

Welcome to *AireSpring's*
exclusive service level for
select customers

PremierSupport

**This package prepared
especially for:**



Welcome to AireSpring,

We are glad you have decided to choose us as your telecommunications provider. We value our relationship with you. As a result, we go to tremendous lengths to ensure that your expectations are not only met, they are exceeded.

We are proud to provide you with your own Premier Support Representative so you will get the personal service and attention you deserve.

Please find enclosed a business card from your Premier Support Representative, which will provide you complete contact information. You should expect an introductory call from your Representative shortly.

Our mission is to provide the most advanced telecommunication services at extremely competitive rates, while offering personalized service normally reserved for Fortune 100 companies.

All our services are explained in detailed, easy-to-understand terms on our monthly bill. We believe savings should be simple!

Naturally, AireSpring provides 24-hour customer service and trouble reporting so you can be assured that we will always be there for you, no matter what time of day or night.

While we are sure that your Premier Support Representative will meet your every need, we have also included an escalation list providing you additional contacts, including myself.

Again, thank you for choosing AireSpring and we look forward to helping you with all your telecommunication needs now and in the future.

Sincerely,



Avi Lonstein
C.E.O.
Airespring, Inc.



PremierSupport

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PremierSupport

Premier Support Overview

Welcome to Premier Support from *AireSpring*. Following you will find a summary of important information about your account.

We're sure you will find this information both useful and informative. Please feel free to contact us if you don't find the answers to your questions here.

Premier Customer Support

At *AireSpring* we are proud to offer our distinguished customers Premier Support. You are assigned a personal support representative who will help you with all aspects of your telecommunication needs, from setting up or adding services and correcting trouble to rate and billing questions.

Your Premier Support Representative is your single point of contact. We believe that in today's high-tech world the personal touch is often lost and we bring that back with your Premier Support Representative, whose business card and contact information is enclosed.





PremierSupport

Payment Options and Invoice Information

You may pay your bill in several convenient ways:

- Use Auto-Pay by Electronic Funds Transfer. No more wasting time writing out checks and digging for stamps. You'll still get an itemized statement each month. The amount due will be automatically deducted from your account around the 15th of each month. To register for Auto-Pay, call 800-825-1055 or e-mail premiersupport@airespring.com. *
- Pay by Electronic Funds Transfer. You can call us at 800-825-1055 on a monthly basis. Simply provide us with your bank account information and we'll deduct the amount you authorize directly from your Bank Account. *
- Pay with Check by Phone. You can call us at 800-825-1055 on a monthly basis. Simply provide us with your bank account information and Check number and we'll deduct the amount you authorize directly from your Bank Account.
- Pay with Check. Send a check using the return envelope enclosed with each month's statement.

* Limit of \$5000 per transaction.



Billing and Payment Due Date

You will receive your monthly invoice around the 10th of the month and payment is due upon receipt. While most services are billed in arrears, certain charges, such as local loops, local telephone service and internet access, are billed in advance. If your services start in the middle of a billing cycle, you will be billed in arrears for that partial month as well as the month in advance. You are billed for individual long distance calls after calls are made, with each call itemized on your statement.

Invoices not paid by the 25th of the month are delinquent. Late payments will incur a 1.5% late fee and may adversely affect your credit rating with Airespring.

6060 Sepulveda Blvd, 2nd Floor, Van Nuys CA 91411

Premier Support Phone: 800-825-1055 Fax: 888-899-3021



PremierSupport

Invoices

Your First Invoice

Your first invoice is often higher than what you should expect in the months to come. There's a simple explanation.

First, for certain services, one-time installation charges often appear. And second, you are charged for some services, such as local loops, local telephone service and Internet access one month in advance. If you begin service in the middle of a billing cycle, you will be billed for that partial month in which service was installed as well as the month in advance.

If you have questions about your bill, please contact your Premier Support Representative.

Monthly Invoices

Every Month you will receive your full bill in the mail.

