

FINAL CONNECT

Fulfilling the broadband promise™

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Attention Valued Final Connect customers:

Beginning in August 2002, Final Connect will begin delivering recurring invoices for Internet access, web hosting and service contracts using either email or fax. In order to better manage increasing delivery costs while maintaining your current pricing, Final Connect will be eliminating U.S. Postal Service delivery. This change concerns only Final Connect's delivery process- not your existing payment method.

Final Connect needs your help to make this transition smooth and easy. Please complete the Delivery Method Update form below and include with your next payment.

In addition, we would like to re-introduce Final Connect's alternative payment options. Final Connect offers credit/debit card and Paypal (www.paypal.com) payment options. With either option, your account is credited on time which minimizes the possibility of late payments, finance charges or service disconnections.

Final Connect strives to provide excellent customer service and technical support. Your input and suggestions to improve our service are always welcome and appreciated.

Sincerely,



Erin Jaeger
Accounting Manager

Recurring Invoice Delivery Method Update

Account Number (or Customer Name): _____

Preferred Delivery Method: Email Address: _____

Fax Number: _____

Secondary Delivery Method: Email Address: _____

Fax Number: _____

Please detach and return with your payment in the enclosed self-addressed envelope. Thank you.