



November 23, 2011

IMPORTANT MESSAGE REGARDING YOUR INVOICE

Dear Valued TelePacific Customer:

We are transitioning your billing from a legacy system into TelePacific's billing system. As a result, bills mailed after December 10, 2012 will include some changes in presentation and a few additional changes described in this notice.

The following invoice features remain the same.

- Total monthly recurring charges (MRCs)
- Usage ratings and price-per-minute

The following invoice features will change.

Bill Cycle Intervals

Your bill cycle is moving to a new date. To minimize the impact of this change, your cycle will be moved to a new date within four days of your existing cycle. Please refer to the comparison table below for specific cycle dates.

Legacy Cycle	New Cycle	Legacy Cycle	New Cycle
1	1 st	15	16 th
2	1 st	16	16 th
3	1 st	17	16 th
4	1 st	18	16 th
5	1 st	19	16 th
6	9 th	20	23 rd
7	9 th	21	23 rd
8	9 th	22	23 rd
9	9 th	23	23 rd
10	9 th	24	23 rd
11	9 th	25	23 rd
12	9 th	26	23 rd
13	9 th	27	1 st
14	16 th	28	1 st

Prorated Next Bill

A one-time proration will appear on your next bill to compensate for any adjustment in your billing cycle date. If you were previously billed earlier than your new bill cycle, a prorated amount will be added to your regular monthly charges. Conversely, if you were previously billed after your new cycle date, the prorated amount will be deducted from your regular monthly charges.

Payment Due Date

As a result of changing bill cycles, your bill due date will shift by up to four days. Payments will continue to be due 30 days from your bill date.

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Service Descriptions

Your existing service descriptions will now appear on your invoice according to TelePacific's product names. The differences are minor and in many cases will provide additional service detail.

New Account Number

You will be assigned a new TelePacific account number. Our Customer Care team can serve your account inquiries using either your old or new account number.

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. This portal can also be used to submit and track trouble tickets. To setup your OneCentral account, please contact our Customer Care team at 866-282-9044, option 3.

Support and Trouble Tickets

OneCentral Account Setup

1-866-282-9044 or,
Customer_Care@telepacific.com

New Trouble Tickets

Customer_Care@telepacific.com or,
Online: telepacificonecentral.com

Customer Care and Billing

1-866-282-9044

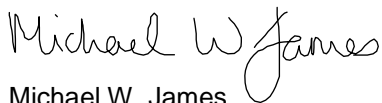
Technical Support

1-866-783-1525

More Information

A detailed invoice explanation is available online at 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 1-866-282-9044.

Sincerely,



Michael W. James
Senior Vice President, Customer Experience