

# Understanding Your Arrival Bill

This document will help you understand your Arrival bill. If you have further questions, please call Customer Service at **888-950-2100**.

**The first page of your Arrival bill is an easy-to-understand summary of charges.**

**Account Number:** Number associated with your company in our billing system.

**Calls Thru:** Provides last day of bill cycle which typically falls on the last day of the month.

**Due:** Arrival bills are due upon receipt.

## Account Status

**Previous Balance:** Prior month's bill balance

**Payments:** Payments received in the prior month.

**Adjustments:** Debits or credits applied to account

**Current Charges:** Current month's billing

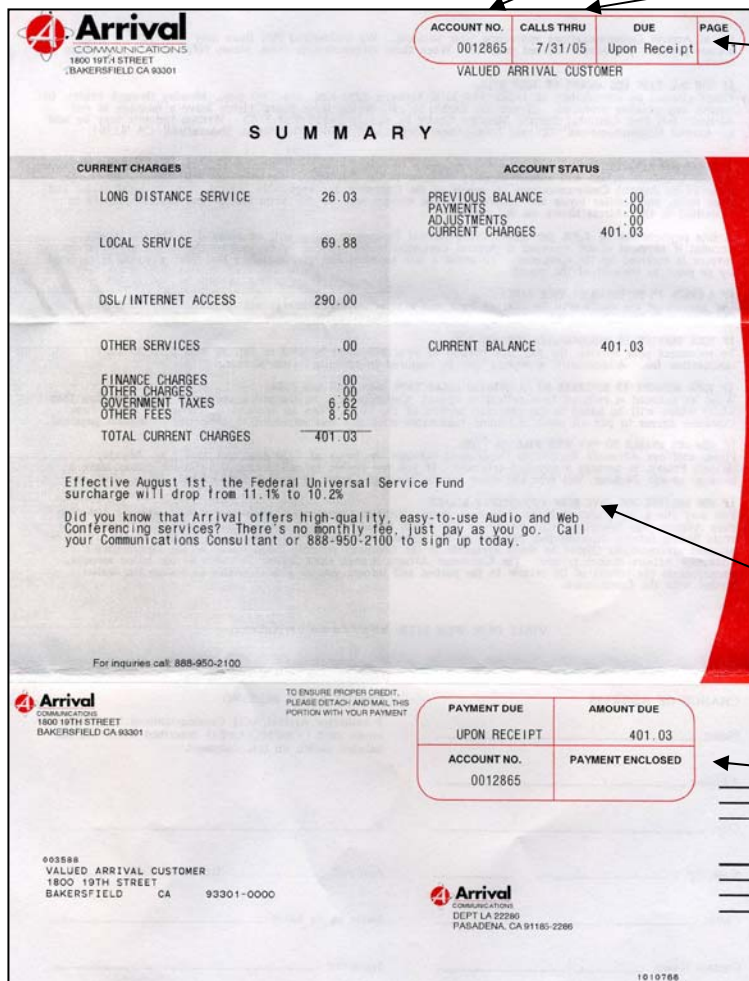
**Current Balance:** Amount owed for current month.

## Bill Message Notification

Important information regarding your bill, promotions and customer service notifications

## Remittance Slip

Enter the amount submitted and return slip with payment



**Arrival COMMUNICATIONS**  
1800 19TH STREET  
BAKERSFIELD, CA 93301

ACCOUNT NO. 0012865    CALLS THRU 7/31/05    DUE Upon Receipt    PAGE 1

VALUED ARRIVAL CUSTOMER

### S U M M A R Y

CURRENT CHARGES		ACCOUNT STATUS	
LONG DISTANCE SERVICE	26.03	PREVIOUS BALANCE	.00
LOCAL SERVICE	69.88	PAYMENTS	.00
DSL/INTERNET ACCESS	290.00	ADJUSTMENTS	.00
OTHER SERVICES	.00	CURRENT CHARGES	401.03
FINANCE CHARGES	.00	CURRENT BALANCE	401.03
OTHER CHARGES	.00		
GOVERNMENT TAXES	6.62		
OTHER FEES	8.50		
<b>TOTAL CURRENT CHARGES</b>	<b>401.03</b>		

Effective August 1st, the Federal Universal Service Fund surcharge will drop from 11.1% to 10.2%

Did you know that Arrival offers high-quality, easy-to-use Audio and Web Conferencing services? There's no monthly fee, just pay as you go. Call your Communications Consultant or 888-950-2100 to sign up today.

