

This is an important message for all Orange Business Services U.S. Inc. (“Orange Business Services”) customers in the United States.

Revised CRC rate: effective August 1, 2018, the CRC rate will be 0.55% (earlier 3.75%).

Subject: Decrease of the Carrier Recovery Charge (CRC)

Orange Business Services charges CRC on your monthly invoice to recover fees paid by Orange Business Services to support government program including, but not limited to Telecommunications Relay Service for the hearing impaired, national number administration and number portability, federal regulatory fees, and additional indirect costs associated with administering and complying with government programs.

We are happy to inform you that Orange Business Services is decreasing the CRC rate from 3.75% to 0.55%, due to the change in its treatment under the Federal Communications Commission regulation from Common Carrier to Private Service Provider, resulting in a reduction of the fees payable by Orange Business Services which are being recovered with the CRC. This change in treatment affects our CRC rate starting from August 1, 2017. As a result, Orange Business Services is issuing you a refund for the difference in CRC charges from August 1, 2017 through to July 31, 2018 by means of a credit note against this month’s invoice.