

## How to Read Your Invoice

### PAGE 1

- 1. Invoice Number:** A unique number that aids in identifying your invoice.
- 2. Due Date:** Invoice must be paid before the Due Date to avoid late fee finance charges.
- 3. Amount Enclosed:** Please indicate the payment amount included with your remittance.
- 4. Invoice Information:** An invoice summary that includes the invoice date, account number, invoice number, due date and total due that is also included on your remittance slip.
- 5. Past Due Balance:** Balance left over from previous month.
- 6. Local, Long Distance & Usage Charges:** This is the combined amount for both the Local and Long Distance Usage Charges as well as your Monthly Savings Program recurring and non-recurring charges.
- 7. Taxes & Surcharges:** This is the combined total for all city, state and government taxes and surcharges. For a detailed description of specific taxes and surcharges see *Taxes & Regulatory Surcharges* in number 14 below.
- 8. Total New Charges:** The total of this month's current activity including local, long distance, usage charges, finance and taxes/surcharges.
- 9. Total Amount NOW Due:** Includes current charges, any finance charges and past due balance from previous bill.
- 10. Important Messages:** Information regarding current hours, service numbers, special offers and rewards.

### PAGE 2

- 11. Change of Address/Credit Card Payments:** Used to update changes to your billing address or to make credit card payment.

### PAGE 3

- 12. Local and Long Distance Usage Charges:** Includes quantity of calls made, minutes used and charges for directory assisted calls.
- 13. Your Savings Program & Features:** Shows your recurring and nonrecurring activity including monthly plan cost, plan features, installation charges when applicable and additional paid services.
- 14. Taxes & Regulatory Surcharges:**

*Federal Telecommunications Relay Service Fund:* A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers.

*Federal Universal Fund:* This a per line charge to recover the amount telecommunications providers must contribute to the Federal Universal Fund, which helps keep local phone rates affordable for all Americans.

*Public Safety Emergency Telephone Act (911) Fee:* Your local government asked you to pay a small charge each month to help provide for emergency service in your community.

*Regulatory Recovery Fee:* a charge to recover costs associated with meeting the regulatory requirements of the FCC, State Regulatory agencies, and the local government.

*Taxes & Other Surcharges:* Additional taxes and surcharges may be included based on your state and city's requirements.

- 15. TOTAL NEW Charges:** This total combines charges including Local & Long Distance Usage Charges, Your Savings Program recurring and non-recurring costs, any finance charges due from past due balance in previous month, and Taxes & Surcharges.
- 16. Call Summary:** This section provides a roll-up of total calls, minutes and associated costs for each number on your account.
- 17. Monthly Call Detail:** This section provides the date, time, minutes used, number called, call location and associated costs for each call made in this month's service.



**Remittance Section**

Invoice Date	04/13/2004
Account Number	1111111
① Invoice Number	111111
<b>Due Date</b> ②	<b>05/13/2004</b>
③ <b>Total Due</b>	<b>\$116.17</b>
Amount Enclosed:	\$ _____

Please put your account number on your check and make payable to Cleartel Communications (formerly VeraNet)

④ **Invoice Information**

Invoice Date	04/13/2004
Account Number	1111111
Invoice Number	111111
<b>Due Date</b>	<b>05/13/2004</b>
<b>Total Due</b>	<b>\$116.17</b>



⑩ **Important Messages**

**We've changed our name.**

We've changed our name to Cleartel to better represent what we do - which is provide clear and dependable telecommunications services at the best prices. The change supports our corporate goal to expand nationally in 2004. This expansion will bring even better product and service opportunities and enhance the current services you have now. Thank you for your business!

**Refer a Friend or Family member and receive a \$20 credit\***

Have your friend or family member give us a call at 1-888-214-6814 and give us your name and your Cleartel phone number.

If they sign-up for service, you get a \$20 credit on your bill within 60 days of each referral's new account activation.\*

It's that easy. Share the good news about our services and we'll share the savings with you! Everyone wins!

**Have a Question? Want to make a change?**

Call our Customer Service department – your single point of contact! Customer Service can be reached at 1-877-CLEAR31 (1-877-253-2731) and is open Monday through Friday 8am to 8pm, and 9am to 1pm on Saturdays.