For inquiries call: 888-950-2100

TO ENSURE PROPER CREDIT, PLEASE DETACH AND MAIL THIS PORTION WITH YOUR PAYMENT

<b>PAYMENT DUE</b>	<b>AMOUNT DUE</b>
UPON RECEIPT	401.03
<b>ACCOUNT NO.</b>	<b>PAYMENT ENCLOSED</b>
0012865	

002888  
VALUED ARRIVAL CUSTOMER  
1800 19TH STREET  
BAKERSFIELD CA 93301-0000

**Arrival COMMUNICATIONS**  
DEPT LA 22280  
PASADENA, CA 91185-2286

1010768

## Current Charges

**Long Distance Service:** Long Distance and Local Toll usage charges

**Local Service:** Monthly recurring and one-time charges for local phone service (phone line, features, local usage)

**DSL/Internet Access:** Monthly recurring and one-time charges data services (DSL, T-1, Private Data, Hosting)

**Other Services:** Toll Free, Voice Mail and Conference Calling monthly recurring charges

**Finance Charges:** Applies only for non-payment of a bill

**Other Charges:** Applies only for billable site visits, change charges and ETF's

**Government Taxes & Other Fees:** State and Federal taxes and administrative fees

**Total Current Charges:** Total of all the above listed items for current month's bill charges

The next several pages of your bill include a detailed breakout of each charge from the summary page.

**Government Taxes And Fees:** Breakout of state and federal taxes

**Other Fees:** Breakout of administrative fees allowed by the FCC

**Long Distance Call Summary:** Breakout of all Long Distance usage by type of Long Distance call.

VALUED ARRIVAL CUSTOMER				VALUED ARRIVAL CUSTOMER																																																															
ACCT NUMBER	CALLS THRU	DUE DATE	PAGE	ACCT NUMBER	CALLS THRU	DUE DATE	PAGE																																																												
0012865	7/31/05	Upon Receipt	2	0012865	7/31/05	Upon Receipt	3																																																												
<b>GOVERNMENT FEES AND TAXES</b> Federal 2.42 Fed TRS Surcharge .00 B11 Surcharge .42 RUCFRA .09 UITS 1.25 CA Teleconnect Fund .13 DEAF .24 CA High Cost Fund-B 1.84 CA High Cost Fund-A .13 TOTAL 6.82				<b>OTHER FEES</b> Fed. Universal Fee 1.45 RCAF .50 Number Admin Fee 1.35 Carrier Access Chg 5.20 TOTAL 8.50																																																															
<b>*** LONG DISTANCE CALL SUMMARY ***</b>				<b>LOCAL BILL SUMMARY</b>																																																															
INTRA-LATA	4	2.0	.08	Local Calls	6		.18																																																												
INTRASTATE	4	2.0	.08	Caller ID			14.24																																																												
INTERSTATE	0	0	.00	Inside Wire Protect Plan			8.50																																																												
CANADA	0	0	.00	Arrival Voice Mail			20.00																																																												
INTERNATIONAL	0	0	.00	Business Line			20.00																																																												
TRAVEL/CALLING CARD	0	0	.00	Multi-Line End User Access Chg			8.96																																																												
1-800 CALLS	0	0	.00	TOTAL LOCAL			69.88																																																												
DIRECTORY ASST.	13	21.0	25.87																																																																
NATIONAL 411	0	0	.00																																																																
TOTAL	21	25.0	28.03																																																																
<b>MOST FREQUENTLY CALLED NUMBERS</b>				<table border="1"> <thead> <tr> <th>RANK</th> <th>NUMBER</th> <th>LOCATION</th> <th>CALLS</th> <th>MINUTES</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>661-720-8585</td> <td>DELAND CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>2</td> <td>661-720-2700</td> <td>DELAND CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>3</td> <td>661-720-2525</td> <td>DELAND CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>4</td> <td>661-720-2100</td> <td>DELAND CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>5</td> <td>569-448-4500</td> <td>FRESNO CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>6</td> <td>209-854-8471</td> <td>QUEST LINE CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>7</td> <td>209-722-2811</td> <td>MERCED CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td>8</td> <td>209-223-0350</td> <td>JACKSON CA</td> <td>1</td> <td>.5</td> <td>.02</td> </tr> <tr> <td colspan="3"></td> <td>8</td> <td>4.0</td> <td>.10</td> </tr> </tbody> </table>				RANK	NUMBER	LOCATION	CALLS	MINUTES	AMOUNT	1	661-720-8585	DELAND CA	1	.5	.02	2	661-720-2700	DELAND CA	1	.5	.02	3	661-720-2525	DELAND CA	1	.5	.02	4	661-720-2100	DELAND CA	1	.5	.02	5	569-448-4500	FRESNO CA	1	.5	.02	6	209-854-8471	QUEST LINE CA	1	.5	.02	7	209-722-2811	MERCED CA	1	.5	.02	8	209-223-0350	JACKSON CA	1	.5	.02				8	4.0	.10
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**Most Frequently Called Numbers:** Standard billing report included to show most frequently dialed calls

