



UNDERSTANDING YOUR MONTHLY ACN BILL

Paying your monthly phone bill should be the least of your worries. That's why at ACN, we've made understanding your phone bill as easy as possible. This simple guide includes details and instructions to assist you when reviewing your ACN phone bill. Use the numbers to match sections of the bill with their description.

1. Account Summary

Your previous balance, payments made and any applicable credits or adjustments from the previous billing period. Also includes total new charges for your current billing period which may consist of bundled service charges billed one month in advance, usage, discounts, taxes and surcharges.

2. Important Messages

Important messages and updates from ACN such as Customer Service information, news and announcements. Check this section each month for information regarding your account.

3. Payment Coupon

Total charges for the current billing period as well as the date by which payment must be received. The back of the coupon provides credit card and automatic bank payment options, as well as a place to indicate change of address. Detach and enclose this coupon with your payment.

4. Local Basic Service Charges (for states where applicable)

Back of page one of the bill provides previous months unpaid charges and current charges for your local basic services. Failure to pay these charges may result in loss of your dial tone. All charges must be paid each month to keep your account current and to avoid collection activities.

ACN
1000 Progress Place
Concord, NC 28025-2449
www.myacn.com

Acct# JOHN DOE
Bill Tel# 999999999
Invoice Date 555-555-5555
01/01/2009

News & Information
Moving? We can help! Call Customer Care today to move your services to your new home.
RIGHT TO DISPUTE YOUR BILL - SEE REVERSE
Cut the Clutter - Go Paperless! Sign up for Paperless Billing at www.myacn.com and manage your bills online - on your time. Print your bill only when you need it. Sign up and cut the clutter in your mailbox today!
Save On International Calls...to hundreds of countries with deeply reduced rates with the International Plus calling plan! For just \$3 per month, you can save a bundle minute after minute! Call Customer Care to sign up today.

JOHN DOE
1 SMITH STREET
ANYWHERE, MA 00000

Account Summary
Previous Balance \$245.19
Payments Applied \$0.00
Adjustments \$0.00
Current Charges \$60.00
Total Amount Due on 1-26-2009 \$305.19
(For Billing Period 12/01/08 - 12/31/08)

Customer Care Contact Information
Customer Care 1-877-226-1010 24 hours x 7 days
Hearing Impaired TDD 1-888-326-8420 24 hours x 7 days
Servicio en Español 1-888-303-6226 de Lunes a Viernes 9:00-9:00 EST
한국어 서비스 1-866-226-6511 월-금 동부 9:00-9:00

Any payments received after the corresponding due date on this invoice may be subject to a late payment charge.

Change of Address Check this box and note changes or corrections on the back of this form.
 Credit Card Payment Check this box and complete the credit card information on the back of this form.
 Bank Account Payment (Automated) Check this box and complete the automated bank account payment information on the back of this form.

ACN COMMUNICATION SERVICES, INC.
1000 PROGRESS PLACE
CONCORD, NC 28025-2449

Name JOHN DOE
Account Number 2823992
Payment Due By 1/26/2009
Total Amount Due \$305.19

Amount Enclosed
Please do not mail cash. Detach and enclose this portion with your completed credit card information, check or money order made payable to ACN Communication Services, Inc. Thank you.
We accept:

000000002823992003051934

Local Basic Service Charges ← **4** (if applicable)

Previous Month(s) Unpaid Charges for Local Basic	\$0.00
Current Local Basic Service Charges	\$29.43
Total Local Basic Service Charges Due	\$29.43

News and Information ← **5**

ACN now publishes our rates, terms and conditions of service on our website at www.myacn.com. If you do not have online access, but wish to obtain a printed copy of this information, please contact Customer Care.

When you provide a check as payment, you authorize us either to use the information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use this information from your check to make an electronic fund transfer, funds may be withdrawn from your

5. News and Information

Located on back of page one of the bill. Defines the various taxes and surcharges and information relevant to your state.

www.myacn.com

Call Customer Service at 888.226.9013 with additional questions regarding your bill.

6. Payments Applied (if applicable)

Information confirming payments made during the billing period.

7. Payment Adjustment (if applicable)

Information confirming any adjustments made during the billing period.

8. Bundled Service Summary

Detailed listing of features on your account, including bundled service charges, Voicemail, international calling, non-published listing, etc. "Incl" beside a feature indicates the feature is included in your bundled service rate. Features will be listed for each telephone number. Refer to the example for important pro-ration information.*

9. Per-Use Features (if applicable)

Summarizes services you are charged for each time you use them, for example, local directory assistance or Call Return.

10. Usage Charges

Summary of Local, Domestic, Long Distance, International, Toll Free and/or Calling Card usage and charges.

11. Discounts (if applicable)

Discounts for minutes/charges included in your bundled package, calls made to qualified ACN customers and/or promotions. Usage Detail section shows each call that has a discount applied, either as Incl. or A2A.

