

Past Notifications

Notifications: 2013

9/6/2013: Pricing for individual phone features have changed as follows:

Product	Old Price	New Price
Residential Line Area A	\$15.44	\$18.13
Call Block	\$7.00	\$7.40
Call Forwarding	\$7.15	\$7.40
Caller ID	\$13.50	\$9.50
Call Return	\$8.00	\$7.40
Call Tracing	\$6.60	\$7.40
Call Waiting	\$7.50	\$8.32
Repeat Dialing	\$7.00	\$7.40
Three Way Calling	\$6.82	\$7.40

8/26/2013: Effective September 2013, monthly Aeneas line prices will be increased as follows:

Product	New Price
Business Lines	\$66.99
Measured Business Lines	\$46.20
Hunting	\$36.87

8/5/2013: Effective August 2013, monthly Aeneas line prices will be increased as follows:

Product	Old Price	New Price
Residential Line Area A	\$15.44	\$18.13
Residential Line Area B	\$15.44	\$18.13
Residential Line Area C	\$16.29	\$19.62
Residential Line Area D	\$19.39	\$21.26
Residential Line Area E	\$19.39	\$21.26

5/6/2013: Effective March, 2013, monthly Aeneas line prices were increased as follows:

Product	New Price
DSL Line	\$63.76
Flat Rate Business Line	\$63.76 (\$60.78 for line + \$2.78 for Touch Tone)
Measured Line	\$42.51

5/3/2013: Effective May 31, 2013, 9-1-1 service rates in Sumner County have been raised to \$0.65 per line for residential customers and \$2.00 per line for business customers.

Notifications: 2012

11/21/2012: Effective December 1, 2012, the fee charged for paper billing will be subject to TN tax law. Accordingly, the price of receiving a paper bill will increase to \$2.20/month. This is beyond the control of the Aeneas Internet and Telephone staff, and we apologize for any inconvenience it may cause.

10/10/2012: Effective October 11, 2012, monthly Aeneas line prices will be increased as follows:

Product	Current Price	Price Increase	New Price
Residential Line Area A	\$11.83	\$3.62	\$15.44
Residential Line Area B	\$12.82	\$2.63	\$15.44
Residential Line Area C	\$13.32	\$2.69	\$16.29
Residential Line Area D	\$16.35	\$2.76	\$19.39
Residential Line Area E	\$16.35	\$2.76	\$19.39
Business Analog Line	\$47.02	\$5.36	\$52.66
Residential Measured Line	\$7.44	\$3.18	\$10.62
Business Measured Line	\$28.50	\$5.03	\$33.53
Caller ID Business	\$12.69	\$1.26	\$13.39
Residential ISDN Line	\$32.00	\$2.67	\$34.67

09/26/2012: Effective October 1, 2012, Lifeline support will be reduced from \$13.50 to \$12.75/month. PLEASE NOTE: Lifeline credit is regulated by the Federal Communications Commission and is beyond the control of Aeneas Internet and Telephone.

9/24/2012: Attention Email Customers - CHANGE YOUR EMAIL PASSWORD TODAY!

Aeneas Internet and Telephone has updated its policy on email passwords in an effort to reduce unsolicited email messages (SPAM) and increase email security. Under the new policy, **EVERY** subscriber of Aeneas Personal and Professional Email Services must change their account password to contain the following:

- At least 8 characters in length
- No more than 20 characters in length
- At least one number [0-9] character
- At least one special character from the following: =?!@#\$\$%^&*()~` +
- At least one upper-case and lower-case letter

PLEASE NOTE: Your new email password CANNOT match your account login name or email address.

For detailed instructions on how to change your password, please visit the [Manage Your Aeneas E-mail Accounts](#) section of our Customer Help page.

The new policy will officially take effect on Thursday, November 8, 2012. It is advised that all Aeneas email customers change their passwords by **Thursday, November 1, 2012** to avoid any unnecessary complications due to last-minute changes. For any questions please contact Aeneas Technical Support at (731) 554-9200, Opt. 2.

7/20/2012: Effective July 27, Online Backup will officially become FileHopper Plus. In most cases the update will be applied automatically or you can manually choose to receive the update instantly by clicking on the Update button in the preferences menu of the console.

What will change? You'll see the new name, logo and console reflecting the name FileHopper Plus. You will also notice that your "iFolder" on your desktop is now your "FileHopper."

What won't change? Everything else! Your files are still safe and secure and your backup and file sharing features continue to work – same as always.

You'll still use the FileHopper folder to share files and photos across any installed desktop machine. But now you can extend the power of your iFolder/FileHopper to your Android mobile phone or tablet! To access your files on-the-go, download FileHopper from the Google Play Store for as little as \$.99/year. (Coming soon on your Apple iOS devices, too!).

7/16/2012: We're very excited to announce that a new and updated version of Online Backup will soon be released. The updated version will also include an updated name: FileHopper Plus. We wanted to give you an early heads about the change in name, but also reassure you that you will have all of the same, great functionality they've come to rely on for backup and file sharing purposes.

So why change the name to Filehopper Plus? The most important reason is that FileHopper Plus will link the desktop application you provide to our newly launched FileHopper mobile software. This means that you will be able to take their files everywhere, anytime.

We expect FileHopper Plus to launch in the coming weeks and will communicate final launch date when testing is completed.

5/23/2012: Effective July 15, 2012, Business installation charges will increase to \$75.00 per access line.

4/17/2012: If you are using a credit card or debit card to pay your bill, please note there is a maximum limit of \$1,500 per charge. (This includes online payment through Aeneas MyBill.) Please contact our [billing department](#) to discuss alternate payment options if your

payment amount is higher than \$1,500.

