



November 2, 2010

**Dear Valued TelePacific Customer,**

I am writing to you today with news that affects your toll-free service with TelePacific.

We are pleased to announce that effective December 2, 2010 you will be able to change your toll-free-ring-to configuration on the fly through TelePacific's OneCentral Portal: [www.telepacificOneCentral.com](http://www.telepacificOneCentral.com). Changes completed through the portal will be free of charge.

Effective December 2, 2010 STANDARD inbound toll free rates will be as follows:

Location Originating Call	New Rate
Hawaii	\$0.22/minute
Alaska	\$0.25/minute
Puerto Rico	\$0.31/minute
U.S. Virgin Islands	\$0.31/minute
Canada	\$0.31/minute

Please note that rates for inbound calls from states within the continental United States are not changing and will remain at \$0.07/minute.

We are also making changes to some of the international locations from which you can receive calls on your toll-free number. Due to exorbitant costs, we can no longer provide these services at a competitive rate. As of December 2, 2010, you will no longer be able to receive inbound toll-free calls from the following locations:

- American Samoa
- Anguilla
- Antigua & Barbuda
- Bahamas
- Barbados
- Bermuda
- British Virgin Islands
- Cayman Islands
- Dominica
- Dominican Republic
- Grenada
- Guam
- Jamaica
- Montserrat
- Northern Mariana Islands
- St. Kitts & Nevis
- St. Lucia
- St. Vincent & Grenadines
- Trinidad & Tobago
- Turks & Caicos

We regret the need for these increases and service changes, but as our costs increase we need to ensure our ability to provide the highest level of service to our customers. This notice and the changes described above are also posted on <http://www.insidetelepacific.com/legal/legal-notices.asp> for your reference.

Thank you for being a TelePacific customer. We look forward to continuing to provide you with outstanding telecommunications services and customer service. If you have any questions, please call 877-487-8722, option 3.

Sincerely,

*Michael W James*

Michael James  
Senior Vice President  
Customer Experience