

January 10, 2001

Dear Tele-Tech Customers:

We are writing some automation routines into our software that will process some of our data by rate center name and state rather than rate center name and area code. This will result in absolutely no format changes, but we wanted to advise you of the change. This will take place around March 1, 2001.

In each BellSouth area code, we have an exchange with a rate center name of Telco and an exchange with a rate center name of Area NumCS. Telco is a service number for BellSouth and Area NumCS is for Area Number Calling Service, which represents a proprietary BellSouth prefix used for specific service offerings. For instance, in the 843 area code, the TELCO and AreaNumCS exchanges will now include the area code ie, TELCO843 and AreaNumCS843. This will be abbreviated to 10 bytes.

If you have any questions or comments about these changes, please feel free to contact me.

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