Notifications: 2011

9/7/2011: We've received notification that the E911 rates for Obion County have been increased by the Tennessee Emergency Communications Board effective 8/25/11. As a courtesy to our customers, we will be making the E911 increase effective on 9/7/11.

New Residential Rate: \$1.50
New Business Rate: \$3.00

8/29/2011: Effective September 1, 2011, the E911 rates for Hardin County have been increased by the Tennessee Emergency Communications Board.

Residential

Current Rate	New Rate
\$.60	\$1.00

Business

Current Rate	New Rate
\$1.50	\$2.50

[Click here for more documentation about this increase.](#)

8/25/2011: The following rates are effective September 1, 2011.

Residential Lines

Area A	12.58
Area B	13.57
Area C	14.07
Areas D & E	17.10

Business Lines

Business Analog Line Areas A, B, C, D & E	49.82
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6/24/2011: The price for a Non-Listed phone number has increased to \$3.50.

5/05/2011 - As of July 1st, the paper bill charge will increase to \$2.00. For information on how to switch to e-mail or automatic billing to avoid this charge, please read more [here](#).

5/01/2011 - Despite our best intentions, Aeneas is sometimes forced by marketplace conditions outside our control to raise our rates. Effective May 1, stand-alone line rates have been increased to the following:

Residential Rates

	Old Price	New Price
Cedar Grove	\$11.51	\$12.65
Big Sandy	\$11.18	\$12.32

Business Rates

	Old Price	New Price
Area A	\$38.24	\$42.30
Area B	\$38.24	\$42.30
Area C	\$42.47	\$42.30
Area D	\$43.88	\$44.65
Area E	\$43.88	\$44.65
Cedar Grove	\$36.49	\$42.30
Big Sandy	\$36.49	\$42.30

4/21/2011 - The price for three-way calling as a stand alone feature has been raised to \$2.77 per call.

Notifications: 2010

12/16/2010 – Stand alone line rates have been increased to the following:

Residential Rates

	Line Pricing	Pricing with Touchtone
Area A	\$9.28	\$10.03
Area B	\$10.22	\$10.97
Area C	\$10.79	\$11.54
Area D	\$13.54	\$14.29
Area E	\$13.87	\$14.62

Business Rates

	Line Pricing	Pricing with Touchtone
Area A	\$35.46	\$38.24
Area B	\$35.46	\$38.24
Area C	\$39.69	\$42.47
Area D	\$41.10	\$43.88
Area E	\$41.10	\$43.88

11/24/2010 – In order to make our web based bill presentment easier to use we have reversed the order of the journal transaction items so that more recent bills/payments appear at the top. This will reduce the necessity to scroll down to the bottom to see your most recent payments. We hope this change makes using the online billing system easier.

09/01/2010 - Effective 09/01/2010, the price of Call Waiting has risen to \$8.28. Call Waiting Deluxe has risen to \$9.26.

04/26/2010 - Stand alone Business line rates have been increased to the following:

Area A	\$33.71
Area B	\$33.71

Area C \$37.39
Area E \$39.52

03/2010 - As of March 2010, AT&T Advertising Solutions, which publishes the AT&T phonebook directories has raised their rates on Non-Published numbers. Unfortunately, we have no choice but to comply with this rate change. The new monthly rate is listed below.

Non-Published Number \$5.50

Notifications: 2009

(10/07/09) - Despite our best intentions, Aeneas is sometimes forced by marketplace conditions outside our control to raise our rates. Effective October 25, 2009, we will unfortunately be forced to raise rates on the following business services.

Service Type	New Price
Business Line Area A	\$34.78
Business Line Area B	\$34.78
Business Line Area C	\$38.54
Business Line Area D	\$38.54
Business Line Area E	\$42.30

Aeneas Business DSL Line \$47.84

If you would like to talk to our staff about your service options, please [contact our sales department](#).

(04/24/09) - At Aeneas, we strive to lower our prices whenever possible. However, despite our own desires or best intentions, sometimes, the market forces us to raise prices. Effective April 25th, 2009, we will unfortunately be forced by increased cost in underlying transport infrastructure to raise rates on the following call features to the rates listed below:

<u>Name of Product</u>	<u>New Price</u>
Repeat Dialing (per use)	\$1.95
3-way Calling (per use)	\$1.78
Return Calling (per use)	\$1.78
Aeneas Private Line	\$70.98

Please note that these increases are on "per use" services. As always, Aeneas offers both BUSINESS AND RESIDENTIAL PACKAGES, that include most of these features listed above. If you have any questions or if you would like to see if there are lower priced package alternatives for your services, you may reach us at 731.554.9200 option 1, or email sales@aeneas.net.

(02/12/09) - At Aeneas, we strive to lower our prices whenever possible. However, despite our own desires or best intentions, sometimes, the market forces us to raise prices. Effective February 25, we will unfortunately be forced by increased cost in underlying transport infrastructure to raise rates on the following call features to the rates listed below:

<u>Name of Product</u>	<u>New Price</u>
Residential Caller ID	\$9.99
Residential Call Return	\$8.00
Residential Call Block	\$7.00
Business Call Waiting Area	\$7.50
Business Caller ID	\$13.50
Business Caller Return	\$8.00
Business Call Block	\$7.00
Business 3 Way Calling	\$6.82

Remember, Aeneas offers both BUSINESS AND RESIDENTIAL PACKAGES, that include most of these features listed above. If you have any questions or if you would like to see if there are lower priced package alternatives for your services, you may reach us at 731.554.9200 option 1, or email sales@aeneas.net.

