

**EXHIBIT**  
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## **OneStar Communications, LLC Customer Service Plan**

OneStar Communications, LLC ("OneStar") will comply with all applicable customer service related standards and regulations in each jurisdiction where they provide service. OneStar customers will have the following rights: reasonable payment terms, fair treatment, impartial resolution of disputes, reasonable compensation for poor service quality, privacy, to know and control what they are buying, to know from whom they are buying, to know the full price of the goods and services that they are purchasing, and to be free of improper discrimination in prices, terms, conditions, or offers. Customers will be responsible for reviewing invoices to verify accuracy, making prompt payment, and notifying OneStar of any question, concern, complaint, or dispute that they might have within a reasonable amount of time.

In that OneStar will handle its own billing, OneStar can ensure that its name, toll-free number, pertinent service types, and specific charges, taxes, and fees will be clearly identified on each bill. Moreover, managing its own billing will allow OneStar to ensure the accuracy of the data appearing on the bills. OneStar will not bill on behalf of other carriers.

In addition, OneStar will not charge for any services or fees not requested by the customer (practice commonly called cramming) on the signed application or on the Third Party Verification. All services and fees charged to the customer are clearly indicated on every OneStar bill. OneStar also will not subscribe to the practice commonly known as slamming. Each new application will be verified by the Account Activation Department for either a signature or a Third Party Verification code number. Any new application received without a customer's signature or a Third Party Verification code number will be returned to the responsible sales channel and rejected.

If a deposit is required of a customer to initiate service due to a customer's credit history, the customer will be notified in writing. Deposits will be refunded with state specific interest according to the regulations in each jurisdiction where service is provided. If a deposit is still being held upon termination of a customer's OneStar account, the deposit will be refunded, providing there is no remaining balance due on the account. If a balance is due, the deposit will be applied to the outstanding balance, and if any deposit monies remain, they will be promptly refunded to the customer.

OneStar will operate its own Customer Service Department. Telephone calls to the toll-free customer service number will be answered twenty-four hours a day. In addition, customers may send electronic mail to the Customer Service Department with questions and comments. Responses to customer inquiries will most often be provided immediately and always within a twenty-four hour period excluding weekends and holidays.

The Customer Service Department will provide information on a customer's account only to the authorized account contact. The Customer Service Representative will attempt to

identify the account contact's identity by verification of the customer's billing address and telephone number. The Customer Service Department will not provide account information to anyone other than the account contact without proper documentation, such as a subpoena. Records of account contacts are kept in computer files specific to each customer. Hard copies of items, such as letters of agency and written correspondence, are also kept in customer-specific files.

Upon receipt of a customer dispute, Customer Service staff investigates the dispute and makes a concentrated effort to find a mutually satisfactory resolution to the situation. Account notations, billings, and account records are reviewed during the investigation. In some cases, Customer Service staff may make inquiries of other corporate personnel who specialize in such areas as collections, billing network operations, regulatory, and taxes. Upon completion of the investigation and within the time frame allowed by the appropriate governing agency, the customer will be notified of OneStar's research findings and of any offered resolution.

If the customer is unsatisfied with the staff member's handling of the dispute, the customer may request to have a supervisor review the situation. The supervisor works with the customer to find an agreeable resolution and ensures that any actions necessary on the part of OneStar to resolve the dispute are completed. If the customer still remains unsatisfied with the Customer Service Department's handling of the dispute after speaking with a supervisor, the customer may contact the appropriate state and/or federal governing agency to file a complaint, or the customer may submit a written complaint to the OneStar Regulatory Department. In addition, the Regulatory Department will handle all complaints received from outside regulatory agencies or consumer groups. OneStar can ensure that it will work with and cooperate with all outside agencies on the resolution of customer complaints.

Records of customer complaints are kept in both computer and hard-copy files specific to the customer. A database, which tracks all customer complaints, is updated as each complaint response is given. The database allows OneStar to analyze the types of complaints it receives and to adjust its procedures as necessary in order to resolve current complaints and prevent further problems.

If a customer would like to terminate their OneStar account, the customer may phone, write, or electronically request that the account be terminated. The Customer Service Department will only honor requests for termination of service if it is able to verify that the account contact is the individual making the termination request. The date of the proposed termination of service is also verified. The Customer Service Department will then complete the necessary data entry work to terminate the service and then notate the customer's account.



***We have some exciting news to share with you!***

**OneStar Long Distance, Inc.** has agreed to transfer its customer base to **OneStar Communications, LLC**. We would like to thank you for being a customer of OneStar Long Distance and share with you some information regarding this transition to OneStar Communications, LLC.

***You're going to love being a OneStar Communications, LLC customer!*** OneStar Communications, LLC is an integrated communications provider headquartered in Evansville, Indiana. Beginning in 1982, our product portfolio includes a full range of voice and data services for commercial and residential customers, while providing a single point of contact through a bundled billing concept. OneStar Communications, LLC provides local, long distance, high-speed data, and broadband services.

