



7800 Woodley Ave \* Van Nuys, CA 91406  
Pmt to: FILE 1422 \* 1801 W Olympic Blvd \* Pasadena, CA 91199-1422

For Billing Inquiries Please Call  
Customer Service at 1-888-288-5010

# Account Summary

## Account Information

ACCOUNT NUMBER: 1319939  
BILLING DATE: 01/01/2018  
DUE DATE: *Due Upon Receipt*  
PAYMENT LATE AFTER: January 25, 2018

## Charges and Payments

PREVIOUS BALANCE: 19,156.40  
PAYMENTS: 0.00  
ADJUSTMENTS: 0.00

**Our records show a PAST DUE balance.  
Please remit payment TODAY.**

Test Co for AireCare display  
123 Anywhere Lane  
Van Nuys CA 91411

## Special Message

**We're Moving!**  
**Beginning December 11th, 2017 AireSpring will be doing what we do best in a new location. We've outgrown our current building and need to move. You'll get the same great products and customer service but from a different location:**

**Please take note that our new address is:  
7800 Woodley Avenue  
Van Nuys, CA 91406**

## Current Charges

SERVICE DATES: Dec 1 - Dec 31  
LONG DISTANCE: 2.00  
LOCAL SERVICE: 0.00  
OTHER CHARGES AND TRANSFERS: 1.11  
FEDERAL TAX: 0.00  
STATE TAX: 0.00  
LOCAL TAX: 0.00  
REGULATORY FEES/SURCHARGES: 0.00  

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TOTAL CURRENT CHARGES: 3.11

## Amount Due

**TOTAL AMOUNT DUE: \$19,159.51**

# Payment Coupon

- To ensure proper credit:
1. Please write your account number on your check.
  2. Make your check payable to AireSpring.
  3. Enclose check or money order with payment coupon in the return envelop supplied.

Test Co for AireCare display  
123 Anywhere Lane  
Van Nuys CA 91411

*Please return this portion with your payment to ensure proper credit*

## Amount Due

**\$19,159.51**

## Amount Enclosed

REMIT PAYMENT TO:

INVOICE NUMBER: 108035932  
ACCOUNT NUMBER: 1319939  
BILLING DATE: 01/01/2018  
DUE DATE: *Due Upon Receipt*  
PAYMENT LATE AFTER: January 25, 2018

AireSpring  
FILE 1422  
1801 W. Olympic Blvd  
Pasadena, CA 91199-1422

0001319939019159516

## Additional Messages

### Update to MSA

Please be advised that Airespring added a new section in the Master Service Agreement ("MSA"), namely Section 5.13 for a newly offered AT&T NetBond Service. The MSA is located at [www.airespring.com/terms](http://www.airespring.com/terms). The changes are effective immediately for all new Airespring Service Orders in which the customer orders an AT&T NetBond Service.

### Changes to Regulatory Cost Recovery Surcharge

Effective September 1, 2017 the Regulatory Cost Recovery Surcharge will be increased from 2.98% to 3.41%. This surcharge is a monthly charge applied to cover amounts paid to federal, State, and local governments for regulatory costs and Airespring's cost of compliance. This change is being triggered by increased government regulatory charges.

### Updates to MSA

Please be advised that Airespring has modified several terms and conditions in the Master Service Agreement ("MSA"), which can be located at [www.airespring.com/terms](http://www.airespring.com/terms). The changes are effective immediately for all new Airespring Service Orders and effective as of November 1, 2017 for all existing orders.

In Section 2.20 (911 Services) the first paragraph has been modified from: "Customer must have at least one 911-enabled AireSpring DID for each location, with that location's correct address populated in AireSpring's 911 database, for 911 database services to operate properly for DIDs utilized at that location. For 911 service, Customer will be required to register the physical location of Customer's equipment (phone, softphone or videophone) with Airespring and agree to call Airespring customer service to update the location whenever the physical location of service for a particular telephone number changes. Customer may register only one location at time. If Customer does not update the physical location, Customer's 911 calls may be sent to an incorrect emergency center."

to: "Customer must have at least one 911-enabled AireSpring DID for each location, with that location's correct address populated in AireSpring's 911 database, for 911 database services to operate properly for DIDs utilized at that location.