Notifications: 2008

(9/19/08) - Effective October 2008 we will unfortunately be forced to increased cost on the following services:

<u>Name of Product</u>	<u>Current Price</u>	<u>Increase</u>	<u>New Price</u>
Residential Line Area A	\$7.48	\$0.62	\$8.10
Residential Line Area B	\$8.39	\$0.65	\$9.04
Residential Line Area C	\$8.92	\$0.69	\$9.61
Residential Line Area D	\$11.75	\$0.68	\$12.43
Residential Line Area E	\$12.02	\$0.72	\$12.74
RingChoice	\$5.00	\$0.64	\$5.64
Call Block	\$5.59	\$0.99	\$6.58
Call Return	\$6.53	\$0.99	\$7.52
Call Waiting	\$6.53	\$0.52	\$7.05
Call Waiting Deluxe	\$7.47	\$0.52	\$7.99
CREX	\$3.00	\$2.00	\$5.00

If you have any questions or if you would like to see if there are lower priced package alternatives for your services, you may reach us at 731.554.9200 option 1, or email sales@aeneas.net.

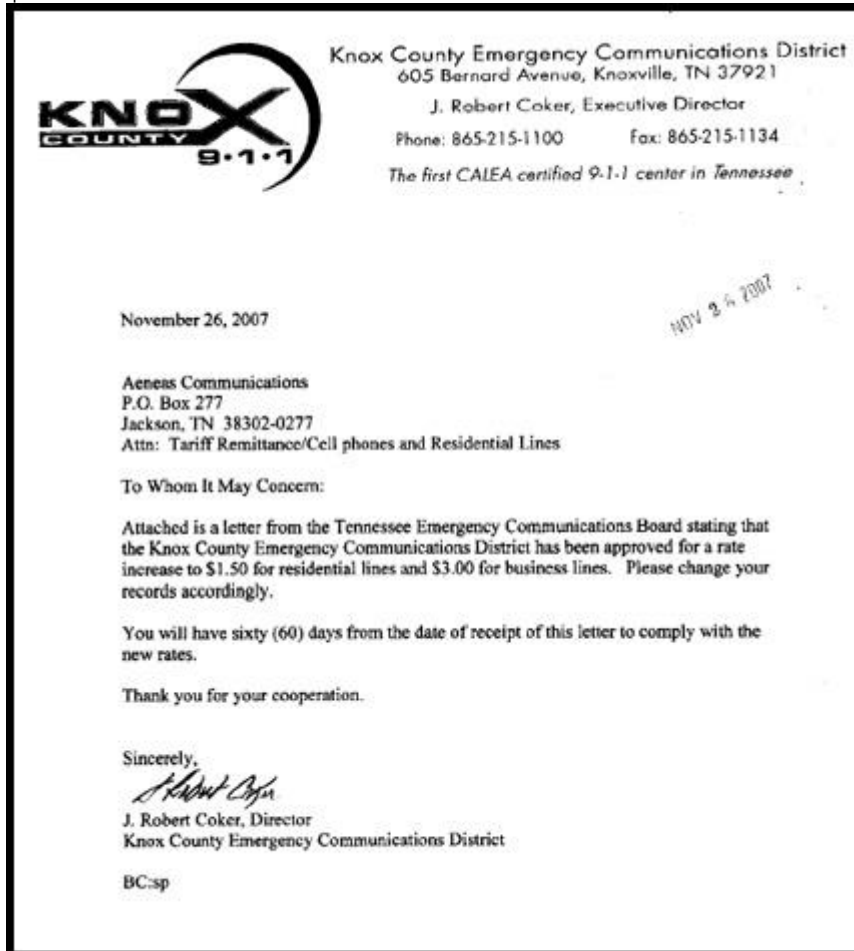
(2/15/08) - Effective April 1, all customers that have had the \$1.50 paper bill charge waived on their bills, will be charged this fee if they would like to continue receiving a paper bill. Aeneas offers several alternative billing methods that will allow customers to avoid this charge. You can sign up to receive an e-mail bill each month or make automatic payments by bank draft or credit card. Your bills are available to view online at our [customer account manager](#) anytime regardless of the billing method you've chosen. We hope you'll consider switching to one of our non-paper billing methods. They're good for the environment, they're easy to use, and they'll save you the \$1.50 paper billing charge.

To switch you billing preferences: [CALL](#) - [E-MAIL](#) - [SWITCH ONLINE](#).

Be sure to submit a valid e-mail address if you would like to receive e-mail bills.

(01/07/08) - Effective 01/25/2008, Business Caller ID will be increasing to \$12.18 from \$10.35 as a standalone feature. Package prices that include Business Caller ID will not be affected.

(01/01/08) - Knox County has raised its E911 rates to \$1.50 for residential numbers and \$3.00 for business numbers. The new rates will be effective January 1, 2008.



(01/01/08) - Fayette county has raised its E911 rates to \$1.50 for residential numbers and \$3.00 for business numbers. The new rates will be effective January 1, 2008

**Fayette County E9-1-1
Emergency Communications District**

P.O. Box 159
315 East Market Street
Somerville, Tennessee 38068

Carolann Mason, Director
~~E-mail - fcc911@comcast.net~~
E-mail - fcc911@comcast.net

Telephone 901-465-9624
Fax 901-465-5102

October 30, 2007



Aeneas Communications, LLC
P. O. Box 277
Jackson, TN 38302-0277

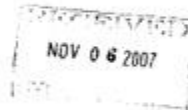
On October 25th, 2007, the Tennessee Emergency Communications Board approved a request by the Fayette County Emergency Communications Board to increase telephone service charge rates in Fayette County as follows:

\$1.50 per month for residential customers
\$3.00 per month for business customers

This rate increase is effective immediately; however, you have sixty (60) calendar days from receipt of this notice to implement the new rate. We are attaching a copy of the letter we received from the State.

