Notification Date: December 30, 2024

TPx continues to develop and enhance our managed services products and solutions to serve our customers better. Periodically, this may require rate adjustments to address changes in underlying costs such as infrastructure maintenance, labor, and vendor rate changes.

We are proactively working on your behalf to mitigate these increases. We encourage you to contact your TPx Account Manager to discuss your company's needs and how we can deliver the best possible experience and value for you going forward.

The rates for a subset of TPx services and other charges will increase by 5% on or after March 1st, 2025, subject to regulatory approval where required.

Impacted Services

Service	Service Description	Service	Service Description
Connectivity	Fiber	Collaboration	Usage Bundles TDM
Connectivity	High Speed Internet Service	Collaboration	Usage Bundles VOIP
Connectivity	POTS	Collaboration	Virtual Fax
Connectivity	Cellular Internet Service	Collaboration	Traditional Call Routing
Connectivity	Fixed Wireless Service	Collaboration	Inbound Toll Free
Connectivity	Colo Bandwidth	Collaboration	Faxing Service
Connectivity	MPLS	Collaboration	Microsoft Hosted Exchange
Connectivity	Other Transport	Collaboration	Voicemail Service
Connectivity	POTS UNE	Network	SDWAN
Connectivity	DS1/DS3/DSL	Network	Firewall Service
Connectivity	Private Line Service	Network	Switching
Connectivity	Ethernet Over Copper	Network	Managed WiFi
Collaboration	Hosted PBX	Systems & Infrastructure	Service and Space
Collaboration	SIP Trunking	Systems & Infrastructure	Workstation Services
Collaboration	Microsoft 365	Systems & Infrastructure	Storage
Collaboration	Cisco Webex	Systems & Infrastructure	On-Prem Physical & Virtual Servers
Collaboration	SIP Trunking Ckt Based	Systems & Infrastructure	Power

If you have any questions, please contact your TPx Account Manager, who will gladly assist you. For any support-related needs, please contact us.