

PHONE EXPRESS USA

11001 Detroit Ave.
 Cleveland, Ohio 44102
 216-521-2266 fax 216-521-9374

Statement No. #REF!

Statement

Customer

Name #REF!
 Address 123 Fourth St
 City Cleveland State OH ZIP 44102
 Phone (216) 555-0000

Statement Date 8/21/2003
 Bill Due Date Sept. 1, 2003
 Rep Code
 Account No. 216555000

Current charges due in full by **Sept. 1, 2003**

Detail of Adjustments and Payments

Date	Description	Adjustments	Payments
8/1/2003	Previous Bill		\$41.70
	Payment		\$41.70
	Balance Due		\$0.00

Detail of Current Statement Services

Qty	Description	Unit Price	TOTAL
1	Monthly Phone Service - Gold Package July 22, 2003 thru Aug 21, 2003	\$39.95	\$39.95
0	Activation Charge	\$0.00	\$0.00
0	Call Waiting	\$0.00	\$0.00
0	Call Forwarding	\$0.00	\$0.00
0	Call Return	\$0.00	\$0.00
0	Caller ID	\$0.00	\$0.00
0	Three-way Calling	\$0.00	\$0.00
0	Subscriber/Number Portability Line Charge	\$0.00	\$0.00

Allow 5 business days when paying by mail. You may also pay at an authorized agent or call (216) 521-2266 to Charge by Phone. Non-payment of toll or non-regulated services may result in disconnection or restriction of such services (but not disconnection of non-toll services) and/or collection action.
Customer may address any comments and/or questions to Phone Express USA, toll free, at 888-680-6000 or at PhoneExpressUSA@aol.com. Customers may also call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit their website at www.puco.ohio.gov. Residential customers may call the Ohio Consumer's Counsel (OCC) at 1-877-742-5622 8:30 a.m. - 5:30 p.m. weekdays or visit the OCC at www.pickocc.org.

Payment

- Cash
- Check
- Credit Card

Name _____

CC # _____

Expires _____

Total Taxable	\$39.95
Taxes Federal Excise Tax	\$1.20
Federal Universal Service Fund	\$0.55
Total Amount Due by Sept. 1, 2003	\$41.70

Office Use Only

To avoid interruption of your phone service, payment must be received by due date shown above.
Remit payment to: Phone Express USA, Inc., 11001 Detroit Ave., Cleveland, OH 44102
 Non-payment will result in cancellation of your phone service.

We Appreciate Your Business!

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PHONE EXPRESS USA

Notice of Disconnection

This notice is issued pursuant to Rule 4901:1-5-17 of the Ohio Administrative Code.

(1) Your account is seriously overdue. By our records, you currently owe the following amounts to Phone Express for services provided to you: \$ 100.00, representing charges for regulated toll service; \$45.36, representing charges for basic local service and \$ 250.00, representing charges for unregulated service.

(2) In order to avoid disconnection of your local service, you must pay at the company's office or to one of its authorized agents within ten (10) days of the postmark of this letter \$ 45.36, representing all amounts past due for local service;

(3) In order to avoid disconnection of your toll service, you must pay at the company's office or to one of its authorized agents within ten (10) days of the postmark of this letter \$ 100.00, representing all amounts past due for toll service.

(4) In the event of your non-payment for either local or toll services, your service may be disconnected within ten (10) days of such date;

(5) By law, your nonpayment of non-regulated services cannot result in the disconnection of local service or regulated toll service;

(6) The address and telephone number of Phone Express is Phone Express USA is 11001 Detroit Avenue, Cleveland, OH 44102 (216) 521-2266, toll free 866-680-6000. You may contact Phone Express in reference to your subscriber's account;

If your questions are not resolved after you have called Phone Express, customers may call the public utilities commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at www.puco.ohio.gov

Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at www.pickocc.org

Additional charges for reconnection may apply if service is disconnected. Payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.