



Subject: Telnet Communications Purchase of Look's Dial-up, DSL and Wireless Internet Business

Dear customer,

We are writing today to inform you of the recent purchase of Look Communications Inc.'s dial-up, DSL and wireless internet business by **Telnet Communications**.

How will this affect you and your internet services? If you have either a dial-up or DSL service, there will be no short-term changes and you are not required to take any action. If you have a wireless service, a letter will soon follow with additional details.

The first change for you to note will be a billing name change on your invoice or credit card statement from "Look" to "**Telnet Communications**". Your services will not be affected in any way because **Telnet Communications** uses the same service provider that Look uses. Your settings, account identification, and passwords will not change.

In the meantime you can expect the following:

1. Your current service features and pricing will not change.
2. You will receive the same great customer service and technical support. Beginning September 1, 2009 the new toll free Customer Support number will be 1 877 498-6645.
3. Your billing date and billing period will remain the same.
4. If you currently pay your bill by credit card, charges to your credit card on or after September 1, 2009 will be shown under **Telnet Communications**.
5. If you currently pay your bill by pre-authorized payment, payments made on or after September 1, 2009 will be shown under **Telnet Communications** on your bank statement.
6. If you are not set up for pre-authorized payment, you can continue to pay your bill by credit card or by cheque. Please note that beginning September 1, 2009 in-branch and ATM payments will no longer be accepted through most financial institutions though such payments can still be made through TD Canada Trust. Telnet Communications is working with their financial institution to allow for in-branch and ATM payments in the near future. You will receive notification when these payment methods become available.



7. If you currently pay your bill using online or telephone banking, you will need to add “**Telnet Communications**” as a payee for all future payments. Your account number remains the same.
8. If you receive Look TV, this service will be invoiced separately from your Internet services beginning October 1, 2009. The total cost of the services will not change and you will continue to benefit from the same great low bundled price you currently receive.

If you would like further details regarding Telnet Communications you can find them online at www.telnetcommunications.com.

If you have any questions prior to September 1, 2009 you can email us at service-internet@team.look.ca or call Look’s Customer Service team at 1 800 356-5665.

Sincerely,

George Ramos
President
Telnet Communications

Josée Provost
Vice-President Customer Services
Look Communications Inc.

P.S. Remember, there is no action required on your part. Your settings, account identification and passwords will not change.