OR
If it is too large to print, you will receive the following:

1. The first four pages of your bill.
2. You will also receive a CD-ROM with a PDF of your entire bill as well as a file containing all of your Call Detail Records (CDR's) in a Tab-Delimited Text format.

Airespring waives the regular \$15 per month charge for electronic billing to our Premier customers.

You can view your CDR's with any data manipulation Software, such as MS Access or MS SQL Server. For smaller files, MS Excel can be used.

You can use the CDR information to sort by Phone Line, Circuit Billing ID, Date, Called Number, Called From Number, Accounting or Security Codes etc.

Following you will find a CDR record field layout for our CDR file which you can utilize in programming or extracting information from these files.





PremierSupport

Call Detail Record Field Layout

FIELD TITLES:

INVOICE_NUMBER
CALL_SEQUENCE
CALL_FROM
CALL_TO
CALL_DATE
DURATION
COST
TYPE
CALL_IND

CALL_CITY
CALL_TYPE
CALL_STATE
CALL_BTN
CALL_FROM_CITY
CALL_FROM_STATE
CALL_DEST_NAME

FIELDS DEFINED:

Monthly invoice number.
The sequence in which calls appear on the invoice.
Telephone number call was placed from.
Telephone number called.
Date call was placed.
Length of call.
Cost of the call.
Call type indicated by one of the following: 1 = Outbound call, 8 = Inbound call, C = Calling Card
Traffic type indicated by one of the following: IA = In state call, IE = State to state call, DA = Directory Assistance call, IN = International, CAN = Canada, MEX = Mexico, EX = Extended calling area and offshore.
City call was placed to.
Duplicate record of the "TYPE" field.
State call was placed to.
Billing Telephone Number (BTN) or dedicated circuit reference number.
City the call originated from.
State the call originated from.
Destination state or country.

