

Modem Madness



708 Foote Ave. #290
Jamestown, NY 14701
www.madbbs.com

Tel: 716.483.2483
Fax: 716.484.9206

December 16, 2008

Dear Customer,

Modem Madness has been a truly local Internet Service Provider for as long as there has been a commercial Internet to access. Thanks to the support of our loyal customers, we have been able to expand our services to keep up with the ever-changing technology world. Unfortunately due to changes in government regulations and the transition to broadband services, independent ISPs like Modem Madness are left with no long-term way to keep up. **While I must regretfully inform you that Modem Madness will be ceasing operations as of January 16, 2009, we have made arrangements with DFT Communications and NetsyncIP to quickly and easily take over your existing Dialup or DSL Internet service.**

Modem Madness has relied on DFT Communications since 2005 for all of the telephone and Internet components necessary to bring our service to you. DFT Communications and NetsyncIP offer you all the great service enhancements you've come to expect from Modem Madness and *add even more benefits such as parental controls, PC security software, 24 hour local tech support, and 3 walk-in customer service offices*. Many customers will even notice a *lower price* when switching to NetsyncIP, and as a telephone company DFT Communications *can be your one-stop solution* for your local and long distance phone, high-speed Internet, and digital television services. You will be receiving further information directly from NetsyncIP and DFT Communications within the next few days. **All you need to do to continue your service is contact NetsyncIP before January 16, 2009 to setup your new account, either online at www.NetsyncIP.net or by phone at 483-8008 or (800) 642-4294 outside the Jamestown area.**

In addition to all the great benefits of your new service through DFT Communications, I am able to offer all customers who sign up with NetsyncIP free e-mail forwarding from your @madbbs.com address to your new @netsync.net address for up to 6 months. Simply send an e-mail to helpdesk@madbbs.com with your @madbbs.com and @netsync.net addresses, and we'll setup the automatic forwarding for you.

Your account with Modem Madness will remain active until January 16, 2009. All of our billing generated from this point forward will be for the partial month from your normal bill date through January 16th. If you have already received a bill which reflects service after January 16, please e-mail our billing department (billing@madbbs.com) for a revised billing statement. Billing for your new NetsyncIP service will not start until January 17. Please note that we are unfortunately unable to offer any refunds.

Thank you one final time for allowing Modem Madness to "put the world at your fingertips" as we have done for the past 18 years. I hope you will enjoy your continued service from DFT Communications and NetsyncIP. I can be reached with questions by e-mailing sysop@madbbs.com or calling our office.

A handwritten signature in black ink that reads "Ronald C. Miller".

Ronald C. Miller
President & System Administrator