**Local Bill Summary:** Breakout of local usage, line charges, voicemail and feature charges (eg. Caller ID, Inside Wire)

**Helpful Tip**

**Monthly Recurring Charges vs. Usage Charges**

Monthly recurring charges are billed one month in advance while usage charges are billed the following month. For example, when you receive your bill in early January, you will owe December local and long distance usage charges and January monthly recurring charges.



VALUED ARRIVAL CUSTOMER				VALUED ARRIVAL CUSTOMER			
ACCT NUMBER	CALLS THRU	DUE DATE	PAGE	ACCT NUMBER	CALLS THRU	DUE DATE	PAGE
0012855	7/31/05	Upon Receipt	4	0012855	7/31/05	Upon Receipt	5

LONG DISTANCE USAGE SUMMARY BY LINE				CALL DETAIL						
CALLS	MINUTES	AMOUNT		DATE	TYP	TIME	FROM	NUMBER	MIN	AMOUNT
861/377-2100	10.00	14.95	15.95	07/25	DIR	11:40A	D DIR ASST	CA 805-555-1212	1.0	1.99
861/377-2101	11.00	11.00	10.07	07/25	DIR	11:42A	D DIR ASST	CA 209-555-1212	1.0	1.99
*** VALUED ARRIVAL CUSTOMER	21.00	25.95	26.03	07/25	DIR	11:43A	D DIR ASST	CA 415-555-1212	2.0	1.99
				07/25	DIR	11:45A	D DIR ASST	CA 559-555-1212	3.0	1.99
				07/25	DIR	11:47A	D DIR ASST	CA 310-555-1212	2.0	1.99
				07/25	DIR	11:49A	D DIR ASST	CA 858-555-1212	1.0	1.99
				07/25	DIR	11:50A	D DIR ASST	CA 650-555-6547	2.0	1.99
				07/28	1 +	05:19P	E DELANO	CA 661-720-2100	.5	.02
				07/28	1 +	05:19P	E DELANO	CA 661-720-8585	.5	.02
				07/28	DIR	05:25P	E DIR ASST	CA 559-555-1212	1.0	1.99
				*** TOTAL FOR 861/377-2100				CALLS: 10	14.0	15.95
				*** CALLS FOR 861/377-2101						
				07/28	DIR	05:12P	E DIR ASST	CA 805-555-1212	2.0	1.99
				07/28	1 +	05:15P	E DELANO	CA 661-720-2700	.5	.02
				07/28	1 +	05:18P	E DELANO	CA 661-720-2525	.5	.02
				07/28	DIR	05:19P	E DIR ASST	CA 209-555-1212	2.0	1.99
				07/28	DIR	05:21P	E DIR ASST	CA 209-555-1212	2.0	1.99
				07/28	1 +	05:23P	E JACKSON	CA 209-223-0350	.5	.02
				07/28	1 +	05:23P	E GUSTINE	CA 209-854-6471	.5	.02
				07/28	1 +	05:24P	E MERRICK	CA 209-722-2811	.5	.02
				07/28	DIR	05:28P	E DIR ASST	CA 559-555-1212	1.0	1.99
				07/28	DIR	05:28P	E DIR ASST	CA 559-555-1212	1.0	1.99
				07/28	1 +	05:29P	E FRESNO	CA 559-448-4500	.5	.02
				*** TOTAL FOR 861/377-2101				CALLS: 11	11.0	16.07

