

YOUR FIRST BIRCH BILL

Paying Your Bill

Paying your bill doesn't have to be a hassle. Birch offers a variety of payment options to make it as convenient as possible. Just choose the method that works best for you.

- *U.S. mail* – Simply enclose the remittance portion of your invoice in the return envelope with your check, and drop it in the mail. Our mailing address is: Birch Telecom, P.O. Box 660111, Dallas, TX 75266-0111. Payments made by U.S. mail will be posted to your account within 48 hours of receipt.
- *Phone* – Give us a call at 1.888.77.BIRCH (1.888.772.4724) and follow the voice prompts. You'll need to have your Birch account number handy, as well as a method of payment (i.e., check or credit card) at the time of the call. Payments made by phone will be posted within 24 hours.
- *On-line* – Simply log onto our website at www.birch.com and click on "Make a payment on-line". You'll need your Birch account number, your primary phone number, and a method of payment handy when you use this option. Payments made on-line will be posted to your account within 24 hours.
- *Auto Pay* – Our Auto Pay system allows you to pay your bill automatically each month without having to write a check. The system will take the money out of your checking account or charge it to your credit card on a specified date each month. If you choose this option, you'll need to fill out an Auto Pay enrollment form. This form is located on our website at www.birch.com/payments under Auto Pay information. Simply print off the form, fill it out, and mail it back to us at the following address: Birch Telecom, P.O. Box 972, Emporia, KS 66801-9976.

Or you can call our friendly Customer Service folks at 1.888.77.BIRCH (1.888.772.4724). They'll be happy to drop a form in the mail to you.

Payments made via the Auto Pay system will be withdrawn from your checking account or charged to your credit card approximately 20 days from your invoice date each month and will be applied to your Birch account within 48 hours.

Disputing Charges on Your Bill

We try hard to deliver an accurate bill to you every month. However, mistakes can occasionally happen. If you should notice a charge on your bill that you think is incorrect, please give our Customer Service folks a call at 1.888.77.BIRCH (1.888.772.4724) and they'll be glad to help you get it straightened out. Or you can contact us via email at www.birch.com/billing. Either way, it'll be taken care of promptly!

Other Things That May Look Scary at First

Combined local and long distance
Obviously, for those of you who have both local and long-distance services with Birch, your bill for combined services may be higher than a bill for a single service. But having both services with Birch means there's only one bill instead of two, and you're saving money overall.

Taxes

The government makes all phone companies collect taxes – the same taxes – no matter which carrier you use. The only difference is that, unlike many other carriers, Birch provides more detail on your bill as to exactly where those taxes originate. Line by line, it may look like you're paying more taxes, but you're not. You just know more about where your money goes.

Surcharges and Other Assessments

Phone companies are allowed by the FCC or the applicable state utility commission to pass through certain surcharges and assessments. We choose to itemize these charges so you can see them, rather than hiding them in your monthly rates.

Line Recovery and Interexchange Access Charges

These are customary charges for local and long distance carriers. But if you're not used to combined service, you've probably not seen them together before. The Line Recovery charge (sometimes called End User Common Line Charge or EUCL) is levied only on local telephone service. The Interexchange Access Charge is levied only on long-distance service. You've been paying these charges all along; it's just that they're now on one bill.

At Birch, we appreciate your business and hope that this information is useful to you. If you have any questions, please give our Customer Service representatives a call at 1.888.77.BIRCH (1.888.772.4724). They'll be glad to help!



Have questions about your bill?

You've come to the right place! Here you'll find everything you need to know about your invoice and the charges that show up on it.

Figuring out your first bill can be a bit of a challenge. That's why we've tried to incorporate everything you'll need to know in this one piece. You've come to the right place to get the answers to your questions!



THANKS FOR CHOOSING BIRCH.



For Billing Inquiries
Please Contact our
Customer Service Center at:
1-888-772-4724

Billing Statement

Page 1 of 5

Customer Account No.: 987654-3

Customer Telephone No.: (123) 456-789

Bill Date: October 08, 2002

- New Long Distance Service Provider
Birch Telecom Inter-LATA
- New Long Distance Service Provider
Birch Telecom Intra-LATA

Message Box

This box may contain messages that are pertinent to your service or your invoice. Don't forget to read them each month!

We couldn't do it without you!

