- Billing Email: OCiXbilling@telepacific.com;
- Technical Support Email: OCiXsupport@telepacific.com; and/or
- Website: www.telepacific.com.

5. Can I make changes to my service?

Yes, continue to make your change requests as you have always done.

6. Who do I call for new service?

Contact your existing Account Executive, Account Manager and Authorized Agent or email OCiX@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 OCiX.

8. Will my bill change?

You will begin receiving invoices for service under your OCiX contract directly from TelePacific.

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

Your services will be installed by TelePacific according to your agreement with OCiX. There will not be any delay in the installation process as a result of this announcement.

10. May I choose to stay with TelePacific or choose another data center service provider?

Your service will remain with TelePacific unless you choose another data center provider. While you always have the right to select another data center provider, please be aware that any applicable contractual obligations such as any applicable early termination fees will apply if you cancel service prior to the expiration of an existing term agreement.

11. Will my rates or services be changing?

The change in ownership will not affect the rates, terms and conditions for your service. Any future changes will be made only in accordance with applicable contract requirements.

12. How will complaints be handled?

TelePacific has acquired responsibility for the OCiX network and customers. TelePacific will be responsible for handling all complaints concerning service, billings and related matters. Please contact 877-600-6249 for complaints.