For 911 service, Customer will be required to register the physical location of Customer's equipment (desk phone, softphone, videophone or mobile phone) with Airespring and agree to call Airespring customer service to update the location whenever the physical location of service for a particular telephone number changes. Customer may register only one location at time.

IF CUSTOMER DOES NOT UPDATE THE PHYSICAL LOCATION OF CUSTOMER'S EQUIPMENT (DESK PHONE, SOFTPHONE, VIDEOPHONE OR MOBILE PHONE) WHEN IT CHANGES, CUSTOMER'S 911 CALLS MAY BE SENT TO AN INCORRECT EMERGENCY CENTER."

In Section 2.20 (911 Services) the second paragraph has been modified from: "It can take several hours to activate 911 service at the updated address. 911 service will not function in the event of a broadband services outage or power outage."

to: "IT CAN TAKE SEVERAL HOURS TO ACTIVATE 911 SERVICE AT THE UPDATED ADDRESS. 911 SERVICE WILL NOT FUNCTION IN THE EVENT OF A CUSTOMER PREMISE OR CARRIER SERVICE OUTAGE OR A POWER OUTAGE. NETWORK CONGESTION OR SIGNIFICANT DEGRADATION OF CUSTOMER'S INTERNET ACCESS OR OTHER TYPES OF ACCESS SERVICE MAY DELAY OR PREVENT COMPLETION OF A 911 CALL. THESE CONDITIONS MAY OCCUR REGARDLESS OF THE SIZE OF CUSTOMER'S BANDWIDTH OR THE NUMBER OF CIRCUITS INSTALLED, AND REGARDLESS OF WHETHER OR NOT AIRESPRING IS THE PROVIDER. AIRESPRING SERVICES (INCLUDING OR NOT LIMITED TO) INTERNET SERVICE AND/OR MANAGED CONNECTIVITY OR LOCAL T1/PRI SERVICE ARE NOT IMMUNE FROM THESE CONDITIONS. AIRESPRING STRONGLY RECOMMENDS CUSTOMER AT ALL TIMES MAINTAINS AN ALTERNATIVE METHOD FOR PLACING EMERGENCY CALLS.

Based on the local emergency center servicing Customer's location, such center will operate with either basic 911 or E911 service."

In Section 2.20 (911 Services) the following paragraph has been added: "Some Customers will have the ability to directly update their own E911 location via an online portal. Customer is solely responsible for setting the E911 location accurately to the correct physical location of Customer's equipment (desk phone, softphone, videophone or mobile phone) with Airespring."

In Section 2.27 (Bandwidth Requirements) the paragraph has been modified from: "For Airespring's local SIP services, including Voice Over MPLS for SIP services, the Customer shall be responsible for ordering a sufficient amount of bandwidth to support the desired number of simultaneous calls and permit the applicable audio compression.

Each call employing G.729 audio compression requires approximately 30 Kbits/sec per call. Each call employing G.711 audio compression requires approximately 100 Kbits/sec per call. For example, a 1.554 mb line utilized solely for voice services employing G.711 will handle approximately fifteen (15) simultaneous calls, while the line employing G.729 compression will handle approximately forty-eight (48) simultaneous calls.

In the event of insufficient bandwidth, or in the event Customer attempts to place more simultaneous calls over a circuit than what the circuit can support, Customer may experience degraded call quality or unavailable connectivity. Airespring's services that utilize VoIP, can also be affected by insufficient bandwidth or overutilization." to:

to: "For Airespring's local SIP services, including Voice Over MPLS for SIP services, the Customer shall be responsible for ordering a sufficient amount of bandwidth to support the desired number of simultaneous calls and permit the applicable audio compression. In the event of insufficient bandwidth, or in the event Customer attempts to place more simultaneous calls over a circuit than what the circuit can support, Customer may experience degraded call quality or unavailable connectivity.

Airespring's services that utilize VoIP can also be affected by insufficient bandwidth or overutilization."

Your international rates may have changed. Please log into the customer web portal ([customers.airespring.com](http://customers.airespring.com)) to check your new international rates.