ACN 1000 Progress Place Concord, NC 28025-2449 www.myacn.com		Acct# Bill Tel# Invoice Date	JOHN DOE 999999999 555-555-5555 01/01/2009
6	Payments Applied	Payments Received on 12/11/08	\$145.48
	Total Payment		-\$145.48
7	Payment Adjustments	Payments Adjusted on 12/10/08	\$2.49
	Total Adjustment		\$2.49
8	Bundled Service Summary	12/01/08 to 12/31/08	
	12/01/08 to 12/31/08	ACN International Plus Option	\$3.00
	Monthly Charges for (000) 000-0000	12/01/08 to 12/31/08	
	ACN Extra Employee Plan		\$30.00
	Caller ID		incl.
	Caller ID Name Display		incl.
	Call Waiting Caller ID		incl.
	Three Way Calling		incl.
	Call Forward		incl.
	Auto Redial		incl.
	Automatic Call Back *69		incl.
	Speed Calling 30		incl.
	Call Blocking and Screening		incl.
	Non Published Listing		\$4.95
	Voice Mail with Unlimited Plan		\$1.50
	Total Monthly Charges for (000) 000-0000		\$36.45
	Total Bundled Service		\$39.45
9	Per Use Features	7 Local Directory Assistance	\$7.50
		5 Call Completion Service	\$1.50
	Total Per Use Features		\$9.00
10	Usage Charges	Local 1374.0 Minutes	\$0.00
		Domestic Long Distance 533.0 Minutes	\$4.71
		International 9.0 Minutes	\$4.05
		Toll Free 8.0 Minutes	\$0.80
	Total Usage Charges		\$9.56
11	Discounts	100 Free Domestic Long Distance Minutes	-\$6.15
		ACN to ACN Calling	-\$0.20
	Total Discounts		-\$6.35
12	Taxes	State and Local	\$4.35
	Total Taxes		\$4.35
13	Surcharges	FCC Common Carrier Regulatory Fee	\$0.05
		Federal Universal Service Fund Surcharge	\$1.86
		Federal Access Charge	\$6.00
		State Access Charge	\$2.78
	Total Surcharges		\$10.69
	Total Current Charges		\$73.05

Usage Detail						
Domestic Long Distance Calling for (000) 000-0000						
Date	Time	Place	Number	Min	Amount	
12/01	11:37A	Royal Oak, MI	(000) 000-0000	2.0	\$0.00	
12/01	01:44P	Walledlake, MI	(000) 000-0000	51.0	\$0.00	
12/01	02:36P	Warren, MI	(000) 000-0000	1.0	\$0.00	
12/01	02:37P	Livonia, MI	(000) 000-0000	1.0	\$0.00	
12/01	07:06P	Stringfigs, MI	(000) 000-0000	2.0	\$0.00	
12/02	12:03P	Mt Clemens, MI	(000) 000-0000	6.0	\$0.00	
12/05	12:53P	Royal Oak, MI	(000) 000-0000	2.0	\$0.00	
12/05	02:28P	Mt Clemens, MI	(000) 000-0000	18.0	\$0.00	
12/06	07:06A	Coloradosp, CO	(000) 000-0000	3.0	\$0.12	
12/06	02:58P	Mt Clemens, MI	(000) 000-0000	1.0	\$0.00	
12/07	12:29P	Mt Clemens, MI	(000) 000-0000	1.0	\$0.00	
12/07	12:30P	Mt Clemens, MI	(000) 000-0000	2.0	\$0.00	
12/07	04:28P	Royal Oak, MI	(000) 000-0000	1.0	\$0.00	
12/08	09:34A	Birmingham, MI	(000) 000-0000	8.0	\$0.00	
12/08	11:03A	Saginaw, MI	(000) 000-0000	3.0	\$0.18	
12/08	12:06P	W Bloomfield, MI	(000) 000-0000	3.0	\$0.00	
12/08	02:41P	Flint, MI	(000) 000-0000	3.0	\$0.00	
12/08	02:58P	Royal Oak, MI	(000) 000-0000	1.0	\$0.00	
12/08	04:54P	Birmingham, MI	(000) 000-0000	1.0	\$0.00	
12/10	01:10P	Mt Clemens, MI	(000) 000-0000	1.0	\$0.00	
12/10	06:06P	Mt Clemens, MI	(000) 000-0000	12.0	\$0.00	
12/10	09:50P	Birmingham, MI	(000) 000-0000	11.0	\$0.00	
12/12	12:35P	Birmingham, MI	(000) 000-0000	14.0	\$0.00	
12/12	01:53P	Stringfigs, MI	(000) 000-0000	1.0	\$0.00	
12/12	02:07P	Walledlake, MI	(000) 000-0000	1.0	\$0.00	
12/12	02:08P	Walledlake, MI	(000) 000-0000	5.0	\$0.00	

Example of Partial Month (Pro-ration)
 Charge for (440-555-1212) 11/18/2008 to 12/18/2008
 ACN Advantage Plus II (11/18/2008 to 12/18/2008) \$2.87

Caller ID Name Display	incl.
Call Waiting Caller ID	incl.
Three Way Calling	incl.
Call Waiting	incl.

