

This is an important message for all Orange Business Services customers in the United States.

subject: Carrier Recovery Charge (CRC)

background: The CRC is a monthly charge that allows Orange to recover fees paid to support government programs including, but not limited to, Telecommunications Relay Service for the hearing impaired, national number administration and number portability, federal regulatory fees, and additional indirect costs associated with administering and complying with government programs.

customer impact: Effective December 1, 2016, the CRC rate will be 3.75%.