### MRC Rate Change

Due to increased costs related to the operation and management of access loops by our underlying carriers and AireSpring, AireSpring will

increase access loop prices by 2.90% effective January 1, 2018.



ACCOUNT NAME:  
ACCOUNT NUMBER:  
BILLING DATE:  
DUE DATE:  
PAYMENT LATE AFTER:

Test Co for AireCare display  
1319939  
01/01/2018  
*Due Upon Receipt*  
January 25, 2018

Customer Service - 1-888-288-5010

**Summary of Charges**

Long Distance - Arrears/Pro-Rated	Period	Quantity	Rate	Amount
Toll Free Billing Charge (1 Toll Free Numbers)	12/01/17 - 12/31/17	1		2.00
<b>Service Total</b>				<b>2.00</b>
Other Charges and Credits - Monthly Recurring	Period	Quantity	Rate	Amount
DIA Internet Service MRC 01/01/18-01/31/18	01/01/18 - 01/31/18	1	1.11	1.11
<b>Other Charges and Credits - Monthly Recurring Subtotal</b>				<b>1.11</b>
<b>Service Total</b>				<b>1.11</b>

ACCOUNT NAME: Test Co for AireCare display  
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Customer Service - 1-888-288-5010

**Call Category Summary**

CALL CATEGORY	CALLS	MINUTES	AMOUNT
Outbound Ded. Local Toll	27	31.3	0.000000
Outbound Ded. In State	2	11.8	0.000000
Outbound Ded. St. to St.	29	88.3	0.000000
<b>TOTAL</b>	<b>58</b>	<b>131.4</b>	<b>0.000000</b>

**Local Loop/Broadband Circuit Summary**

DESCRIPTION	CITY/STATE	PORT	LOOP	OTHER	TOTAL
1319939-18002-DIA	Van Nuys CA	0.00	1.11	0.00	1.11
<b>TOTALS</b>		<b>0.00</b>	<b>1.11</b>	<b>0.00</b>	<b>1.11</b>

**Local Loop/Broadband Circuit Detail**

**Billing ID:** 1319939-18002-DIA  
**Site Address:** 123 Anywhere Lane \*\*\* Host Site \*\*\*  
 Van Nuys CA 91411

Description	TYPE	AMOUNT	PERIOD
Test Charge	DIA	1.11	01/01/2018 - 01/31/2018
		<b>1.11</b>	

**Telephone Number and Calling Card Summary**

NUMBER	CALLS	MINUTES	AMOUNT
274-9275	58	131.4	0.00
<b>TOTAL FOR 1 NUMBER</b>	<b>58</b>	<b>131.4</b>	<b>0.00</b>

**Most Frequently Dialed To Numbers**

RANK	NUMBER	CITY	CALLS	MINUTES	AMOUNT
1	492-758-1111	VAN NUYS	34	89.6	0.00
2	492-758-1811111111	VAN NUYS	24	41.8	0.00
<b>TOTALS</b>			<b>58</b>	<b>131.4</b>	<b>0.00</b>

ACCOUNT NAME:  
 ACCOUNT NUMBER:  
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**Day of Month Summary - Outbound**

Day	Calls	Minutes	Avg Min/Call	Amount
Dec 01 2017	1	0.6	0.6	0.00
Dec 04 2017	2	0.6	0.3	0.00
Dec 05 2017	10	15.3	1.5	0.00
Dec 06 2017	2	4.5	2.3	0.00
Dec 07 2017	15	17.8	1.2	0.00
Dec 08 2017	2	0.3	0.2	0.00
Dec 10 2017	2	5.6	2.8	0.00
Dec 12 2017	2	5.5	2.8	0.00
Dec 13 2017	2	5.3	2.7	0.00
Dec 14 2017	1	0.1	0.1	0.00
Dec 18 2017	2	2.2	1.1	0.00
Dec 19 2017	1	3.0	3.0	0.00
Dec 20 2017	2	38.8	19.4	0.00
Dec 21 2017	3	11.6	3.9	0.00
Dec 22 2017	2	0.4	0.2	0.00
Dec 26 2017	3	6.6	2.2	0.00
Dec 28 2017	3	6.2	2.1	0.00
Dec 29 2017	3	7.0	2.3	0.00
<b>Total</b>	<b>58</b>	<b>131.4</b>	<b>2.3</b>	<b>0.00</b>

