

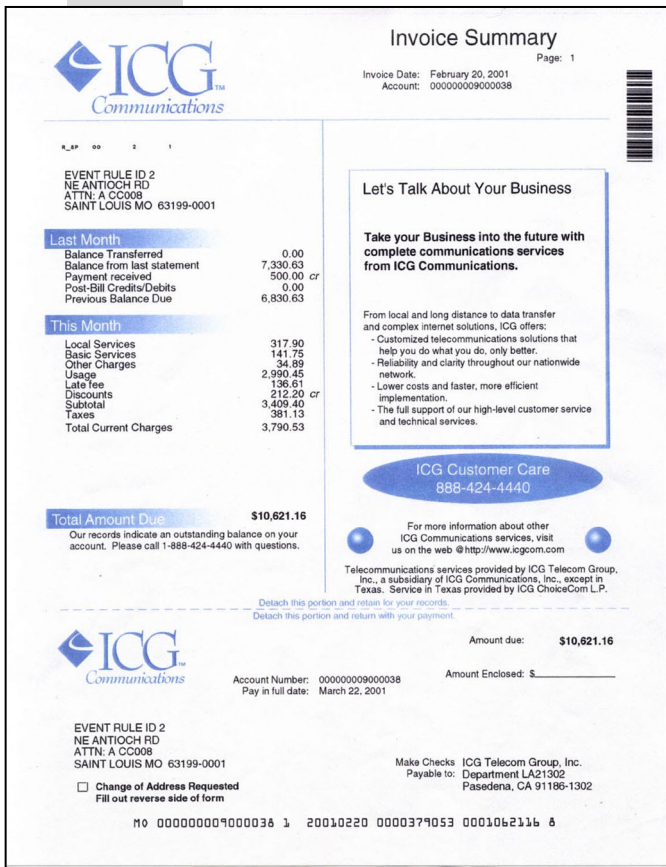
**PROJECT: ICG COMMUNICATIONS BILLING**  
**Segment: Transactional: Statements**

*Program objectives*

- Company's existing billing system could not handle the company's rapid growth. ICG needed a new system that could output to multiple print streams and allow rapid development of new applications.

*Significant results reported by user*

- Speed of implementation saved thousands of dollars in training and professional services costs.
- Reduced costs due to independence from professional services.



**Invoice Summary** Page: 1  
Invoice Date: February 20, 2001  
Account: 00000009000038

EVENT RULE ID 2  
NE ANTIPOCH RD  
ATTN: A CC008  
SAINT LOUIS MO 63199-0001

Last Month	
Balance Transferred	0.00
Balance from last statement	7,330.63
Payment received	500.00 cr
Post-Bill Credits/Debits	0.00
Previous Balance Due	6,830.63

This Month	
Local Services	317.90
Basic Services	141.75
Other Charges	34.89
Usage	2,990.45
Late fee	136.61
Discounts	212.20 cr
Subtotal	3,405.40
Taxes	381.13
Total Current Charges	3,790.53

**Total Amount Due: \$10,621.16**  
Our records indicate an outstanding balance on your account. Please call 1-888-424-4440 with questions.

**Let's Talk About Your Business**  
Take your Business into the future with complete communications services from ICG Communications.  
From local and long distance to data transfer and complex internet solutions, ICG offers:  
- Customized telecommunications solutions that help you do what you do, only better.  
- Reliability and clarity throughout our nationwide network.  
- Lower costs and faster, more efficient implementation.  
- The full support of our high-level customer service and technical services.

ICG Customer Care  
888-424-4440

For more information about other ICG Communications services, visit us on the web @ <http://www.icgcom.com>

Telecommunications services provided by ICG Telecom Group, Inc., a subsidiary of ICG Communications, Inc., except in Texas. Service in Texas provided by ICG ChoiceCom L.P.

Amount due: **\$10,621.16**  
Amount Enclosed: \$ \_\_\_\_\_

Account Number: 00000009000038  
Pay in full date: March 22, 2001

EVENT RULE ID 2  
NE ANTIPOCH RD  
ATTN: A CC008  
SAINT LOUIS MO 63199-0001

Change of Address Requested  
Fill out reverse side of form

Make Checks ICG Telecom Group, Inc.  
Payable to: Department LA21302  
Pasadena, CA 91186-1302

M0 00000009000038 1 20010220 0000379053 0001062116 8

Segment	Transactional: Statements
<p><b>Participants</b></p> <p><b>Client</b></p> <p><b>Print Provider</b></p> <p><b>Other</b></p>	<p>ICG Communications, <a href="http://www.icgcomm.com">www.icgcomm.com</a>, a fast growing telecommunications company with a nationwide voice and data network serving more than 700 cities.</p> <p>Print service bureau</p> <p>ICG selected Group 1 Software, <a href="http://www.g1.com">www.g1.com</a>, for its DOC1 bill formatting system and ADC Saville, for its Convergent Billing Platform.</p>
<p><b>Program</b></p> <p><b>Target Audience</b></p> <p><b>Distribution</b></p> <p><b>Description</b></p>	<p>ICG customers</p> <p>180,000 pages a month.</p> <p>To accommodate its rapid growth, ICG needed a system that could output multiple print streams and allow the development of new documents quickly. To develop a new billing system ICG worked with Group I Software and ADC Saville.</p> <p>ICG utilizes the DOC1 software to generate three different print streams for its billing statements. For its print service bureau ICG delivers Xerox metacode. ICG archives AFP on its IBM On-Demand system, which handles reprints and allows ICG's Customer Service Representatives to view bills online in response to customer inquiries. For its large commercial accounts (which would get thousand-page bills if they were printed), ICG provides the bills in PDF form, which it burns onto CD-ROM.</p> <p>The company also utilizes DOC 1 to customize bills to conform to state requirements and to provide cross-selling and customer-care messages.</p>



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*BEST PRACTICES IN  
 DIGITAL PRINT*

*September 2001*