Microsoft Excel - 01204589_554153_783094.txt

INVOICE_NUMBER	CALL_SEQUENCE	CALL_FROM	CALL_TO	CALL_DATE	DURATION	COST	TYPE	CALL_IND	CALL_CITY	CALL_TYPE	CALL_STATE	CALL_BTN
554153	1155994	5592523865	8003779111	5/15/2003 8:03	8.9	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1155998	8187667300	7142908918	5/9/2003 12:43	0.3	0.02	1	IA	ANAHEIM	1	CA	8187E
554153	1155999	8187811202	8003779111	5/1/2003 11:29	0.9	0.04	8	IA	NO HOLLYWD	8	CA	80037
554153	1156000	8187811205	8003779111	5/1/2003 11:10	0.4	0.02	8	IA	NO HOLLYWD	8	CA	80037
554153	1156006	8187667300	7142908918	5/19/2003 21:37	0.5	0.02	1	IA	ANAHEIM	1	CA	8187E
554153	1156007	8187667300	7142908918	5/19/2003 21:43	0.3	0.02	1	IA	ANAHEIM	1	CA	8187E
554153	1156009	8187632438	8003779111	5/19/2003 22:40	2.6	0.4	8	IA	NO HOLLYWD	8	CA	80037
554153	1156010	8189978520	8003779111	5/20/2003 9:35	0.4	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1156013	8187667300	6196020953	5/23/2003 20:36	26.9	0.97	1	IA	SAN DIEGO	1	CA	8187E
554153	1156016	8185068986	8003779111	5/21/2003 16:07	0.3	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1156017	8185068986	8003779111	5/21/2003 16:12	0.6	0.33	8	IA	NO HOLLYWD	8	CA	80037
554153	1156018	8185068986	8003779111	5/21/2003 15:58	0.3	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1156019	8185068986	8003779111	5/21/2003 15:51	0.6	0.33	8	IA	NO HOLLYWD	8	CA	80037
554153	1156020	8185068986	8003779111	5/21/2003 15:40	0.3	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1156021	8185068986	8003779111	5/21/2003 15:29	0.3	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1156024	8189809519	8003779111	5/7/2003 22:33	0.8	0.03	8	IA	NO HOLLYWD	8	CA	80037
554153	1156025	8187667300	7142908918	5/7/2003 17:04	0.6	0.03	1	IA	ANAHEIM	1	CA	8187E
554153	1156026	8187667300	7142908918	5/7/2003 16:56	1.5	0.06	1	IA	ANAHEIM	1	CA	8187E
554153	1156027	8187667300	7142908918	5/7/2003 15:16	0.5	0.02	1	IA	ANAHEIM	1	CA	8187E
554153	1156028	8187667300	9494941586	5/10/2003 15:21	0.8	0.03	1	IA	LAGUNA BCH	1	CA	8187E
554153	1156029	8187667300	7142908918	5/11/2003 16:42	0.3	0.02	1	IA	ANAHEIM	1	CA	8187E
554153	1156034	8189978520	8003779111	5/12/2003 12:31	0.3	0.32	8	IA	NO HOLLYWD	8	CA	80037
554153	1156035	8187667300	4156094169	5/14/2003 16:35	20	0.72	1	IA	SAN FRAN	1	CA	8187E
554153	1156036	5592523865	8003779111	5/14/2003 21:30	0.7	0.03	8	IA	NO HOLLYWD	8	CA	80037
554153	1156037	8189899334	8003779111	5/27/2003 15:53	2.5	0.39	8	IA	NO HOLLYWD	8	CA	80037
554153	1156038	8187865436	8003779111	5/27/2003 11:31	0.4	0.02	8	IA	NO HOLLYWD	8	CA	80037
554153	1156045	8187667300	3103642030	5/31/2003 11:26	1.4	0.06	1	IA	EL SEGUNDO	1	CA	8187E
554153	1156046	8187667300	7148934393	5/31/2003 11:27	0.3	0.02	1	IA	WESTMINSTR	1	CA	8187E
554153	1156047	8187667300	7149787387	5/31/2003 11:28	2.6	0.1	1	IA	ORANGE	1	CA	8187E
554153	1156049	8187667300	6612593015	5/13/2003 9:14	0.3	0.02	1	IA	SC NWHLCAS	1	CA	8187E
554153	1156050	5592523865	8003779111	5/13/2003 19:44	4.6	0.17	8	IA	NO HOLLYWD	8	CA	80037
554153	1156051	8187667300	6612532345	5/21/2003 9:31	9.4	0.34	1	IA	SC NWHLCAS	1	CA	8187E
554153	1156052	8187667300	6612532345	5/21/2003 9:29	0.9	0.04	1	IA	SC NWHLCAS	1	CA	8187E
554153	1156053	8187667300	6612532345	5/21/2003 8:23	4.2	0.16	1	IA	SC NWHLCAS	1	CA	8187E
554153	1156054	8187667300	6612532345	4/30/2003 18:22	1.4	0.06	1	IA	SC NWHLCAS	1	CA	8187E
554153	1156056	8187667300	6196020953	5/7/2003 22:48	1.3	0.05	1	IA	SAN DIEGO	1	CA	8187E
554153	1156057	8187667300	7142908918	5/7/2003 19:09	1.1	0.04	1	IA	ANAHEIM	1	CA	8187E

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PremierSupport Reporting Trouble

If you experience any trouble with your *AireSpring* services, follow these simple steps to isolate the problem and determine what to do.



For Dedicated Services (T-1 or DS3):

1. Verify that the problem does not exist in your PBX or on-premise equipment. You may need to call your equipment vendor to verify, or you may need to reset your equipment to see if it clears the problem.
2. If the problem does not go away, immediately call our 24-hour Dedicated Trouble Reporting Center at 888-288-5010. We will immediately open a trouble ticket with your underlying network provider and work with you and the network provider to isolate the trouble and, if necessary, get a technician to your site to repair the problem.
3. If for any reason you feel that you are not receiving an adequate response from our Trouble Reporting Center, you may wish to utilize the Dedicated Services Escalation list included. By utilizing this list, you will be able to quickly reach experienced managers who can assist you with your needs.