ITEM	INTERNET ITEM CHARGES	INFORMATION	FROM DATE	TO DATE	QTY	AMOUNT
9910735384	7981768K	SDSL DSL 768K	8/01/05	8/31/05	1.00	260.00
	TOTAL					260.00
9910735385	WWW.ARRIVAL.COM	Standard Hosting	8/01/05	8/31/05	1.00	30.00
	TOTAL					30.00
	TOTAL INTERNET CHARGES					290.00

ITEM	LOCAL ITEM CHARGES	INFORMATION	FROM DATE	TO DATE	QTY	AMOUNT
8613772100	MAIN LINE	Caller ID	8/01/05	8/31/05	1.00	7.12

**Long Distance Usage Summary**  
by Line Standard report that provides a breakout of long distance usage by telephone number

**Long Distance Call Detail:** Call-by-call detail with numbers dialed, minutes and dollar amount per call.

**Data/Internet Item Charges:** Breakout of monthly recurring and one-time charges for data and internet services (DSL/T-1/ Private Networks, Hosting)

**Local Services Summary**  
Breakout of monthly recurring, one-time charges and local usage by line

VALUED ARRIVAL CUSTOMER			
ACCT NUMBER	CALLS THRU	DUE DATE	PAGE
0012855	7/31/05	Upon Receipt	6

ITEM	LOCAL ITEM CHARGES	INFORMATION	FROM DATE	TO DATE	QTY	AMOUNT
	Inside Wire Protect Plan		8/01/05	8/31/05	1.00	3.25
	Arrival Voice Mail		8/01/05	8/31/05	1.00	20.00
	Business Line		8/01/05	8/31/05	1.00	10.00
	Multi-Line End User Access Chg		8/01/05	8/31/05	1.00	4.48
	TOTAL CALLS:	6	MINUTES:	6.0		.18
	TOTAL					45.03
6613772101	FAX LINE		8/01/05	8/31/05	1.00	7.12
	Caller ID		8/01/05	8/31/05	1.00	3.25
	Inside Wire Protect Plan		8/01/05	8/31/05	1.00	3.25
	Business Line		8/01/05	8/31/05	1.00	10.00
	Multi-Line End User Access Chg		8/01/05	8/31/05	1.00	4.48
	TOTAL					24.85
	TOTAL LOCAL ITEM CHARGES					69.88

## Helpful Tip

### Prorating Your First Bill

Since Arrival bills all monthly recurring charges in advance, your first bill will be higher than normal. Billing begins on the installation date of services and will continue through the end of the next month.

For example, If your service is installed on December 15<sup>th</sup>, your January bill will include monthly recurring charges for December 16<sup>th</sup> through December 31<sup>st</sup> and all of January.