

\*\*\*\*\*ECRLOT\*\*R-001

John Q. Sample

ABC INC.

123 Main St.

City, ST 12345-6789

|||||



August 28, 2002

Acct. # GPG9MC

Dear John Q. Sample:

Thank you for being a loyal Excel Telecommunications customer. We appreciate your business and hope to be your carrier of choice for many years to come.

At Excel, we believe in keeping you informed of changes to your account. We are enclosing your updated Terms and Conditions of service, which includes *Important Information About Customer Proprietary Network Information (CPNI) Consent*. Please read this enclosure and retain this document for your future reference. The updated document will serve as the basis of the agreement between Excel and you, and will replace any previous terms and conditions you have received.

In addition, some of the rates that apply to your Excel long distance product may have changed. Any change to your account will take effect October 1, 2002. To find out if there is a change to any of your rates, you may log onto our web site at [www.excel.com/ratechanges/re7](http://www.excel.com/ratechanges/re7) or call us at **1-800-251-6166** to verify any changes to your rates.

Did you know that Excel also has many other great products to make it easier to stay in touch?

- *Excel Wireless<sup>SM</sup>* – digital nation-wide coverage, with competitive rate plans that include in-network roaming and long distance.
- *MyExcel Internet Access<sup>SM</sup>* – for dial up service at a great monthly rate!
- *ExcelPaging<sup>SM</sup>* – the latest in two-way paging as well as numeric paging service.

Contact your Independent Representative to learn more about these products or visit [www.excel.com](http://www.excel.com).

Again, thank you for choosing Excel as your long distance carrier. We look forward to meeting your needs and strengthening our relationship with you.

Sincerely,

Excel Telecommunications