



CONVERTING YOUR PAY TELEPHONE LINES TO ECI

Converting your existing payphone lines from your current local dial tone provider to ECI is a very simple process. The following agreements and documentation should be submitted:

Companies converting their lines to ECI should submit:

- An executed ECI Local Service Agreement for payphone lines.
- An initialed Rate Sheet.
- A Letter of Agency for each LEC where the lines are currently resident.
- An account profile form.
- A list of lines (ANIs) to be converted.
- If your company is exempt from paying Federal Excise Tax, an ECI Federal Tax Exemption form must be submitted. If this form is not submitted a 3% Federal Excise tax will be charged on each line.
- If your company is exempt from paying any state tax you should also submit exemption information for each state where the payphones are located.
- If the state where your payphones are located requires certification by the state Public Service Commission or equivalent regulatory authority you should submit certification numbers or certificates.
- If the lines are currently with a non-facilities based CLEC you may be asked to provide the name and contact information of your primary contact with this CLEC to facilitate ECI's conversion process.

The list of ANIs to be converted to ECI should include:

- The name of the PSP currently owning the line as it is on file with the serving LEC.
- The name of the ILEC/CLEC currently serving the lines you wish to convert.
- The telephone number associated with the line (ANI).
- The name of the business or other identifiable location where the line is installed.
- The physical location where the line is installed including the street number, street name, city, state and zip code.

We prefer that the ANI information be provided via email in a Microsoft Excel file. The submission of ANI information in Excel allows us to provision these lines more quickly and reduces errors that may occur in the manual entry process.

ECI will begin the process of converting your lines once all the required information is received. Conversions usually take 5 to 10 business days. ECI provides updates each Friday by fax for the lines that have been converted to ECI. On occasion complications arise in the process and

the time to convert will exceed 10 days. You should continue to pay the bill from your current provider until you are notified by ECI that the conversion has occurred.

Conversions of lines from facilities based CLECs require special handling. Prior to submitting lines that are currently being served by a facilities based CLEC you should contact the ECI sales group to discuss the conversion process. The conversion of CLEC facilities based lines differs from the conversion of other lines and varies from CLEC to CLEC and from state to state.

Lines are converted on a "convert as is" basis. This means that lines will have the same features and calling restrictions and PIC and LPIC choices that they have with the ILEC or CLEC where they currently reside. If you wish to make changes to these provisions you should contact your ECI agent or the ECI customer service group for additional information.

An important note about billing

ECI will bill you for your local service on a monthly basis. You will receive one bill per state for all your lines in that state. ECI's billing cycle is from the first day of each month through the last day of the month. Invoices are mailed by the 10th of each month and payment is due by the 25th. The first bill will usually be rendered in the month following the date that your lines are first active with us. The first bill will include charges for the full current billing month as well as charges for the first partial month's service from the date the lines were effectively converted. For example, lines with effective conversion dates in January will be billed in February. The February bill will include charges for the full month of February and for the days the line was active in January. If a line converts on January 20th the February bill will include charges for the 12 days the line was active in January. If you have previously paid the LEC for service beyond the effective date with ECI those funds should be refunded or credited by the LEC.

We welcome the opportunity to provide additional information or answer any questions you might have.

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