

# Transitional Billing

**IMPORTANT BILLING INFORMATION  
PLEASE READ**

## **TO OUR VALUED CUSTOMER:**

In support of our commitment to providing you with world-class customer service, in Spring of 2003, we were pleased to upgrade to a new billing platform (system) which enabled us to better serve your needs.

As Oxford Networks provides a wide array of products & services including local telephone, long distance service, Internet, web hosting, collocation, and a variety of state-of-the-art fiber optic transport services, by upgrading to the new billing system, we were able to bill all of your services on one monthly statement. As a result, there were some changes in your billing starting in July 2003:

- Billing practice changed from “billing in arrears” to “billing in advance”
- Beginning in July, 2003, monthly recurring, local service charges were billed in advance
- Customers were not billed for the June 2003 recurring monthly charges (transitional charges).
- Statement dated May 31, 2003, billed in arrears for previous month’s (May 2003) charges
- Statement dated July 1, 2003, billed in advance for July 2003 charges.
- Transitional charges, for June 2003 will only be billed upon termination of service

If you were a customer of record at the time of the July 2003 billing, you were not and have not yet been billed for June 2003 “transitional” charges. Therefore, these “transitional” charges (June 1st to June 30th, 2003 or 30 days of service) will be billed on your final bill.

If you have any questions regarding the above transitional charges, or anything else we can assist you with, please feel free to contact one of our Customer Service Representatives at 1-833-673-9911, Monday through Friday, from 8:00 a.m. until 5:00 p.m.

Sincerely,

The FirstLight Team