

CUSTOMER SERVICE ANNOUNCEMENT:

Tariffs and Rates

The Federal Communications Commission (“FCC”) no longer permits telecommunications companies to file tariffs to convey information to consumers concerning the rates, terms and conditions of service pertaining to interstate long distance and international telecommunications services. To ensure that customers continue to have access to this information, ETI has posted service descriptions, terms and conditions of service, and service rates applicable to interstate long distance and international telecommunications services, on the Tariffs Page of this website. Customers may review this information by clicking on the links at the left side of this page. This information is also available for review during normal business hours at the Company’s headquarters, 10800 Sikes Place, Suite 240, Charlotte, NC 28277.

Following the mandatory detariffing of interstate long distance and international telecommunications services by the FCC, ETI’s Master Service Agreement (consistent with the provisions of the Interstate Long Distance and International Telecommunications Services Terms and Conditions also posted at the Tariff Page of this website) will now govern the terms and conditions, including limitations of liability, of the Company’s provision of long distance and international telecommunications services to you. The Master Service Agreement may also be accessed through the links on this page.

The FCC’s mandatory detariffing of interstate long distance and international telecommunications services does not affect your rates or term commitment, if any, for these services.

If you have any questions about these changes, please contact ETI’s Customer Care Line at (866) 351-3016 or e-mail: info@excitetelecom.com.