

September 3, 2008

Dear Valued Customer,

PenTeleData values your business, and strives to provide outstanding service and support to our customers. With this in mind, we plan to implement anti-spoofing filters on all customer Internet connections. This change will begin on September 15, 2008, and will be completed by October 15, 2008.

Spoofing is a common way for malicious activity to be disguised on the Internet. It is used to disguise the real originator of traffic or to impersonate another user by assuming the IP address of their computer. Implementing anti-spoofing filters helps us ensure that if malicious activity is carried out on our network, we can always track it back to its source.

Using a technology called Reverse Path Forwarding (RPF), we will verify that all information we receive from a customer is coming from the IP address assigned to you, by us. In addition, standard Access Control Lists allow us to filter traffic based on its source and destination IP addresses.

This behind-the-scenes change will be transparent to most, although customers who operate an asymmetrical network, such as a dual-homed or satellite feed, may contact our Network Control Center at 1.800.281.3564 ext. 2674 or e-mail ncc@corp.ptd.net to determine if a workaround is necessary. Our staff will also attempt to identify customers who need special allowances, and make those at the time of the change. Please note we will only make exceptions to our anti-spoofing rules for dedicated, hi-capacity commercial Internet users.

A copy of this letter is available on our website at www.penteledata.net/announcements.

Thank you for your continued business and support.

PenTeleData
A Good Neighbor
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