Yours truly,


Carolann Mason
Director

Connie Doyle
Chairman



(11/06/07) - Starting on 12/01/2007 late fees will increase from 5% to 6%.

Payment is considered "past due" if received 30 days after the bill date on your statement and will be assessed a late payment charge of 6%, calculated monthly, on your total past due balance. [Click here](#) for more on our billing policy.

Notifications: 2007

(7/12/07) - Aeneas is always concerned with bringing our customers affordable pricing, and we strive to lower prices whenever possible. Despite our best intentions, we are sometimes forced marketplace conditions outside our control to raise our rates. Effective August 1, 2007, we have unfortunately been forced to raise rates on the following residential lines and features.

Service Description	Price Increase
Directory Assistance	\$0.19
Non-Listed Numbers	\$0.49

Residential Phone Lines

Residential Analog Line Area A	\$0.16
Residential Analog Line Area B	\$0.18
Residential Analog Line Area C	\$0.17
Residential Analog Line Area D	\$0.25
Residential Analog Line Area E	\$0.26

If you are currently enjoying one of our residential phone packages, you will not see an increase in your price. The only customers affected will be those with plain telephone lines.

ISDN Lines

All ISDN prices	\$1.00
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Notifications: 2006

(10/30/06) - 911 Rates have been changed in the following counties. The new rates listed below are effective Oct. 30, 2006.

Shelby County Business	\$2.00
Robertson County Residential	\$1.50
Robertson County Business	\$3.00
McNairy County Residential	\$1.15
Lauderdale Residential	\$1.25
Lauderdale Business	\$2.25
Bedford County Business	\$3.00
Davidson County Residential	\$0.65

(09/06/06) - The IRS has announced its policy on claiming refunds for the [Federal Excise Tax on long distance](#). Standard flat rate refunds ranging from \$30-\$60 can be claimed by individuals without calculating the exact amount of long distance tax paid. Alternatively, individual taxpayers can choose to figure their refund using the actual amount of tax paid based on past bills. (Visit mybill.aeneas.com to view current and past bills.) Though businesses and nonprofits must base their telephone tax refund on the actual amount of tax paid, the IRS is looking for ways to make the refund process easier for these taxpayers. Visit the [IRS website](#) for more information.

(08/30/06) - Recent FCC rulings have changed the federal policy on Federal Universal Service Fund charges for DSL. This change has made it possible for us to eliminate the FUSF charges on your DSL service completely! We're happy to announce that effective September 1, 2006 the FUSF charge on DSL will be removed from your bill, so look for a drop in your high-speed Internet costs starting this month!

For more information on FUSF refer to these [Frequently Asked Questions](#) or visit the [FCC website](#).

(08/21/06) - Benton County has raised their 911 rates. As of 09/01/06, the following 911 rates will apply in Benton County.

Residential Rate: \$0.65

Business Rate: \$2.00




August 16, 2006

Please be advised that the Benton County Emergency Communication District in there June 2006 board meeting voted to increase both residential and business rates for 911 service effective September 1, 2006.

Present Rates	New Rates
Residential \$0.60	\$0.65
Business \$1.50	\$2.00

If you have any question, please contact the agency at the number below.


John S. Smoot
Secretary/Treasurer 911 Board
(731) 279-4791

(08/02/06) - Aeneas fiber/VoIP telephone customers who do not have call features like Repeat Dialing and Three-Way Calling included in their call plans have not been charged for star code use of these features. As of August 4, 2006 we will begin charging for use of these features. Those who have these call features included in their calling plans will not be charged; however, those customers who do not pay for these features on a monthly basis or do not have these features included in their plan will be charged on a PER USE basis.

Please talk to our [sales department](#) if you would like to know what features are included in your plan, or if you would like to discuss a calling plan that includes these features.

(08/01/06) - A federal ruling has mandated that the Federal Universal Service Fund will apply to customers with nationwide long distance calling plans. This charge will begin appearing on your bills beginning August 1, 2006. The rate that appears on your bill will be calculated based on total minutes of interstate calling multiplied by the default Aeneas long distance rate multiplied by the FUSF rate on interstate calling set by the FCC. You may refer to these [Frequently Asked Questions](#) or visit the [FCC website](#) for more information on the FUSF.

(07/20/06) - At Aeneas, we strive to lower our prices whenever possible as our recent lowering of International LD rates and dial-up Internet rates show. However, despite our own desires or intentions, sometimes the market forces us to raise prices. As of July 20th, we have unfortunately been forced to raise rates on the following residential call features:

Residential Services Only

Privacy Director \$7.47
Call Waiting \$6.53
Call Waiting Deluxe \$7.47
Call Block \$5.59
Anon Call Reject \$3.76
Call Return \$6.53
Repeat Dialing \$4.65

This price increase is caused by increased cost in underlying transport infrastructure on certain types of service. It will not affect all customers, only a few residential customers. If you are affected, you will see a price increase on your next bill.

The following call feature rate changes affect ALL CUSTOMERS. They will also take effect July 20th, 2006.

Call Return (Star Feature) \$1.18
3-Way (Star Feature) \$1.18
Repeat Dialing (Star Feature) \$1.18

In addition, customers with stand-alone telephone lines will see increases as follows.

Residential Line Increases

Line Type	New Price
Residential Line Area A	\$7.31
Residential Line Area B	\$8.21
Residential Line Area C	\$8.76
Residential Line Area E	\$11.76

Business Line Increases

Line Type	New Price
Business Line Area A	\$29.14
Business Line Area B	\$29.49
Business Line Area C	\$32.90

If you would like to check with Aeneas to see if a features bundle is available to lower your costs, please [call us](#) or [e-mail our sales department](#).