For Switched Services (Regular Phone Lines):

1. Verify if the problem relates to your local phone service or your long distance service. If you have only ordered long distance service from *AireSpring* and you are unable to place local calls on your line, or you are unable to get dial tone, then the problem exists with your local provider, and you should call them to initiate repair.
2. If *AireSpring* provides you with local phone service, or you have determined that the problem relates to your long distance services, please immediately call our 24-hour Switched Trouble Reporting Center at 888-825-1055. If the problem affects your ability to make and complete calls, we will begin working to isolate and repair the trouble immediately.
3. If for any reason, you feel that you are not receiving an adequate response from our Trouble Reporting Center, you may wish to utilize the Switched Services Escalation list attached. By utilizing this list, you will be able to quickly reach experienced managers who can assist you with your needs.



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Security and Confidence

Cramming

Cramming is the illegal practice of adding misleading, bogus, or wrongful charges to a customer's phone bill for services the customer did not order.

AireSpring Inc. will never attempt to mislead or wrongfully charge you. If you discover a charge on your bill for a service you did not authorize or incorrect charges, contact your Premier Support Representative.

Slamming

Slamming is the illegal practice of changing a customer's long distance service to another carrier without the customer's consent or knowledge.

Here's what to do if you've been slammed:

1. Contact your Premier Support Representative so we can switch you back to *AireSpring*.
2. Contact the unauthorized carrier to explain that you did not authorize any change and request to be switched back to your original carrier.

You may wish to contact your state public utility or service commission or the FCC for information on how to file a complaint or request a reimbursement. The FCC offers guidelines on what to do if you have been slammed.





PremierSupport

Contact Us

Premier Support Representative

Your single point of contact is your Premier Support Representative. You may contact your representative during normal business hours. You will find your representative's contact information enclosed, and you may choose to call or email. Your representative will attempt to respond to your needs as soon as possible, and will be there to help you at every step of the way.

Your representative will also call you periodically to review your bill with you, and ensure that all charges are correct, and that all services are up and running.

Escalation Lists

In the event that you do not feel that your needs are being fully addressed, you are encouraged to utilize the included Escalation List in order to reach experienced managers who can ensure that any matter will be quickly resolved.

Online Account Tools

We've enhanced your online ordering and management capabilities, so now it's even faster and easier to review your account or modify your services. With *AireSpring* you can review your account online anytime it's convenient for you, day or night.

Log in at:

www.customers.airespring.com

From this website you can review your account information quickly and securely online at any time.



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Premier Support Phone: 800-825-1055 Fax: 888-899-3021



PremierSupport

Tel : 800-825-1055
Fax: 888-899-3021

Switched Service Escalation List
Hours of Operation: 24 hours / 7 days a week

First Level:

Call: 800-825-1055

(See your Premier Support Rep's contact information for their direct extension)

**Contact your Assigned
Premier Support Representative**

Second Level:

David Lonstein - Vice President Customer Service

Contact at: 818-786-8990 Ext 226 Pager: 818-226-4960 david@airespring.com

Third Level:

Don Greenstein - Vice President Operations

Contact at: 818-786-8990 Ext 227 Pager: 818-226-4618 don.greenstein@airespring.com

Fourth Level:

Daniel Lonstein - Senior VP Sales & Marketing

Contact at: 818-786-8990 Ext 228 Pager: 818-226-4906 daniel@airespring.com

Fifth Level:

Avi Lonstein - C.E.O.