\*A customer can be a referral only once in a 12-month period. Current customers may not refer themselves. Limit of \$200 in credits for one account. Offer expires 6/30/04.

**Account Summary**

**From Last Bill**

Previous Balance	55.51
Payments Received	0.00
⑤ <b>Past Due Balance</b>	<b>\$55.51</b>

**Current Charges**

⑥ Local, Long Distance & Usage Charges	45.51
⑦ Finance Charges	0.83
⑦ Taxes & Surcharges	15.08
⑧ <b>Total New Charges</b>	<b>\$61.42</b>

⑨ <b>Total Amount NOW DUE:</b>	<b>\$116.93</b>
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**John Doe**  
**1234 S Demo Ave**  
**Philadelphia, PA 19114**  
**Account Number: 1111111**

**Detail of New Charges**

**Local & Long Distance**

12 Usage Charges	Qty	Min	Cost
Directory Assistance Interstate	2	4.0	1.78
Domestic 1+ State-to-state (Interstate)	8	73.3	0.00
Domestic 1+ In-state (Intrastate)	8	73.3	0.00
Local <b>Local</b>	198	4854.0	0.00
Local regional (IntraLATA)	4	10.3	0.00
Local Directory Assistance Intrastate	2	3.0	1.78
<b>Total Usage Charges:</b>			<b>\$3.56</b>

**13 Your Savings Program & Features: Recurring and Non-recurring**

For phone # (215) 281-0841	Qty	From	To	Cost
Residential Unlimited Plan	1	04/13/04	05/12/04	41.95
Call Forwarding	1	04/13/04	05/12/04	Included
Three Way Calling	1	04/13/04	05/12/04	Included
Caller ID w/Name	1	04/13/04	05/12/04	Included
Speed Dial 30	1	04/13/04	05/12/04	Included
Call Waiting	1	04/13/04	05/12/04	Included
Voice Dialing	1	04/13/04	05/12/04	Included
Distinctive Ring 1	1	04/13/04	05/12/04	Included
Busy Redial	1	04/13/04	05/12/04	Included
Call Return (*69)	1	04/13/04	05/12/04	Included
Blocking – Outbound Collect	1	04/13/04	05/12/04	Included
Blocking – 3 <sup>rd</sup> Party Billing	1	04/13/04	05/12/04	Included
Blocking – Caller ID	1	04/13/04	05/12/04	Included
<b>Total Savings Program:</b>				<b>\$41.95</b>

**14 Taxes & Regulatory Surcharges**

Federal Excise Tax	1.69
Gross Receipts Tax	2.62
Philadelphia Sales Tax	0.06
PA State Sales Tax	0.56
PA Relay Surcharge – Residential	0.08
FCC Common Carrier Regulatory Fee	0.01
Federal Telecommunications Relay Service Fund	0.01
Federal Universal Fund	0.32
Public Safety Emergency Telephone Act (911) Fee	1.00
Network Access - Residential	6.00
Local Number Portability	0.23
Regulatory Recovery Fee	2.50
<b>Total Taxes &amp; Surcharges:</b>	<b>\$15.08</b>

**15 TOTAL NEW Charges** **\$60.59**

**16 Call Summary**

For (111) 111-1111	Calls	Minutes	Cost
Local <b>Local</b>	198	4854.0	0.00
Local Residential Long Distance	4	10.3	0.00
Local Directory Assistance	2	3.0	1.78

**17 Monthly Call Detail:**

**Calls from (215) 281-0841**

Line#	Date	Time	Min	Called #	Location	Cost
1	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
2	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
3	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
4	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
5	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
6	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
7	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
8	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
9	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
10	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
11	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
12	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
13	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
14	03/07/04	10:20AM	0.5	(111)111-1111	Allentown PA	0.00
15	03/07/04	10:20AM	0.5	(111)111-1111	Dir Asst NJ	0.89
16	03/07/04	10:20AM	0.5	(111)111-1111	Dir Asst NJ	0.89
<b>16 Calls</b>			<b>8.0 for (111) 111-1111</b>			<b>\$1.78</b>