

Dear Valued Text-Pac Customer:

Tele-Tech Services is pleased to announce an upgrade to our Text-Pac 3.0 format. Recent and upcoming dialing code changes to certain international destinations (specifically, calls to Mexico) required us to create a separate international destination file to conform to these changes. This new optional file (identified by the "0B" in the 4th and 5th bytes of the filename) contains destinations to the city code level (as opposed to the country code level in the current "0A" destination file) for calls to Mexico and other International locations. The record layout for this new international destination file is attached.

You have the option to receive either this new 0B destination file with city code level detail, or the standard 0A destination file with country code level detail. In either case, you will still receive the 0A destination file for all other destinations in the North American Numbering Plan.

The increased level of detail included in this new 0B destination file necessitates a price increase for us to maintain the data for this file. Customers who choose to receive this new file will be billed an additional \$50 per update (a total increase of \$200 per year for quarterly updates, \$600 per year for monthly updates, etc.). The price increase will be effective December 1, 2001.

Please contact our Customer Service Dept. if you would like this new 0B international destination file with city code detail included in your Text-Pac updates. You may contact Customer Service via email at custserv@tariffs.com (use your last name ONLY as the subject), or phone at (888) 4-TARIFF x7129. Please let us know if we can answer any questions or if you would like sample data for the new 0B file.

Thank you for your continued business.