Contact at: 818-786-8990 Ext 223 Pager: 818-226-4879 avi@airespring.com

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www.globalfibernet.com
www.airespring.com
(888) 320-7075 Business Customer Service
(888) 356-0706 Residential Customer Service

Appendix A

Invoice

Account Information

ACCOUNT NUMBER: 01218168
INVOICE DATE: 3/9/04
BILLING PERIOD: 2/1/04 - 02/29/04
PAYMENT DUE: **Upon Receipt**
PAYMENT LATE AFTER: 3/25/04

Remit payment to:

AireSpring, Inc.
PO Box 7420
Van Nuys, CA 91409-7420

Sample Switched Customer
45 W. Easy Street
Ste #11
Simi Valley, CA 93065

Account Summary

PREVIOUS BALANCE DUE: \$102.98
Payments Received Thru 3/4/04 : \$102.98
CURRENT CHARGES & TAXES: \$217.19
CREDITS AND ADJUSTMENTS: \$0.00

TOTAL AMOUNT DUE: \$217.19

A late charge may apply if your payment has not been received by 3/25/04

Special Message

You have chosen to use our convenient AutoPay option with your designated credit card. We will charge your account on Mar 14th. Please call us or go to customers.globalfibernet.com if you have any questions about your bill.

THANK YOU FOR YOUR PROMPT PAYMENT

P A Y M E N T C O U P O N

- Please write your account number on your check.
- Make checks payable to AireSpring
- Please return this portion with your payment to ensure proper credit.

YOUR ACCOUNT NUMBER: 01218168
INVOICE DATE: 3/9/04

Sample Switched Customer
45 W. Easy Street
Ste #11
Simi Valley, CA 93065

Due Date	Upon Receipt
Amount Due	\$217.19
Amount Enclosed	

Remit payment to:

AireSpring, Inc.
PO Box 7420
Van Nuys, CA 91409-7420



Account Number : 01218168

Invoice: 744218

Adjustments

-102.98

-102.98Charges and Taxes

LONG DISTANCE SERVICE	
1,266 CALL(S) 4,842.0 MINUTES	\$178.36
DIRECTORY ASSISTANCE	
0 CALL(S)	\$0.00
SUB TOTAL	\$178.36
FCC MANDATED PICC FEE	\$21.55
FEDERAL TAXES	\$11.78
STATE TAXES	\$5.50
TOTAL TAXES/SURCHARGES	\$38.83
TOTAL CHARGES AND TAXES	\$217.19