**Area Code Summary - Outbound**

Area Code / Location	Calls	Minutes	Avg Min/Call	Amount
492 /	58	131.4	2.3	0.00
<b>TOTALS</b>	<b>58</b>	<b>131.4</b>	<b>2.3</b>	<b>0.00</b>

**Day of Week Summary - Outbound**

Day	Calls	Minutes	Avg Min/Call	Amount
Sunday	2	5.6	2.8	0.00
Monday	4	2.8	0.7	0.00
Tuesday	16	30.4	1.9	0.00
Wednesday	6	48.6	8.1	0.00
Thursday	22	35.7	1.6	0.00
Friday	8	8.3	1.0	0.00
Saturday	0	0.0	0.0	0.00
<b>TOTAL</b>	<b>58</b>	<b>131.4</b>	<b>2.3</b>	<b>0.00</b>

**Time of Day Summary - Outbound**

Time	Calls	Minutes	Avg Min/Call	Amount
07:00 AM - 07:59 AM	3	11.1	3.7	0.00
08:00 AM - 08:59 AM	19	29.2	1.5	0.00
09:00 AM - 09:59 AM	3	2.1	0.7	0.00
10:00 AM - 10:59 AM	4	0.7	0.2	0.00
11:00 AM - 11:59 AM	2	5.8	2.9	0.00
12:00 PM - 12:59 PM	1	38.4	38.4	0.00
01:00 PM - 01:59 PM	4	16.4	4.1	0.00
02:00 PM - 02:59 PM	4	9.0	2.3	0.00
03:00 PM - 03:59 PM	3	0.4	0.1	0.00
04:00 PM - 04:59 PM	7	9.5	1.4	0.00
05:00 PM - 05:59 PM	3	7.6	2.5	0.00
06:00 PM - 06:59 PM	2	0.5	0.3	0.00
07:00 PM - 07:59 PM	2	0.5	0.3	0.00
10:00 PM - 10:59 PM	1	0.2	0.2	0.00
<b>TOTAL</b>	<b>58</b>	<b>131.4</b>	<b>2.3</b>	<b>0.00</b>



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**Long Distance Call Detail - 274-9275**

