

AUTHORIZATION FOR THIRD-PARTY ACCOUNT REPRESENTATION: TO OBTAIN CUSTOMER'S SERVICE RECORDS, BILLING INFORMATION AND CREDIT INFORMATION

I, hereby authorize the following "Agency (ies)" (Agent/Vendor/Other Third Party) and its representatives to obtain my or my company's (hereinafter "Customer") customer service records and billing information, as well as credit information, from U.S. TelePacific Corp., Mpower Communications Corp. and/or Arrival Communications, Inc., all d/b/a TelePacific Communications, as necessary. I am requesting that TelePacific Communications interface directly with the Agency and its representatives in providing service records, responding to requests for changes in service, billing disputes and/or trouble tickets, for purposes of assisting Customer as noted below. I have indicated the level and duration of this authorization for each "agent" by selecting from the following:

Authority Levels (choose one that applies):

R/W/A: (Read/Write/All) This "agent" has full authority to request information and place orders on all aspects of the account including bill usage and network configuration.

R/W/B: (Read/Write/Bill) This "agent" has the authority to ask questions about billing issues and request bill related changes on the account such as the billing address.

R/W/O: (Read/Write/Orders): This "agent" can receive information about the network configuration on an account including line type, count, and physical and data configuration. This contact is authorized to place orders on the account including reconfigures, moves, adds, changes, new locations, etc.

R/O: (Read/Only): This type of contact is allowed to request and receive information regarding bills, network configuration, and orders, but is not authorized to make changes on accounts or orders.

R/T: (Read/Trouble) This authority level is allowed to report trouble on accounts, receive network configuration information in support of resolving trouble on the account. They are not authorized to receive information about on-line customer access system passwords or place orders for account changes.

Duration of Authorization (choose one that applies):

This Order/Installation only

Term of contract and extensions with a TelePacific company or until TelePacific is otherwise notified in writing

AGENT CONTACT-COMPANY NAME			AGENT CODE
Name		Title	
Phone		Cell	
Email		Fax	
Authority Level	RWA RWB RWO RO RT (circle appropriate authorization level)		
Duration	This Installation Only Term of Contract (circle appropriate duration)		
VOICE VENDOR-COMPANY NAME			VENDOR CODE
Name		Title	
Phone		Cell	
Email		Fax	
Authority Level	RWA RWB RWO RO RT (circle appropriate authorization level)		
Duration	This Installation Only Term of Contract (circle appropriate duration)		
DATA VENDOR-COMPANY NAME			VENDOR CODE
Name		Title	
Phone		Cell	
Email		Fax	
Authority Level	RWA RWB RWO RO RT (circle appropriate authorization level)		
Duration	This Installation Only Term of Contract (circle appropriate duration)		

This letter of authorization does not preclude me or my company from placing orders, handling billing disputes and/or trouble tickets directly with TelePacific Communications on my/our behalf.

Account Number: _____
Customer/Business Name: _____
Billing Address: _____
City: _____ **State:** _____ **Zip:** _____

The undersigned has read the foregoing and represents that he/she is authorized to act on behalf of the Customer.

Printed Name: _____
Title: _____ **Date:** _____
Authorized Signature: _____

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- To facilitate processing of these forms, they may be returned in the following ways:
- **By mail:** TelePacific Communications, Attn: Customer Care, 3485 Brookside Dr. Suite 102, Stockton, CA 95219
 - **By e-mail:** Scan signed documents and send to: customerservice@telepacific.net
 - **By fax:** 866-891-2088

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