(06/12/06) - The 911 Rate for VoIP phone service has been changed to a flat \$1.00 fee regardless of county for both business and residential services. This only applies to VoIP type phone service.



STATE OF TENNESSEE
TENNESSEE EMERGENCY COMMUNICATIONS BOARD
DEPARTMENT OF COMMERCE & INSURANCE
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243
615-253-2164 (PHONE)

RANDY PORTER
CHAIRMAN

LYNN QUESTELL
EXECUTIVE DIRECTOR

[Date]

[Name]

[Title]

[Company]

[Address]

Re: Notice that amendments to Tenn. Code Ann. § 7-86-108(a)(1)(B) apply the Tennessee emergency telephone service charge to non-wireline services, including Voice over Internet Protocol, cable, and other services capable of accessing 911

Dear (name):

The Tennessee Emergency Communications Board ("Board" or "TECB") is charged by law with the responsibility of "establishing emergency communications for all citizens of the state."¹ During the 2006 legislative session, the Tennessee General Assembly expanded the Board's duties to encompass deployment of 911 service for emerging technologies through which users may access public safety answering points by dialing or entering the digits 911.² The General Assembly also extended the application of the emergency telephone service charge to all such non-wireline services, including but not limited to Voice over Internet Protocol ("VoIP").³ If your company provides VoIP or other non-wireline service in Tennessee capable of accessing 911, these amendments apply to your operations.

Please be advised that effective July 1, 2006, all users and subscribers of non-wireline service capable of accessing 911 in Tennessee shall be subject to the same emergency telephone service charge that is currently imposed upon subscribers and users of wireless service.⁴ The service

¹ Tenn. Code Ann. § 7-86-302(a) (2005).

² 2006 Tenn. Pub. Acts 647.

³ 2006 Tenn. Pub. Acts 925.

⁴ See Tenn. Code Ann. § 7-86-108(a)(1)(B) (2005); 2006 Tenn. Pub. Acts 925 (defining non-wireline service as "any service provided by any person, corporation or entity, other than a service supplier as defined in this part, that connects a user dialing or entering the digits 911 to a public safety answering point including but not limited to commercial mobile radio service and IP-enabled services;" IP-enabled services means "services and applications making use of Internet Protocol ("IP") including but not limited to voice over IP and other services and applications provided through wireline, cable, wireless, and satellite facilities and any other facility that may be provided in the future through platforms that may not be deployable at present which are capable of connecting users dialing or entering the digits 911 to public safety answering points.").

charge is \$1.00 per subscriber and user per month.⁵ The TECB adopted the enclosed policy to clarify the application of the new service charge to VoIP service. Please let us know if you need further clarification or if the policy is not consistent with your VoIP service.

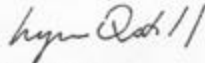
The law requires providers of non-wireline service, including VoIP providers, to implement the 911 service charge no later than sixty days after being notified of the rate.⁶ If your company provides such service in Tennessee, please consider this letter official notification of the new charge and of your company's responsibility to implement it. This notice does NOT apply if your company is currently remitting 911 service charges on non-wireline service to local emergency communications districts at the service charge set under Tenn. Code Ann. § 7-86-108(a)(1)(A) for landlines.⁷ If this exception applies to your company, please contact us no later than seven (7) days from receipt of this letter so we may confer with you on the time your company needs to implement the changes to your billing procedures.

Under the statute, each non-wireline provider required to collect and remit the 911 service charge may retain as an administrative fee an amount equal to 3% of its collections of the service charge. Remittances must be deposited as an ACH credit or by wire transfer. If your company is providing VoIP or other non-wireline services in Tennessee that are capable of accessing public safety answering points by dialing or entering the digits 911, please contact us in writing to request the banking information necessary to deposit your remittances. Requests for this information via email may be sent to TN.ECB@state.tn.us.

The enclosed remittance form must be completed and faxed or mailed to the Board every time your remittances are deposited.⁸ This form is also available for your convenience on the Board's website at <http://www.state.tn.us/commerce/911/>. If you would like the Board to email you the form in Word format, please send your request to TN.ECB@state.tn.us.

Please note that the new amendments also require all non-wireline service providers collecting the 911 service charge in Tennessee to "annually provide to the board an accounting of the amounts billed and collected and of the disposition of such amounts. Such accounting shall be subject to audit or review by the comptroller of the treasury."⁹ Please do not hesitate to contact us if you have any questions concerning these requirements.

Yours sincerely,



Lynn Questell
Executive Director

Encl.
Cc: TECB

⁵ Tenn. Code Ann. § 7-86-108(a)(1)(B); SFR 228, 101st Gen. Assem. (Tenn. 1999).

⁶ See Tenn. Code Ann. § 7-86-108(a)(1)(B)(i)(b) (2005); 2006 Tenn. Pub. Acts 925.

⁷ As that local landline service charge may have been increased in accordance with Tenn. Code Ann. § 7-86-108(a)(2) or Tenn. Code Ann. § 7-86-306(a)(1).

⁸ Please fax the forms to (615) 401-7642.

⁹ See generally Tenn. Code Ann. § 7-86-108(a)(1)(B).

(06/12/06) - No More Federal Excise Tax On Long Distance!

Aeneas has good news about your phone bill! Beginning on July 1, 2006, Aeneas customers will see a drop in your long distance prices! On Thursday May 25, 2006, after years of appeals, the U.S. Treasury has agreed to reduce the federal excise tax, an outdated fee originally assessed in 1898 to fund the Spanish-American war. The government will no longer be collecting the 3% fee on long-distance calls, and it will issue refunds requested by consumers and businesses that paid the fee over the past three years. Taxpayers will be able to request refunds from the federal government when they file 2006 tax returns in early 2007.