Birch was founded on the belief that customers deserve more from their phone company. We work hard every day to make that belief a reality for you. We want to take a moment to say "Thanks" for your loyalty and to let you know that we appreciate your business. If we can be of assistance in any way, please give us a call at 1-888-77-BIRCH (1-888-0772-4724). We'll be glad to help or answer any questions you may have.

Adjustments

If you have adjustments to your account for any reason, they may show up here.

Previous Bill	Payments	Adjustments	Part Due Amt	Current Amt	Total Amt Due
\$0.00	\$0.00	\$0.00	\$0.00	\$155.80	\$155.80

SUMMARY OF CHARGES

LOCAL SERVICES	\$105.56
LONG DISTANCE SERVICES	4.41
MISCELLANEOUS CHARGES AND TAXES	45.82
TOTAL AMOUNT DUE	\$155.80

Please return this portion with your check payable to: Birch Telecom



ACME, INC.
FREDERICK DOE
1234 ANY STREET
GREATTOWN, USA 12345

☐ On Mail

Please pay by: October 08, 2002

Bill Date: October 08, 2002

Customer Account No.: 987654-3

Total Amount Due: \$155.80

Amount enclosed: \$

3312531000001524242002100878

Messages

The messages found on page 2 of your invoice are legal and regulatory messages.

Partial-month Local Charges

You may have a partial month's charges if your service began in the middle of a bill cycle. These partial-month charges will not show on subsequent invoices.

Summary of Charges

This is a summary of all current charges for the month. More detail can be found on the following pages of your invoice.



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Customer Account No.: 987654-3

Your Rights as a Customer

We're committed to providing you with the best possible service. If you have a question about billing or payment, please contact us at 1-888-772-4724 and we'll be happy to assist you. You may also contact the South Carolina Public Service Commission at 803-888-5230 or toll-free at 1-800-822-1531 for assistance anytime.

How to Make Your Payment

Mail your check or money order to: Birch Telecom, P.O. Box 660111, Dallas, TX 75266-0111. A return envelope has been provided for your convenience.

Previous Payments

If you recently submitted a payment that isn't shown on this statement, please deduct that amount from your total amount due, or contact us at 1-888-772-4724 before making your current payment.

Stuff Our Lawyers Want You to Know

Your Birch Voice Services are provided in accordance with the terms and conditions in the applicable tariff(s) on file with the South Carolina Public Service Commission or the Federal Communications Commission.

Unmailed Checks

If you pay by check, you authorize a Cashflow Systems and its agents to collect this item electronically if it is returned. If this item is not returned, you will be assessed a check collection fee and will be responsible for all other collection.

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Customer Account No.: 987654-3

LOCAL SERVICES

Date	Ter Status	Quantity	Cost Each	Amount
09/01/2002 - 09/08/2002	Taxable	1	\$34.00	\$34.00
09/08/2002 - 09/09/2002	Taxable	1	7.85	7.85
09/09/2002 - 09/09/2002	Taxable	1	0.00	0.00
09/09/2002 - 09/09/2002	Taxable	1	4.00	4.00
10/08/2002 - 11/07/2002	Taxable	1	3.5	3.5
	Subtotal			\$39.30
09/01/2002 - 09/09/2002	Taxable	1	\$4.00	\$4.00
10/08/2002 - 11/07/2002	Taxable	1	3.5	3.5
	Subtotal			\$4.35
	TOTAL BASIC LOCAL SERVICES			\$39.30

MONTH LOCAL SERVICES

09/01/2002 - 11/07/2002	Taxable	1	\$4.00	0.06
10/08/2002 - 11/07/2002	Taxable	1	7.85	2.35
10/08/2002 - 11/07/2002	Taxable	1	0.00	0.00
10/08/2002 - 11/07/2002	TAXABLE	1	1.15	1.15
	Subtotal			\$13.56
09/01/2002 - 11/07/2002	Taxable	1	\$4.00	10.06
	Subtotal			\$10.06
	TOTAL PARTIAL MONTH SERVICES			\$23.62
	TOTAL LOCAL SERVICES			\$104.28

LOCAL SERVICE MISCELLANEOUS CHARGES AND TAXES

Description	Amount
Mandatory Crisis Screening Fund	2.53
SC Universal Service Fund	3.01
Federal Excise Tax	3.08
State Tax	8.52
9-1-1 Service Fee	1.25
State Telecom Relay Surcharge	20.32
Line Recovery Charge	

TOTAL LOCAL SERVICE MISCELLANEOUS CHARGES AND TAXES

LONG DISTANCE OTHER CHARGES

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Customer Account No.: 987654-3

