

Dear VTel Neighbors,

Thank you for your wonderful patience during Hurricane Irene network repairs. While we were undergoing moderate difficulties, we learned of VTel customers who were suffering terrible hardships. We sincerely apologize if our optimistic updates gave the impression of anything less than our being deeply troubled by challenges faced by our neighbors. We are here offering the following:

VTel is offering up to three months of free basic telephone and Internet service to any current customer impacted by Hurricane Irene, who has applied for and been awarded hurricane or flood hardship aid from FEMA, the Department of Agriculture, or the State of Vermont.

We are also suspending any telephone disconnections for up to three months.

We are also offering basic Internet at \$9.95/month beginning immediately to any family with a full-time student in the home who has been accepted for free lunches in the National School Lunch Program, and we are willing to offer this for up to three years. This will also entitle each qualifying family to register for our basic \$10/month VTel WOW Wireless Broadband.

This is an emergency offer, and we are trying to help families in need. Please be patient as we work out the details, to be as fair as possible to all of our customers. Some restrictions apply. Please call VTel at 1-800-279-4049 for details.

If you have any ideas on how we can be of further assistance please let us know.

Michel Guite

Justin Robinson