

Important information about your new bill!



New Sebastian Customer,

Welcome to Sebastian! Your Sebastian bill is illustrated below and has been designed to be easy to read. Your first bill will be unique as it will include partial charges for your services, usage, and features from the date you installed plus your regular monthly charges billed one month in advance. You may also see one-time installation charges.

You can also access your Sebastian account online at <https://ebill.sebastiancorp.com/>. You can sign up for automatic payments, enroll in paperless billing and view call detail and payment history.

Please feel free to contact customer service at (559) 846-9311 if you have any questions.

Remittance Stub

Customer Name and Address

Balance Forward:
Shows charges and applied payments to account during previous bill cycles

Service Summary:
Lists all services you have with Sebastian. It also breaks down charges based on Recurring charges, Adjustments, Usage and Tax.

Recurring: Normal recurring monthly charges

Adjustments: Non-recurring charges such as Installation, pro-rated charges, and credits

Usage: Long Distance Usage

Tax: Taxes applied to services

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Putting people first.
PO BOX 245
Kerman, CA 93630

Remittance Information

Account Number	1234567-1
Invoice Number	1234567-1
Bill Date	Jan 01, 2013
Due Date	Jan 22, 2013
Amount Due	\$ 199.02
Amount Enclosed:	\$ _____

Please include account number on your check and make payable to Sebastian

2 JACK DOE
811 South Madera Avenue
Kerman, CA 93630-1740

Check here for change of address (See reverse for details)

SEBASTIAN
PO BOX 245
Kerman, CA 93630

To ensure proper credit, please return the top portion of this page with your payment.
KEEP THIS PORTION FOR YOUR RECORDS.

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Kerman, CA 93630
sebastiancorp.com

Balance Forward

Previous Bill	\$ 0.00
Total payments through Dec 22	\$ 0.00
Balance Before Current Charges	\$ 0.00

4 **Service Summary**

	Adj	Charges	Taxes Surcharges Fees	Subtotal
Residential Voice				
559-846-XXXX	57.21	76.65	5.22	139.08
High Speed Internet				
	15.21	42.85		58.06
	72.42	119.50		197.14

Usage Summary

Home Connect Unlimited
559-846-XXXX

Other Charges

Usage Surcharges and Fees	1.88	1.88
	0.00	1.88

Subtotal Current Charges **199.02**

Total Amount Due **\$ 199.02**

5 **Account Summary**

Account Number	1234567-1
Invoice Number	1234567-1
Bill Date	Jan 01, 2013
Due Date	Jan 22, 2013
Previous Bill	\$ 0.00
Previous Payments	\$ 0.00
Previous Balance	\$ 0.00
Current Charges	\$ 199.02
Advance Payments	\$ 0.00
Amount Due	\$ 199.02

Message Center

Page 1 of 3

Billing Inquiries Call:
(559) 846-9311 or (800) 841-9311

Account Information:
Account number, Invoice Number, Bill Date, Due Date, Account Activity, Current Charges, and Total Amount Due

Look here for important information regarding your service.

Important information about your new bill!



Has your billing or contact information changed? Update your records by providing this new information.
 New Mailing Address: _____ Effective Date: _____
 City: _____ State: _____ Zip: _____ Daytime Contact #: _____
 Signature: _____
SIGN UP FOR SEBASTIAN EBILL!
 It's easy!

You will need your most recent invoice information for registration. You may elect to continue to receive a paper bill or convert to paperless billing during registration.

You will need your most recent invoice information for registration. You may elect to continue to receive a paper bill or convert to paperless billing during registration.

Always remember that we will never ask for your login/password or other personal information when contacting you via email concerning your account with us. If you have any questions or concerns, please feel free to contact us at (559) 846-9311.

Thank you for your continued business with us! We look forward to serving you in the future!



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Billing Inquiries: (559) 846-9311
 Account Number: 1234567-3

HOW TO PAY YOUR BILL

You can mail your payment to Sebastian, PO Box 245, Kerman, CA 93630 or pay in person at 811 S. Madera Ave., Kerman, CA. For your convenience, payments made after regular business hours may be left in the drop box in front of the business office at 811 S. Madera Ave., Kerman, CA.

WHEN TO PAY YOUR BILL

You are responsible for payment of authorized charges on your bill. Your payment is due when you receive your bill and becomes delinquent 22 calendar days thereafter. Failure to pay charges (i.e. basic flat rate single line service charges and all mandated surcharges and taxes) may result in a disconnection of telephone services. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued.

