



18215 Paulson Drive
Port Charlotte, FL 33954
Telephone: 941-206-7800
Fax: 941-629-4452

Getting the most from your DayStar Service!

Dear Valued Customer:

Everyone at DayStar is pleased that you have chosen one of our Business Solutions and look forward to providing the support and help you need to get the most of this investment. Inside of this package we've gathered together information that you'll need, such as, DayStar Contact Information, a Frequently Asked Question list, a CD with your Feature Guides and a copy of your complete order; also depending on your solution a printed copy of the Feature Guides.

All of the information within this package, together with other useful resources, can also be found on our website, at www.daystar.net/support.html.

We understand that you may need to adjust your service to keep pace with your business demands. If so, a simple call to your dedicated Service Representative is all that it takes. If you have any questions or suggestions for service improvement, you can call our Customer Service Department or Email us at custserv@daystar.net.

Once again, thank you for choosing DayStar Communications.

Sincerely,

Brian Schaffer

Brian Schaffer
President
DayStar Communications



DayStar Contact Information

DayStar Communications

18215 Paulson Drive
Port Charlotte, FL 33954

General Information Inquiries

(from Charlotte County)	(941) 206-7800
(from Sarasota County)	(941) 207-7800

(Although the above numbers are toll-free, please call us on the following toll-free number if you prefer.)

Toll Free	1-888-349-5100
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<u>Customer Service</u>	(24 hrs./day x 7 days/week)	1-877-912-1300
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<u>Billing and Payment</u>	(941) 206-7800
DayStar Communications	1-888-349-5100
P.O. Box 22045	
Tampa, FL 33622-2045	

<u>Facsimile</u>	(941) 629-4452
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<u>E-mail DayStar</u>	info@daystar.net
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<u>DayStar Website</u>	www.daystar.net
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Customer Long Distance Carrier Change Policy

This message is to notify you of DayStar Communications' service policy regarding Long Distance Carrier Selection.

We provide this service to protect your company from being "slammed" (having your long distance service provider switched without your knowledge or permission) – a major problem that is plaguing the Long Distance Service industry.

We will require a written request from you, if you choose to change your Long Distance provider in the future.

That is, if any Long Distance carrier requests DayStar to switch your long distance to their or any other service, we will deny that request until we have your written authorization, on your company letterhead.

In addition, please be aware that if you do choose to switch your long distance provider, a \$5.00 service charge will be applied to your next DayStar bill to cover the cost of switching the service.

This policy will stay in place until otherwise notified in writing.

DayStar Communications



The Value Leader

Frequently Asked Questions

- Why does my first invoice seem higher than normal?
- When was my first day of service?
- How do I pay my bill?
- What is my Local Calling Area?
- What is Local Toll Calling?
- What is extended area calling?
- What is a LATA?
- What is a Regional call?
- What is the Federal Universal Service Fund Fee (FUSF)?
- What is Federal Subscriber Line Charge (FCC Line Charge), LNP (Local Number Portability), and PICC (Primary Inter exchange Carrier Charge)?
- What should I do if I have questions about my DayStar bill?
- What do the various dates mean on the invoice?
- What is the credit policy for loss of service?

Why does my first invoice seem higher than normal?

This first invoice reflects usage charges and prorated fixed charges for a portion of the past month in addition to fixed charges for the next month in advance.

Example: If service is activated on the 15th of June, the first invoice cycle will be June 17. The invoice will include monthly recurring charges for June 15 through June 16 and July 17 through August 16.

When was my first day of service?

The local services and features section of your first invoice indicates the day that your service converted.

How do I pay my bill?

Mail

If you are going to mail your payment, please return the invoice portion of your bill with your payment. Make Check payable to DayStar Communications. Please include the account number with the payment and mail to:

DayStar Communications
P.O. Box 22045
Tampa, FL 33622-2045

Automatic Payment via Credit Card

Call 941-206-7800 to set-up this form of payment..

Telephone

If you would like to pay by phone, please call the Customer Service Department at DayStar Communications at 941-206-7800 or 1-888-349-5100. Phone payments are credit card only.