What this means for your Aeneas bill is lower long distance costs. The excise tax works out to \$1.50 per every \$50 in long-distance calls, which can add up especially for businesses using a good deal of long distance.

Aeneas is always looking for ways to keep prices low for its customers. Remember, before 1984 you had no choice in long-distance providers and costs were sky-high. Before 1996 you had no choice in local service providers and your bill could be upwards of \$70 each

month. When the big companies weren't bringing Internet to Tennessee, Aeneas did. Most recently some companies have suggested charging fees for faster access to certain sites on the Internet. So if having a choice in telecommunications providers is important to you, and if you want your Internet to be an even playing field for all competition, write your state and federal representatives to tell them you support free enterprise and competition. The bad old days aren't that far behind us.

[Sample Net Neutrality Letter](#)

[Sample Support for Competition Letter](#)

[Find your Representatives](#)

Visit the following links for more information on the excise tax:

[US Treasury Department](#)

[MarketWatch Article](#)

(05/25/06) - In our ongoing efforts to lower your costs, Aeneas has revised our International Long Distance Rates! In most cases these adjustments will mean greatly lower rates including \$0.03 to Ontario and \$0.04 to France! [Call us](#) to inquire about the specific country you're planning to call.

(05/17/06) - Aeneas has simplified its ISDN pricing structure. We will now offer two plans: Aeneas ISDN 64kb at \$29.95 and Aeneas ISDN 128kb at \$49.95.

There will be a \$20 one time surcharge for any usage over 720 hours and 1440 hours per month respectively.

(05/05/06)



Emergency Communications District of Shelby County
6470 Haley Road Telephone (901) 380-E911
Memphis, Tennessee 38134-7965 Fax (901) 380-4707

May 2, 2006

██████████
Aeneas Internet Telephone
300 N Cumberland
Jackson, Tennessee 38301



Subject: Increase in 9-1-1 Service Fee "Surcharge" for Shelby County Tennessee

Dear ██████████

The Shelby County Tennessee Emergency Communications District includes the municipalities of Memphis, Arlington, Bartlett, Collierville, Germantown, Lakeland, Millington, and the Naval Support Activity. The current 911 surcharges are \$0.65 per residential line and \$1.30 per business line.

Effective, July 1, 2006 the new 911 surcharges for business lines will be:

\$2.00 per Business line.

Residential lines will remain at the \$0.65 per Residential line rate.

If you have question concerning this notice please contact my office.

Sincerely,

Raymond Chiozza

Raymond Chiozza, Director
Shelby County Tennessee Emergency Communications District
901/380-3900
rchiozza@shelbycounty911.org



(05/01/06) - There will be a change to Aeneas dial-up Internet accounts, with lowered pricing or free upgrades depending on the type of account. The follow changes will take effect on June 1, 2006.

- Customers with hourly Internet access accounts will be automatically converted to unlimited Internet accounts at their existing rates. That means your costs will stay the same, but you can use the Internet as much as you like with no overage charges.
- All customers with existing unlimited Internet access accounts will see their monthly bills reduced to \$18.95. Again, this change will be made automatically, and you can continue to use the Internet the same way you always have.

(01/26/06) - A small surcharge will be applied to Internet and telephone services delivered over the JEA fiberoptic network, effective March 1st. The chart below will help you estimate this new cost.

Name of Product	JEA Network Surcharge
Aeneas FTTH Basic Residential Telephone	\$0.75
Aeneas FTTH Standard Residential Telephone	\$0.97
Aeneas FTTH Premium Residential Telephone	\$0.74
Aeneas FTTH Basic Residential Internet	\$1.15

Aeneas FTTH Standard Residential Internet	\$1.75
Aeneas FTTH Premium Residential Internet	\$5.65
Aeneas FTTH Basic Commercial Internet	\$2.50

Aeneas values your business very highly, and we strive continually to increase our internal efficiency and provide new technologies to reduce rates; but there are instances when an increase is beyond our control. Unfortunately, this is one of those instances. We use JEA's fiber network to deliver your services, and JEA has made the decision to raise the fees they charge for use of that network. Although we would prefer not to increase your cost at this time, we also feel confident that even with this slightly higher cost, we are still providing the best quality telephone and broadband services at competitive prices. And, of course, Aeneas is the only telephone and Internet company located right here in downtown Jackson, offering the local Aeneas support you trust.

Notifications: 2005

(09/06/05) - Due to recent changes in the telecommunications marketplace, we are unfortunately forced to raise the cost of some calling features. This change will be reflected on your bill effective immediately. We certainly apologize for this increase, and know you will understand that we are raising these prices only as a last resort. The full list of features affected and the new pricing is below.

Calling Feature	Price
Non-Published Number	\$4.95
Non-Listed Number	\$2.42
Call Waiting	\$6.71
Three Way Calling	\$6.60
Call Waiting Deluxe	\$6.77
Call Block	\$5.50
Call Return	\$6.60
Call Forwarding Variable	\$7.15
Directory Assistance	\$1.08
Wire Maintenance	\$6.55

(07/06/05) -Starting today, all customers paying online with a credit or debit card must pay at least 50% of their balance due if they have been suspended in order to resume services.

(07/01/05) - Due to regulatory changes at the Federal Communications Commission (FCC) level, we've been forced to increase the FCC Network Access Charge by \$1.42. The change will take effect beginning on July 1. We apologize for this inconvenience; it is unfortunately beyond our control. Thank you for being a part of the Aeneas family.