LATE PAYMENT CHARGE

A late payment charge of 1.5%, calculated monthly, will be assessed if your payment is not received by the date shown on your bill if the balance is \$20.00 or more.

*DISCONNECT OF BASIC SERVICE

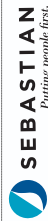
* Non-payment of these charges may result in disconnection of your Basic Service.

QUESTIONS ABOUT YOUR BILL

If you have questions about your bill, please call the Sebastian office at 559-846-9311 or 800-841-9311 during normal business hours. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570, or TTY 1-800-229-6846.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington D.C. 20554 or at fccinfo@fcc.gov, or call 1-888-225-5322 or TTY 1-888-935-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier charges ("slamming"). The California Public Utilities Commission consumer protection rules are available online at www.cpuc.ca.gov.



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Billing Inquiries: (559) 846-9311
 Account Number: 1234567-1

Charge Summary

Residential Voice (559-846-XXXX)

Recurring Charges (Jan 21 - Feb 20)
 * Residential Voice Rate for Residential
 Three Features Discount
 Call Waiting, ID
 Economic Voice Mail Box
 LD Unlimited Calling Plan
 LD Waiting & Caller ID
 * Non-Recurring Charges
 * Network Access Charge for Residential (Jan 10 - Jan 20)
 Call Waiting ID (Jan 10 - Jan 20)
 Blocking-Selective (Jan 10 - Jan 20)
 Call Waiting & Caller ID (Jan 10 - Jan 20)
 LD Unlimited Calling Plan (Jan 10 - Jan 20)
 Call Waiting & Caller ID (Jan 10 - Jan 20)
 Usage Charges (thru Jan 20)

20:25	99.00				
Install (Jan 10)	99.00				
Lightwave credit (Jan 10 - Jan 20)	21.27				
Lightwave credit (Jan 10 - Jan 20)	8.87				
Total for High Speed Internet	\$ 58.06				

Date	CT	Place	Number	Min	Time	Amt
Jan 14	DD	TO HENDOTJA	559-846-XXXX	7	11:47 AM	FREE
Jan 14	DD	TO CLOVIS	559-846-XXXX	29	12:12 PM	FREE
Jan 14	DD	TO CLOVIS	559-846-XXXX	29	12:12 PM	FREE
	*CT	Call Type Explanation				
	DD	Direct Dialed Day		3	37	00.00
		Sebastian Long Distance Usage				
		Charges for 559-846-XXXX				\$49.83

Rate Plan Summary	Home Connect Unlimited	Home Connect Unlimited (0)	Charges	Used	Charged
Sebastian Long Distance	Unlimited	Unlimited	\$0.00	37 min	\$0.00
Total for 559-846-XXXX					

Taxes, Fees, and Surcharges	CA Relay Device Funds	CA Advance Services Fund	CA Relay Device Fund A	CA Relay Device Fund B	California High Cost Fund B	California High Cost Fund A	California Teleconnect Fund	Federal Excise Tax	California State Services Charge	Public Utilities Commission Reg Fee	Universal Lifeline Telephone Service	Usage - CA Advance Services Fund	Usage - CA Relay Device Fund A	Usage - CA Relay Device Fund B	Usage - California High Cost Fund B	Usage - California High Cost Fund A	Usage - California Teleconnect Fund	Usage - Universal Lifeline Telephone Service
0.00	0.18	0.14	0.10	0.10	0.18	0.21	0.21	0.41	1.53	0.13	0.21	0.08	0.11	0.16	0.32	0.32	0.62	
Total for 559-846-XXXX																		\$ 140.96

High Speed Internet

Recurring Charges (Jan 21 - Feb 20)
 Modem/Router 4-port Charge
 Lightwave Feature Charge
 Lightwave credit
 Non-Recurring Charges
 Lightwave Feature Charge (Jan 10 - Jan 20)

20:25	1.54				
Modem/Router 4-port Charge	1.54				
Lightwave Feature Charge	0.00				
Lightwave credit	3.95				
Non-Recurring Charges	39.95				
Lightwave Feature Charge (Jan 10 - Jan 20)	0.50				
Total for 559-846-XXXX	\$ 47.54				

Charge Summary.....8
 Provides detailed information regarding all Sebastian services. Please contact your Sebastian business office with any questions or concerns.