

# Interconnect

Systems Corporation

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VOICE AND DATA COMMUNICATIONS

February 22, 2010

To all our valued Customers,

Within the next few months an ISC representative will be contacting you regarding the impact of the new area code (938) which is being added to the North Alabama starting this summer. This additional area code is being added in response to the near exhaustion of telephone numbers available in the existing 256 area code region. This change is referred to "area code overlay" and is slated to become permanent in June of this year. Area Code Overlays require that all local numbers be dialed using the three-digit area code plus the seven-digit number. Please note that local 10-digit calls are not dialed with a "1" prefix as this is still used to designate long distance.

This ten-digit dialing plan will apply to all types of phone services in the 256 region including wireless/cellular service. Calls to E911 services as well as information calls (411) plus any other N-1-1 calls will not be affected. Calls that were local before this change will still be local afterward and calls that were Long Distance before the change will continue to be toll calls afterward. Starting back in November of 2009 the telecom carriers started accepting ten-digit dialing and everyone is encouraged to start this practice now to prepare for the permanent change. Some of our customers will be able to dial 256 ten-digit numbers now and won't be affected. However, most systems will not accept the new area code for local calls. This brings us to the purpose of this letter.

As stated, most of our Customers will be affected in some way. At the very least will be speed call storage that will need to be changed to reflect the new ten-digit numbers. There are many systems that will need considerable other changes to route the new numbers. Therefore this letter is intended to get customers up to speed and help us schedule the needed changes in order to make the transition as smooth as possible.

When your ISC representative contacts you they will discuss the changes specific to your system and schedule the programming. In some instances the change will necessitate a site visit while other can be done remotely via modem. Please feel free to call and schedule this change during a slow period in your work week or during some scheduled closure of your company. It is our goal to make this as painless as possible.

Fortunately for our entire customer base we don't know of any system that cannot function under the new dialing plan. However, some customers will see changes to their dialing routine in addition to having to dial the extra 3 digits.

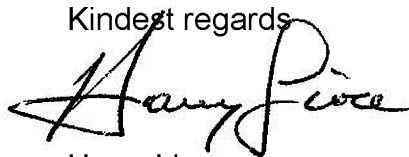
Unfortunately for some of our customers this programming will be a chargeable event. However, some Customers are covered for these charges under our Current Technology Assurance Program (CTAP). Your ISC representative will discuss the applicable charges when they contact you.

We value your continued patronage and appreciate your cooperation in helping us make this transition as uneventful as possible. Please feel free to call us to discuss this change and/or any other aspect of your telecommunications systems and technology.

**Important Dates**

- November 7, 2009 – Permissive dialing begins
- June 1, 2010 – Mandatory dialing press release
- June 5, 2010 – Mandatory dialing begins
- July 10, First New Area Code Activations begin

Kindest regards

A handwritten signature in black ink, appearing to read "Harry Lioce". The signature is fluid and cursive, with the first name "Harry" and last name "Lioce" clearly distinguishable.

Harry Lioce  
President  
Interconnect Systems Corporation