

April 9, 2001

Dear Valued Multi-Pacs 4.0 Customer,

Tele-Tech is pleased to announce a feature upgrade to our online site keying application. In response to many customers' questions and requests for a more user-friendly format of our output data, we have added an additional format for the data. There is now an Excel spreadsheet format for the output data files from our online system. This useful format will provide the data in an easy-to-understand layout. The attached .pdf document explains the new layout in detail.

Please note that this is an additional format for your data, and not a change to the previous ASCII format. You will still have the option to receive your data in the previous format with no changes. The only change to the application is that it now automatically produces spreadsheet data file(s) for each site (one spreadsheet file is created for each carrier and service selected). When you view the list of files available for download, there will now be additional files listed for the Excel spreadsheet format. Simply download the spreadsheet file(s) and open in Excel to view the data in this new format. There is no additional cost for this format.

We are happy to provide this new format and we hope that you find it useful. Please feel free to contact us by email at custserv@tariffs.com or phone at (888) 4-TARIFF x7129 if you have any questions.

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