

May 1, 2010



Auburn University
511 W. Samford Avenue
Auburn University, AL 36849-0001

ACGA-0510



Effective May 15, 2010 you will need to include the area code for outgoing calls.

Dear Valued Customer,

We value you as a customer and we want to make you aware of a new development in your area that will affect the way you dial. Beginning midnight May 14th it will be very important that you include the area code followed by the seven-digit phone number whenever you make a call. After this date, if you do not use the new dialing procedure, you will be instructed to hang up and dial again, using the area code.

Additionally, it will be important for you to:

- Update your preprogrammed phone numbers in your handset to include the area code.
- Update any text or email alert services you may have to include the area code.
- Reprogram other equipment to include the area code if it doesn't already. Some examples of that are: Life safety systems, fax machines, Internet dial-up numbers, fire, alarm and security systems, security gates, speed dialers, call forwarding settings and voice mail services.

Please remember:

Your existing area code or phone number won't change and coverage area, rates, or services won't change. What is a local call now will remain a local call. You can still dial just three digits to each 411, 611, and 811 or other three-digit numbers that may be available in your community. **You will still dial just three digits to reach 911.**

If you have any questions, please call us at 1.800.922.0204. Thank you for being our customer. Our goal is to provide you with the best in wireless service today and for many years to come.

Sincerely,

A handwritten signature in cursive script that reads "Lori Spears".

Lori Spears
Manager, Preferred Customer Team