LONG DISTANCE AND OTHER CHARGES AND CREDITS (CONT)

Description	Quantity	Cost Each	Amount
Annual Long Distance Usage	4.41		
Total Charge to Meet Monthly M n.			0.00
TOTAL LONG DISTANCE OTHER CHARGES AND CREDITS			\$0.00

LONG DISTANCE SERVICE MISCELLANEOUS CHARGES AND TAXES

Description	Amount
Mandatory Crisis Screening Fee	0.02
SC Universal Service Fund	0.77
Federal Universal Service Fund	0.67
FDC Telecom Relay Surcharge	
Federal Excise Tax	0.78
Interexchange Access Charge	7.78
TOTAL LONG DISTANCE SERVICE MISCELLANEOUS CHARGES AND TAXES	\$9.02

LONG DISTANCE USAGE

Ref #	Date	Time	Called Number	Called Location	Type	Duration	Amount
1	09/03/2002	11:14 am	365-882-0149	ANYTOWN, USA	1	00:14:00	0.07
2	09/03/2002	01:45 pm	365-882-0149	SMITHVILLE, USA	1	00:00:37	0.04
3	09/03/2002	02:43 pm	736-390-7968	JUNCTION CITY, USA	1	00:00:45	0.11
4	09/03/2002	11:14 am	365-882-0149	ANYTOWN, USA	1	00:14:00	0.07
5	09/03/2002	02:45 pm	365-882-0149	SMITHVILLE, USA	1	00:00:37	0.04
6	09/03/2002	02:45 pm	736-390-7968	JUNCTION CITY, USA	1	00:00:45	0.11
7	09/03/2002	11:14 am	365-882-0149	ANYTOWN, USA	1	00:14:00	0.07
8	09/03/2002	02:45 pm	365-882-0149	SMITHVILLE, USA	1	00:00:37	0.04
9	09/03/2002	02:25 pm	736-390-7968	JUNCTION CITY, USA	1	00:00:45	0.11
10	09/03/2002	11:14 am	365-882-0149	ANYTOWN, USA	1	00:14:00	0.07
11	09/03/2002	02:45 pm	365-882-0149	SMITHVILLE, USA	1	00:00:37	0.04
				Subtotal		01:00:00	\$4.21

LONG DISTANCE SERVICE MISCELLANEOUS CHARGES AND TAXES

Ref #	Caller	Time	Called Number	Called Location	Type	Duration	Amount
1	10/08/2002	11:48A	884-845-8870	FREDMON, USA	1	00:01:42	0.12
2	10/08/2002	07:37P	884-845-8437	ST JOSEPH, USA	1	00:01:12	0.09
				Subtotal		01:03:54	\$4.41

TOTAL LONG DISTANCE USAGE

LONG DISTANCE OTHER CHARGES

Local Service Miscellaneous Charges and Taxes

You were paying these with your old phone service provider. We just break them out so you can see where your money goes. Each type of service will have its own section for miscellaneous charges.

Why Your Bill Is a Weighty Matter

Birch provides each customer with a great amount of detail regarding account activity. Sure, it's a lot of paperwork on our end, but we think you're worth it. Of course, not everyone wants to sit down and read all this minutiae, but isn't it nice to know it's there if you need it?

Requesting a Duplicate Invoice

If for some reason you need to request another copy of your invoice, you may do so by calling our friendly Customer Service folks at 1.888.77.BIRCH (1.888.772.4724). They'll be glad to help you out. Invoice copies will be mailed to you within 24 hours of our receipt of your request.

Pro-rating of Charges

It's great to have a choice for local and long distance, and many of our customers wisely choose Birch for both services. But as you peruse your first Birch bill, you may notice that it's higher than you expected. Don't panic! It's all on the up-and-up. It may just take a month or so to even out. Allow us to explain.

Local service charges are typically billed one month in advance no matter what carrier you select. That means your first Birch bill includes your local service charges and taxes for your next month of service. It also includes partial, pro-rated service charges,

taxes, and usage charges for the month you switched to Birch, dating back to the day you started using our service.

So when you look at your first bill, remember that it covers more than a single month of service. In fact, depending on when you switched, it could cover up to seven weeks of service. You'll most likely be receiving a refund from your previous carrier for the amount you paid in advance for local service with them. So you can use that refund to offset the higher charges on your first Birch bill. It all comes out in the wash!