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
12/01/2017	09:35AM	VAN NUYS CA	492-758-1111	0.6	0.000000
12/04/2017	08:35AM	VAN NUYS CA	492-758-1111	0.3	0.000000
12/04/2017	08:44AM	VAN NUYS CA	492-758-1111	0.3	0.000000
12/05/2017	08:28AM	VAN NUYS CA	492-758-1811111111	0.6	0.000000
12/05/2017	08:28AM	VAN NUYS CA	492-758-1811111111	0.4	0.000000
12/05/2017	08:29AM	VAN NUYS CA	492-758-1811111111	0.5	0.000000
12/05/2017	08:30AM	VAN NUYS CA	492-758-1811111111	0.6	0.000000
12/05/2017	08:31AM	VAN NUYS CA	492-758-1811111111	0.5	0.000000
12/05/2017	08:32AM	VAN NUYS CA	492-758-1811111111	0.4	0.000000
12/05/2017	08:45AM	VAN NUYS CA	492-758-1111	0.4	0.000000
12/05/2017	08:52AM	VAN NUYS CA	492-758-1111	0.5	0.000000
12/05/2017	08:53AM	VAN NUYS CA	492-758-1111	0.4	0.000000
12/05/2017	01:13PM	VAN NUYS CA	492-758-1811111111	11.0	0.000000
12/06/2017	08:01AM	VAN NUYS CA	492-758-1111	0.8	0.000000
12/06/2017	02:27PM	VAN NUYS CA	492-758-1811111111	3.7	0.000000
12/07/2017	10:44AM	VAN NUYS CA	492-758-1111	0.2	0.000000
12/07/2017	10:45AM	VAN NUYS CA	492-758-1111	0.3	0.000000
12/07/2017	10:51AM	VAN NUYS CA	492-758-1111	0.1	0.000000
12/07/2017	10:53AM	VAN NUYS CA	492-758-1111	0.1	0.000000
12/07/2017	01:42PM	VAN NUYS CA	492-758-1111	0.1	0.000000
12/07/2017	01:58PM	VAN NUYS CA	492-758-1111	0.1	0.000000
12/07/2017	03:49PM	VAN NUYS CA	492-758-1111	0.1	0.000000
12/07/2017	04:27PM	VAN NUYS CA	492-758-1811111111	1.0	0.000000
12/07/2017	04:29PM	VAN NUYS CA	492-758-1811111111	1.7	0.000000
12/07/2017	04:33PM	VAN NUYS CA	492-758-1811111111	0.5	0.000000
12/07/2017	04:34PM	VAN NUYS CA	492-758-1811111111	0.5	0.000000
12/07/2017	04:41PM	VAN NUYS CA	492-758-1111	1.7	0.000000
12/07/2017	04:46PM	VAN NUYS CA	492-758-1111	4.0	0.000000
12/07/2017	05:01PM	VAN NUYS CA	492-758-1111	7.1	0.000000
12/07/2017	05:19PM	VAN NUYS CA	492-758-1811111111	0.3	0.000000
12/08/2017	11:52AM	VAN NUYS CA	492-758-1111	0.1	0.000000
12/08/2017	05:24PM	VAN NUYS CA	492-758-1811111111	0.2	0.000000
12/10/2017	07:26AM	VAN NUYS CA	492-758-1811111111	5.2	0.000000
12/10/2017	09:42AM	VAN NUYS CA	492-758-1111	0.4	0.000000
12/12/2017	01:23PM	VAN NUYS CA	492-758-1811111111	5.2	0.000000
12/12/2017	07:40PM	VAN NUYS CA	492-758-1111	0.3	0.000000
12/13/2017	08:00AM	VAN NUYS CA	492-758-1111	5.2	0.000000
12/13/2017	04:35PM	VAN NUYS CA	492-758-1811111111	0.1	0.000000
12/14/2017	06:24PM	VAN NUYS CA	492-758-1811111111	0.1	0.000000
12/18/2017	02:45PM	VAN NUYS CA	492-758-1111	2.1	0.000000
12/18/2017	03:17PM	VAN NUYS CA	492-758-1811111111	0.1	0.000000
12/19/2017	02:28PM	VAN NUYS CA	492-758-1811111111	3.0	0.000000
12/20/2017	12:07PM	VAN NUYS CA	492-758-1111	38.4	0.000000
12/20/2017	06:38PM	VAN NUYS CA	492-758-1111	0.4	0.000000
12/21/2017	07:00AM	VAN NUYS CA	492-758-1111	5.7	0.000000
12/21/2017	08:23AM	VAN NUYS CA	492-758-1811111111	5.7	0.000000
12/21/2017	07:22PM	VAN NUYS CA	492-758-1811111111	0.2	0.000000
12/22/2017	03:09PM	VAN NUYS CA	492-758-1111	0.2	0.000000
12/22/2017	10:32PM	VAN NUYS CA	492-758-1811111111	0.2	0.000000
12/26/2017	07:35AM	VAN NUYS CA	492-758-1111	0.2	0.000000
12/26/2017	08:03AM	VAN NUYS CA	492-758-1111	0.7	0.000000
12/26/2017	11:09AM	VAN NUYS CA	492-758-1111	5.7	0.000000
12/28/2017	08:20AM	VAN NUYS CA	492-758-1811111111	0.1	0.000000
12/28/2017	08:37AM	VAN NUYS CA	492-758-1111	5.7	0.000000
12/28/2017	08:58AM	VAN NUYS CA	492-758-1111	0.4	0.000000
12/29/2017	08:44AM	VAN NUYS CA	492-758-1111	5.7	0.000000
12/29/2017	09:43AM	VAN NUYS CA	492-758-1111	1.1	0.000000
12/29/2017	02:41PM	VAN NUYS CA	492-758-1111	0.2	0.000000
<b>TOTAL</b>		<b>Number of Calls: 58</b>		<b>131.4</b>	<b>0.000000</b>