



January 19, 2010

Dear Valued Customer:

In order to better serve our customers, we will be upgrading our voice mail system. The new voice mail system will be just as easy to use as the current system but will offer some new features such as more greeting options and optional web access to your voice mail box and settings.

We will be making the transition to the new voice mail system between 10:00 p.m. and midnight on February 1st. After that time, you will be required to set up your new voice mail box. You will find step-by-step instructions on the reverse side of this letter. When you call in to set up your mailbox, do not use your phone's 1-touch dialing; you must dial your mobile number directly. Your phone's 1-touch voice mail dialing will begin to work after you change the default 4-digit password (0000) to your current 4-digit password.

Please note that after midnight on February 1st, any saved messages on the old voicemail system will no longer be accessible.

For your convenience we have also included a quick reference guide with instructions on how to perform the basic functions of your new voice mail box.

All the enclosed information regarding your new voice mail system, as well as instructions on how to log-on and access your voice mail box and settings, can be found online at www.thumbcellular.com.

As always, thank you for being a Thumb Cellular customer! Feel free to contact us at 1-800-443-5057 if you have any questions or concerns about the voice mail system upgrade.

Sincerely,

A handwritten signature in blue ink that reads "Paul Picklo". The signature is stylized and cursive.

Paul Picklo
General Manager