What is my Local Calling Area?

Your local calling area defines the numbers you can call without incurring a toll charge. The most accurate source of information on your local calling area is the Consumer Guide section of your local Verizon or Sprint phone directory.

Your local calling area is a geographic area defined by two factors: your home exchange (also known as your telephone prefix) and your LATA (Local Access Transport Area).

Your home exchange includes all of the phone numbers in your immediate community, which share the same local calling area. Your exchange numbers are the three digits immediately following the area code - as in (###) 206-####. The home exchange is always a part of your local calling area, though your local calling area may include additional exchanges and surrounding communities.

LATAs define geographical boundaries of local telephone service networks. The LATA boundaries are drawn by the federal government and determine which phone companies can provide local and toll service for each area.

What is Local Toll Calling?

It is a call made outside of your local calling area, but inside a pre-defined area, known as your Local Access Transport Area (LATA). Local toll calls are sometimes referred to as intraLATA calls or regional toll calls.

What is Extended Area Calling?

A rate plan that provides calling to a specified extended area without incurring long distance usage charges.

What is a LATA?

A LATA, or Local Access Transport Area, is a geographic boundary used to define certain types of telephone service. LATA's were established in 1984 with the break up of the long distance monopoly, and they roughly correspond to metropolitan areas. Some states have just one LATA, while other states have several, such as Florida.

What is a Regional call?

A regional call is a toll call and is defined by the underlying carrier tariff. It is any call within a customer's LATA outside of their Local Calling Area. We have more information on this subject and would be glad to fax it to you.

What is the Federal Universal Service Fund Fee (FUSF)?

In July 1998, the Federal Communications Commission (FCC) required all long distance phone companies to contribute to the Universal Service Fund. The Federal Universal Service Fund subsidizes the cost of local phone service and Internet service in areas where it would otherwise be unaffordable.

What are the Federal Subscriber Line Charge (SLC), Local Number Portability Charge (LNP), and Primary Interexchange Carrier Charge (PICC)?

State or Federally mandated regulatory charges:

Federal Subscriber Line Charge (SLC) - This fee allows local telephone companies to cover some of the costs of providing telecommunications services to individual locations.

Local Number Portability Charge (LNP) - Consumer are allowed to keep their telephone number when they switch local telephone service companies. Local companies are allowed to recover the costs associated with the upgrade in equipment to allow for the transfer of the number.

Primary Interexchange Carrier Charge (PICC) - This is a flat-rate per-line charge which long distance companies pay local telephone companies to access the local company's network.

What should I do if I have questions about my DayStar bill?

Please send an email to Billing@DayStar.Net stating your concern/question or call 888-349-5100 and speak to a Customer Service Representative. The representative will gather the original documentation for review. If an error has been made on your invoice, a credit will be issued and your bill will be corrected for future invoices.

What do the various dates mean on the invoice?

Billing Period shown on the first page of the invoice is the period of time pertaining to actual usage for local calls, extended area calls, and long distance calls. This is the one-month period prior to the Invoice Date.

The dates associated with the monthly recurring charges for Local Telephone Charges on subsequent pages are for the one-month period following the Invoice Date. This is because these fixed recurring charges are billed one month in advance.

What is the credit policy for loss of service?

Your monthly recurring billing for all services received (excluding long distance charges, taxes and surcharges) divided by 30, multiplied by the number of days of lost service.



E-Mail Address Worksheet

Date ___/___/___

Account # _____

Phone # _____

of free Emails: _____

Business Name: _____

#	Add/Change/Remove	Requested E-Mail Address	Password
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____
5	_____	_____	_____
6	_____	_____	_____
7	_____	_____	_____
8	_____	_____	_____
9	_____	_____	_____
10	_____	_____	_____
11	_____	_____	_____
12	_____	_____	_____

- * For assistance with setting up your new email account please call 1-888-912-1300.
- * You must contact your Web Administrator if you want your DayStar email address to appear on your web site. DayStar Communications cannot make these changes for you.
- * Fax completed worksheet to DayStar Communications at 941-629-4452.

For Office Use Only S _____ I _____ Date ___/___/___
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