***OneStar Communications, LLC can be your single source for communication services!*** The addition of OneStar Long Distance's products and services will integrate quickly into OneStar Communication LLC's structure, providing a smooth transition with no interruption of normal services. The only change you will see is an increase in product offerings and cost effective solutions to all your communication needs as the strengths of both companies are combined into the premier provider of communications. OneStar Communications, LLC can provide a variety of value-added services designed to save you money and provide additional conveniences for your business by being your single contact for voice, video, data, Internet, hardware, as well as technical support and service.

***This transfer of service requires no action on your part*** and will be a smooth transition with no interruption of service. You should not incur PIC (Primary Interexchange Carrier) charges from your local telephone company as a result of this transition. Should any PIC related charges be incurred, please notify OneStar Communications, LLC and your account will be credited accordingly.

Upon regulatory approvals, the completion of this transition to OneStar Communications, LLC will be finalized over the next few months. After the date of transfer, OneStar Communications, LLC will provide you the same great telecommunications services currently provided by OneStar Long Distance, such as your local and/or long distance services (intrastate, interstate and international) and will handle all aspects of your account. OneStar Communications, LLC takes pride in furnishing its customers with the competitive voice and data service tools they need to conduct their business in the most cost effective manner possible.

***Going forward, OneStar Communications, LLC will provide your telecommunications services.*** There will not be any change to the rates and fees you receive. At your option, you may choose a carrier other than OneStar Communications, LLC to provide your telecommunications services. Please be aware that customers who have a PIC Freeze on their lines will also be transferred. If you choose another carrier, you may incur a one-time charge from your local telephone company to make the change.

***OneStar Communications, LLC's primary focus is consistent customer satisfaction!*** OneStar Communications, LLC will work hard to continually exceed your expectations, now and in the future. Company representatives look forward to assisting you with additional product information, resolving open issues or concerns, and introducing new service offerings to you all while providing the most professional customer service in the industry. Should you have any questions regarding this transition, please contact the Customer Service Department at 1-800-482-0000 or via e-mail at [cservice@onestarcom.com](mailto:cservice@onestarcom.com).

To find out more about OneStar Communications, LLC, check out the web site at [www.onestarcom.com](http://www.onestarcom.com) or call the Customer Service Department at 1-800-482-0000.



## ***We have some exciting news to share with you!***

CRG International, Inc. d/b/a **Network One** has agreed to transfer its customer base to **OneStar Communications, LLC**. We would like to thank you for being a customer of Network One and share with you some information regarding this transition to OneStar Communications, LLC.

***You're going to love being a OneStar Communications, LLC customer!*** OneStar Communications, LLC is an integrated communications provider headquartered in Evansville, Indiana. Beginning in 1982, our product portfolio includes a full range of voice and data services for commercial and residential customers, while providing a single point of contact through a bundled billing concept. OneStar Communications, LLC provides local, long distance, high-speed data, and broadband services.

***OneStar Communications, LLC can be your single source for communication services!*** The addition of Network One's products and services will integrate quickly into OneStar Communication LLC's structure, providing a smooth transition with no interruption of normal services. The only change you will see is an increase in product offerings and cost effective solutions to all your communication needs as the strengths of both companies are combined into the premier provider of communications. OneStar Communications, LLC can provide a variety of value-added services designed to save you money and provide additional conveniences for your business by being your single contact for voice, video, data, Internet, hardware, as well as technical support and service.

***This transfer of service requires no action on your part*** and will be a smooth transition with no interruption of service. You should not incur PIC (Primary Interexchange Carrier) charges from your local telephone company as a result of this transition. Should any PIC related charges be incurred, please notify OneStar Communications, LLC and your account will be credited accordingly.

Upon regulatory approvals, the completion of this transition to OneStar Communications, LLC will be finalized over the next few months. After the date of transfer, OneStar Communications, LLC will provide you the same great telecommunications services currently provided by Network One, such as your local and/or long distance services (intrastate, interstate and international) and will handle all aspects of your account. OneStar Communications, LLC takes pride in furnishing its customers with the competitive voice and data service tools they need to conduct their business in the most cost effective manner possible.

***Going forward, OneStar Communications, LLC will provide your telecommunications services.*** Immediately upon completion of the transfer, you will continue to receive the same rates, terms and conditions as you presently enjoy from Network One. Every effort will be made to ensure you receive the best service going forward. At your option, you may choose a carrier other than OneStar Communications, LLC to provide your telecommunications services. Please be aware that customers who have a PIC Freeze on their lines will also be transferred. If you choose another carrier, you may incur a one-time charge from your local telephone company to make the change.

***OneStar Communications, LLC's primary focus is consistent customer satisfaction!*** OneStar Communications, LLC will work hard to continually exceed your expectations, now and in the future. Customer service representatives look forward to assisting you with additional product information, resolving open issues or concerns, and introducing new service offerings to you all while providing you the most professional customer service in the industry. Should you have any questions regarding this transition, please contact the Customer Service Department at 1-800-296-7030.

To find out more about OneStar Communications, LLC, check out the web site at [www.onestarcom.com](http://www.onestarcom.com) or call the Customer Service Department at 1-800-482-0000.

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