Important Note: Monthly service fees are billed one month in advance. Your first bill will include monthly service charges billed in advance for your first month of service and charges pro-rated for a partial month covering your initial service date through the first bill date. This pro-ration only occurs on your first bill, or if you make changes to your service plan. Partial month charges are identified by a billing period of a few days.

ACN 1000 Progress Place Concord, NC 28025-2449 www.myacn.com		Acct# Bill Tel# Invoice Date	JOHN DOE 999999999 555-555-5555 01/01/2009			
14	Usage Detail	Domestic Long Distance Calling for (440) 555-1212				
Date	Time	Place	Number	Min	Amount	Disc
12/01	06:32P	Utica, MI	(586) 254-0000	1.0	\$0.07	Incl.
12/01	12:53P	Detroit, MI	(313) 532-9999	2.0	\$0.13	Incl.
12/01	11:25A	Southfield, MI	(248) 799-0000	3.0	\$0.20	Incl.
12/01	09:00A	Rochester, NY	(585) 454-0000	1.0	\$0.05	Incl.
12/01	09:01A	Rochester, NY	(585) 454-0000	1.0	\$0.05	Incl.
12/01	09:35A	Rochester, NY	(585) 454-9999	2.0	\$0.10	Incl.
12/02	04:50P	Southfield, MI	(248) 640-0000	2.0	\$0.13	Incl.
12/02	05:27P	Southfield, MI	(248) 799-9999	2.0	\$0.13	Incl.
12/02	05:29P	Detroit, MI	(313) 537-0000	2.0	\$0.13	A2A
12/02	12:36P	Detroit, MI	(313) 532-9999	6.0	\$0.39	Incl.
12/02	02:59P	Temperance, MI	(734) 347-0000	1.0	\$0.07	Incl.
12/02	01:02P	Southfield, MI	(248) 353-0000	2.0	\$0.13	Incl.
12/03	03:30P	Southfield, MI	(248) 353-0000	3.0	\$0.20	Incl.
12/03	03:33P	Southfield, MI	(248) 353-0000	8.0	\$0.52	Incl.
12/03	05:19P	Southfield, MI	(248) 640-0000	2.0	\$0.13	Incl.
12/03	06:37P	Temperance, MI	(734) 347-0000	1.0	\$0.07	Incl.
12/03	01:56P	Southfield, MI	(248) 640-0000	1.0	\$0.07	Incl.
12/03	01:57P	Los Angeles, CA	(323) 555-0000	2.0	\$0.10	Incl.
12/03	02:20P	Southfield, MI	(248) 388-9999	1.0	\$0.07	Incl.
12/03	08:06P	Tolleson, AZ	(623) 999-0000	1.0	\$0.05	Incl.
12/03	06:46P	Detroit, MI	(313) 532-9999	1.0	\$0.07	Incl.
12/04	12:03A	Glendale, AZ	(623) 999-0000	3.0	\$0.15	Incl.
12/04	12:16A	Detroit, MI	(313) 532-0000	2.0	\$0.13	Incl.
12/04	01:11P	Temperance, MI	(734) 347-0000	1.0	\$0.07	Incl.
12/04	02:00P	Detroit, MI	(313) 532-0000	1.0	\$0.07	Incl.
12/05	02:06P	Detroit, MI	(313) 532-0000	1.0	\$0.07	Incl.
12/05	05:40P	Temperance, MI	(734) 347-0000	1.0	\$0.07	Incl.
12/05	10:55P	Detroit, MI	(313) 532-9999	1.0	\$0.07	Incl.
12/05	11:05A	Southfield, MI	(248) 388-9999	7.0	\$0.46	Incl.
12/05	01:52P	Los Angeles, CA	(323) 555-9999	1.0	\$0.05	Incl.
12/05	01:37P	Fltlaudertl, FL	(954) 320-0000	10.0	\$0.49	Incl.
12/05	03:25P	Los Angeles, CA	(323) 555-0000	3.0	\$0.15	Incl.
12/05	04:28P	Los Angeles, CA	(323) 555-0000	3.0	\$0.15	Incl.
12/05	04:31P	Los Angeles, CA	(323) 555-9999	1.0	\$0.05	Incl.
12/05	11:53A	Southfield, MI	(248) 355-0000	1.0	\$0.07	Incl.
12/05	02:57P	Southfield, MI	(248) 355-0000	2.0	\$0.13	Incl.
12/05	10:52A	Detroit, MI	(313) 532-9999	7.0	\$0.46	Incl.

12. Taxes (if applicable)

Summary of state, local, and federal taxes applied to your account. Each of these charges is similar to those applied by other local and long distance companies.

13. Surcharges (if applicable)

Summary of federal surcharges or fees such as federal access charges and local assessments such as Emergency 911. These charges are similar to those applied by other local and long distance companies.

14. Usage Details

Detailed information about calls placed during the billing period, such as date, time, number called, duration, and charge of call (before discounts, if applicable). The Disc column identifies calls that are included (incl) in the package or calls made to qualified ACN Customers (A2A).

Note: Example shown is a residential invoice. Features and Plan information will vary for individual customers.



Call Customer Service at 888.226.9013 with additional questions regarding your bill.