



September 28, 2011

IMPORTANT MESSAGE REGARDING YOUR INVOICE

On August 29, 2011 you were mailed a notice describing changes to your bill as a result of migrating your billing from the Legacy O1 systems to TelePacific's billing system. Subsequently, we identified an error in the calculation of taxes and other charges within the legacy platform that has resulted in changes to your invoice.

Bills mailed after October 1, 2011 will include any corrections necessary to conform to current taxing regulations and other federal and state guidelines. Impacted taxes and fees include the following: Utility Users Tax; 911 Tax; P.U.C. Tax (Fees); State Universal Service Fund Surcharge; California Teleconnect Fund Surcharge; Relay Service Communications Device Fund (DEAF) Surcharge; California High Cost Fund B Surcharge; Federal Excise Tax; and the Federal Universal Service Fund Surcharge.

While the move to the new system was necessary and intended to be billing neutral, this change may result in a net increase in total monthly billing for some customers. Monthly recurring charges and usage rates have not changed.

We apologize for this omission in the original notice; however the changes are necessary to comply with state and federal tax code and regulations.

If you have any questions, please call TelePacific Customer Care at 1-877-789-8722, option 3.