(04/01/05) - The Federal Communications Commission (FCC) recently announced an increase in the rate that all Telecom companies must contribute to federal universal service funds (FUSF). These funds are designed to help keep telephone rates affordable and to

expand telephone services to schools and rural areas. These rates are subject to change quarterly. You may refer to these [Frequently Asked Questions](#) or visit the [FCC website](#) for more information on the FUSF .

Effective April 1, 2005, the FUSF rate was increased from 10.7% to 11.1%. This new rate affects all FCC special access services including DSL. Aeneas will implement this rate change on DSL transport services effective immediately. This means the new rate will most likely begin appearing on your monthly invoice during the April/May billing cycle.

(03/18/05) - In the interest of keeping our servers working at their highest level, all UNREAD email older than 90 days will be deleted and unrecoverable. Any mail you have read will not be affected. Please be sure to check your email at least once every few months to ensure nothing valuable is deleted.

(02/21/05) - A pay phone surcharge of \$0.65 will be applied to any incoming call made from a pay phone to 800 numbers bought from Aeneas.

(01/27/05) - On February 1st, the beta period will end, and [Aeneas Voicemail](#) will be generally available for \$6.95 - residential, \$9.95 - business. On this date, the access code will also switch from *86 to *98.

On March 1st, beta customers who have been receiving free Aeneas Voicemail will be charged the regular price as listed above. Beta customers who do not wish to continue receiving the service should contact Aeneas at 731.554.9200 before March 1st.

(01/19/05) - The FCC has announced an increase in the Federal Universal Fund (FUSF) rate. All telecommunications companies must pay a percentage of their interstate end-user revenues to the Universal Service Fund, that rate has been raised from 8.7% to 10.7%. You can view the first quarter contribution factor [here](#). You may refer to these [Frequently Asked Questions](#) for more information on the FUSF, or visit the [FCC website](#)

(01/07/05) - Internet sales tax refunds have been processed, and are now being applied to customer accounts. Customers receiving income tax refunds should see a credit on their January bill.

Please note that no new requests for refunds can be submitted as the state mandated deadline has passed.

Notifications: 2004

(12/07/04) - If the balance of your bill is not paid in full by 30 days after the bill date posted on the bill, Aeneas will assess a late fee of 5% of the unpaid balance. Please review the Aeneas [billing policy](#) to familiarize yourself with the complete details of our billing procedure.

(12/02/04) - The Federal Communications Commission (FCC) recently announced an increase in the rate that all Telecom companies must contribute to Federal Universal Service Funds (FUSF). Telecommunications companies must pay a percentage of their interstate end-user revenues to the Universal Service Fund. This percentage is called the contribution factor. The contribution factor changes four times a year (quarterly) and is increased or decreased depending on the needs of the Universal Service programs. The funds are

designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. The new rate affects all FCC special access services including DSL.

Effective December 2004 billing for DSL services will reflect a \$3.84 charge labelled Federal Universal Service Fund Charge - ADSL. You may refer to these [Frequently Asked Questions](#) for more information on the FUSF, or visit the [FCC website](#).

(11/08/04) - Call Feature Price Update

Due to recent changes in telecommunication regulations at the FCC level, we must unfortunately raise the cost on certain call features. The following prices will be reflected on your bill beginning in November.

Residential Ring Choice - \$5.00
Commercial Ring Choice - \$10.00
Commercial Voice Mail - \$13.50

Remember, Aeneas has residential and business telephone feature packages that include many features, including Ring Choice, for one low cost. Find out more about those packages [here](#).

We apologize for these increases, but we're proud to say that our call feature pricing is still an average of 6% lower than Bellsouth.

(10/27/04) - On October 28, 2004, the Federal Check Clearing for the 21st Century Act, more commonly referred to as "Check 21," will becoming law. Some aspects of the new law may affect your banking activities. For example, you'll probably notice the following:

Checks will clear faster. Check 21 will in many cases greatly shorten the amount of time between a check being given and it clearing your account.

Banks will start processing special images of checks (called "substitute checks") instead of the original checks. This means when an overdraft item is returned to you, it'll be in the form of a substitute check, not the original. Under Check 21 the substitute checks are legally enforceable just like original checks.

The check images in your bank statement may look different. Although the images of substitute checks will look different, they'll contain the same information you're used to seeing.

These changes to the nationwide processing system apply to all banks and to all their customers. For questions about substitute checks or Check 21 you should contact your bank.

(10/25/04) - Call Features Prices Update

Due to recent changes in telecommunication regulations at the FCC level, we must unfortunately raise the cost on some calling features. Please note these changes in your bill beginning on October 25, 2004. We certainly apologize for these increases. We are proud to say our prices still average more than 6% lower than Bellsouth.

Calling Feature	Aeneas Price	BellSouth Price
Call Waiting	\$5.20	\$5.50
Call Waiting Deluxe	\$6.15	\$6.50
Caller ID Deluxe	\$8.50	\$9.00
Call Forwarding	\$5.20	\$5.50
Ring Choice	\$4.70	\$5.00
Three Way Calling	\$5.20	\$5.50
Voice Mail	\$7.05	\$7.50
Local Service		
Cedar Grove	\$9.85	\$10.46
Big Sandy	\$9.50	\$10.10

NOTE: REMEMBER, Aeneas Residential Feature Packages at \$32.95, offers a low monthly rate, and includes local telephone service, touchtone, most of the above calling features and a low per minute long distance rate. [Find out more.](#)

If you have any questions or if you would like to see if there are package alternatives for your services, you may reach us at 731.554.9200 option 1, or email sales@aeneas.net.

