

September 24, 2001

RE: Hot Link Delivery Provides Faster Access to Tele-Tech Updates

Tele-Tech is pleased to inform you of a faster and more efficient method for you to receive your data updates. Currently you receive your updates on CD or diskettes. Tele-Tech offers an electronic delivery method that eliminates many of the inherent problems with the traditional "hard" media deliveries. Our Hot Link delivery provides you with an email notifying that your updates are available for download to your computer. The download process is very simple. The email contains a link to our server; simply click on the link and your web browser will open to the appropriate download page for your data. Click again on the download link and your browser will automatically download your complete data set to the local directory of your choosing. This simple and convenient Hot Link delivery has many advantages over your current delivery method:

- Faster access to your data updates. You receive an email as soon as Tele-Tech has processed your update. This eliminates the potential delays from mail or courier delivery.
- Less chances of media corruption. In the past you may have experienced a faulty diskette or CD from time to time and the associated delay while Tele-Tech sent a replacement. The Hot Link delivery significantly reduces the occurrence and time delays associated with media corruption.
- Easier to use and more convenient. The Hot Link provides immediate access to your data, eliminating the hassle of keeping track of disks or CDs.

As with all of Tele-Tech's delivery options, there is no additional charge for the Hot Link delivery method. If you would like to take advantage of our Hot Link delivery option, please contact our Customer Service Department and let us know which email address to use for your update delivery. Please either send an email to custserv@tariffs.com (*use your last name only as the subject*) or call 888-4-TARIFF x7129.

Thank you for your continued business.

Very truly yours,

Scott Cave
Director of Customer Service