Call Detail Records**CALL DETAIL FOR : 8055200159**

DATE	TIME	MIN	DESTINATION	CALLED	COST						
2/3/2004	9:32A	3.2	VAN NUYS CA	8182669286	0.12	2/13/2004	1:38P	0.3	NASHVILLE TN	6154970343	0.02
2/3/2004	10:35A	22.3	SANFRNANDO CA	8183618608	0.77	2/13/2004	1:45P	0.3	SADLBCKVLY CA	9499395744	0.02
2/3/2004	1:23P	13.4	PALMDALE CA	6614781946	0.47	2/13/2004	2:00P	12.7	VAN NUYS CA	8182669286	0.44
2/3/2004	6:07P	10.1	VAN NUYS CA	8182669286	0.35	2/13/2004	3:35P	1.4	VAN NUYS CA	8182669286	0.05
2/3/2004	6:26P	0.3	VAN NUYS CA	8182669286	0.02	2/13/2004	3:43P	1.2	SAN MONICA CA	3109684046	0.05
2/5/2004	11:09A	1.1	CANYONCTRY CA	6613131846	0.04	2/18/2004	11:00A	15.1	PASADENA CA	6264496651	0.53
2/5/2004	11:24A	1.0	BURBANK CA	8184457899	0.04	2/18/2004	11:21A	0.3	VAN NUYS CA	8182669286	0.02
2/5/2004	1:51P	1.1	BURBANK CA	8184457899	0.04	2/18/2004	11:24A	5.7	SANFRNANDO CA	8183618608	0.20
2/5/2004	4:03P	1.0	SC NWHLCAS CA	6612229773	0.04	2/18/2004	12:51P	1.4	BAKERSFLD CA	6615899733	0.05
2/5/2004	4:05P	0.5	SCLRWHLCSC CA	6613124990	0.02	2/18/2004	4:41P	15.9	BAKERSFLD CA	6616649517	0.55
2/5/2004	4:06P	1.4	SCLRWHLCSC CA	6613124990	0.05	2/19/2004	10:14A	0.5	BAKERSFLD CA	6616649517	0.02
2/5/2004	5:37P	1.0	SANFRNANDO CA	8185816552	0.04	2/19/2004	10:15A	0.8	BAKERSFLD CA	6618738200	0.03
2/5/2004	6:01P	1.1	VAN NUYS CA	8182669286	0.04	2/19/2004	10:46A	9.2	BAKERSFLD CA	6618738200	0.32
2/6/2004	10:53A	0.4	SANFRNANDO CA	8185816552	0.02	2/19/2004	10:57A	0.9	BAKERSFLD CA	6615899733	0.04
2/6/2004	3:58P	0.8	SCLRWHLCSC CA	6613124990	0.03	2/19/2004	2:20P	23.8	BAKERSFLD CA	6615873442	0.83
2/6/2004	4:28P	0.7	EL RIO CA	8054856895	0.03	2/19/2004	5:03P	0.6	LOSANGELES CA	3235757443	0.03
2/9/2004	9:32A	0.3	VAN NUYS CA	8182669286	0.02	2/20/2004	12:59P	2.5	SANFRNANDO CA	8185816552	0.09
2/9/2004	9:33A	0.3	VAN NUYS CA	8182669286	0.02	2/20/2004	2:49P	11.3	SC NWHLCAS CA	6612544406	0.39
2/9/2004	9:33A	0.3	VAN NUYS CA	8182669286	0.02	2/20/2004	3:34P	0.7	SANFRNANDO CA	8183625882	0.03
2/9/2004	9:33A	0.3	VAN NUYS CA	8182669286	0.02	2/21/2004	2:00P	4.9	VAN NUYS CA	8182669286	0.17
2/9/2004	7:17P	2.5	SC NWHLCAS CA	6617999761	0.09	2/23/2004	11:22A	1.9	SANFRNANDO CA	8185816552	0.07
2/10/2004	9:31A	0.3	VAN NUYS CA	8182669286	0.02	2/23/2004	11:26A	5.1	SAN DIEGO CA	6195563887	0.18
2/10/2004	9:31A	0.3	VAN NUYS CA	8182669286	0.02	2/23/2004	1:48P	5.8	BURBANK CA	8184457899	0.21
2/10/2004	12:49P	0.3	VAN NUYS CA	8182669286	0.02	2/23/2004	2:42P	3.2	LOSANGELES CA	3239539494	0.12
2/11/2004	2:31P	0.8	SANFRNANDO CA	8185816552	0.03	2/23/2004	2:57P	0.4	SUNLD TJNG CA	8189514940	0.02
2/12/2004	8:44A	0.3	VAN NUYS CA	8182669286	0.02	2/23/2004	2:57P	0.4	SUNLD TJNG CA	8189514940	0.02
2/12/2004	9:25A	0.7	SANFRNANDO CA	8183625882	0.03	2/23/2004	3:06P	0.4	SUNLD TJNG CA	8189514940	0.02
2/12/2004	9:25A	0.7	SANFRNANDO CA	8183625882	0.03	2/23/2004	3:08P	1.0	BURBANK CA	8184457899	0.04
2/12/2004	9:57A	0.6	VAN NUYS CA	8182669286	0.03	2/23/2004	3:20P	0.3	SUNLD TJNG CA	8189514940	0.02
2/12/2004	10:14A	8.0	SAN DIEGO CA	6199933553	0.28	2/23/2004	3:20P	0.3	SUNLD TJNG CA	8189514940	0.02
						2/23/2004	4:00P	0.3	SUNLD TJNG CA	8189514940	0.02

Legend : Indicator(Ind) - a=Payphone surcharge added, b = Operator assist charge added