(8/27/04) - Sales Tax Refund Update

As the Application for Sales Tax Refund on Internet Services states, "This form must be returned via U.S. Mail and postmarked by July 17, 2004. Please allow at least 90 days for us to process your application." We are now in the process of submitting these requests to the State. Once submitted to the State, we cannot determine how long it will take for you to receive your refund, as they are receiving thousands of requests daily from customers like yourself. We thank you for your patience.

Please note that no new requests can be submitted as the state mandated deadline has passed.

(8/26/04) - The Federal Communications Commission (FCC) recently announced an increase in the rate that all Telecom companies must contribute to federal universal service funds (FUSF). The funds are designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. These rates are subject to change quarterly.

Effective July 1, 2004, the FUSF rate was increased from 8.7% to 8.9%. This new rate affects all FCC special access services including DSL. Aeneas will implement this rate change on DSL transport services beginning in September 2004. This means the new rate will appear on your monthly invoice within one to two billing cycles following this date, most likely during the September billing cycle. Please refer to these [Frequently Asked Questions](#) for more information on FUSF.

(8/24/04) - The Do-Not-Call program is designed to minimize unwanted telemarketing calls. Telemarketers registered in the state of Tennessee are required to remove the numbers appearing on the Do-Not-Call list from their databases. 95% of those polled by the Tennessee Regulatory Authority believe they have received significantly fewer unsolicited telemarketing calls since registering with the program. Registry on the Do-Not-Call list is available free of charge to residential telephone customers. Business numbers cannot be registered with the program.

Businesses may still call residents who are registered with the program if:

- It is in response to an invitation or with permission from the person being called
- On behalf of a nonprofit organization if the call is made by a member of that specific organization.
- If the person or business making the telephone call has had a business relationship with the person being called within the last 12 months.

To register with the Do-Not-Call program call (877) 872-7030 or register online at www2.state.tn.us/tra/nocall.htm.

More information on the Do-Not-Call list can also be found [here](#).

(8/19/04) - Aeneas is providing this notice as part of an effort to keep you informed of changes that impact your service or billing. The Tennessee Regulatory Authority has ordered the recovery costs associated with early deployment of Number Pooling. This effort has resulted in effective control of the supply of telephone numbers and delayed the need for additional area codes in Tennessee. Aeneas will recover these costs through a ONE-TIME charge on customer lines as follows:

Residence lines, Regular business lines and Centrex lines: \$0.69 surcharge for each line

Primary Rate (PRI) ISDN lines: \$3.45 surcharge for each PRI interface

PBX trunks and NARs: \$6.21 surcharge for each trunk/NAR

These one-time surcharges will appear on bills rendered for October, 2004.

If you have any questions, please contact Aeneas at 731.554.9200 or call one of our [local numbers](#).

(7/28/04) - Tennessee legislation has been passed affecting the taxation of telecommunications services. You may notice some small change in future bills to reflect this new legislation. More details are available [here](#). Questions or comments may be answered by your [Tennessee State Representative](#).

(7/19/04) - The deadline for submitting a sales tax refund request has passed as of July 17, 2004. All written submissions postmarked July 17th or before will be compiled by Aeneas for approval by the Tennessee Department of Revenue. When the refund is received from the Department of Revenue, Aeneas will issue credits or refunds where applicable. Details of the state's refund policy can be found [here](#).

(7/16/04) - The Federal Communications Commission (FCC) recently announced an increase in the factor that determines how much a telephone carrier contributes to the Federal Universal Service funds. These funds are designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. You will see a corresponding increase in the Federal Universal Service monthly charge that recovers this increased payment by the telephone carrier. The increase is effective as of July 1, 2004, and will be reflected on July 2004 bills.

(7/12/04) - The monthly charge for a non-published phone number will rise from \$3.85 to \$4.00. This includes both removal of name from white pages listing and from directory

assistance.

(5/15/04) - Internet access is no longer a taxable service under Tennessee law. You can read more about the changes [here](#).

Notifications: 2003

(12/05/03) - The Tennessee Emergency Communications Board (TECB) has ordered that 911 charges be billed to each T1 line. You can see more details [here](#).

* The FCC access charge for Residential telephone lines has been increased to \$6.50 per month.

* Directory Assistance calls (area code + 555-1212) have been lowered from \$.70 to \$.55 per call.

* Directory assistance call prices have changed to reflect the following charges:
411 call requesting listing within the LATA \$.45 per call
411 call requesting listing outside the LATA but within the state \$.45 per call
411 call requesting listing outside the LATA and outside the state \$.90 per call

* Federal Universal Service Charge Increase - The Federal Communications Commission (FCC) recently announced an increase in the factor that determines how much Aeneas contributes to the federal universal service funds. These funds are designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. You will see a corresponding increase in the Federal Universal Service monthly charge that recovers this increased payment by Aeneas. The increase will be effective July 1, 2003 and will be reflected on August 2003 bill. This charge will not be applied to Lifeline accounts.

* The Federal Communications Commission (FCC) has authorized Aeneas to increase federal Subscriber Line Charges for Residential Primary and Single Line Business customers. This increase will be effective July 1, 2003.

* Blocking Options - Aeneas offers options that provide for the blocking of miscellaneous third party billing, international calls, and 1+900 calls. There is a one time service charge for this option.

* Due to the recent ruling by the Federal Communications Commission (FCC), it will now be necessary for Aeneas Communications to place all of the wireless providers NPA (area code) and NXX's (exchanges) as part of our normal dialing plans. This change will mean that any call placed from an Aeneas Communications line calling a wireless providers NPA/NXX, that is not local to your calling area, will now be charged a normal long distance fee per minute for the call. This change will take effect immediately and charges will begin to show on your next bill (May 2003).

[Contact our staff](#) to subscribe to any/all of these options.

