

November 8, 2004

Name
Address
City, State Zip

Dear Name:

If your company uses the GUI or 3270 interfaces to the SMS 800 database, this letter outlines plans to change those interfaces that will make it more difficult and expensive for you to conduct business.

SMT, which operates the SMS 800 database, recently announced plans to discontinue the current 3270 interface, replace the current GUI software interfaces with a new "Human Interface," and introduce a set of programming tools known as "Web Services." Web Services will be used to build the new Human Interface, and could also be used to build other custom SMS interfaces. Most 3270 and GUI users are expected to move to the Human Interface, as there are substantial startup and software development costs associated with programming in the Web Services environment.

SMT has indicated that further development of the Human Interface may be curtailed, and, in future, new functionality may be released only through Web Services. This would require smaller Resp Orgs to invest heavily in software development in order to obtain access to new functionality.

A perfect example is the template functionality that has been requested by many Resp Orgs. Template functionality would allow multiple toll free numbers to share a common routing template, avoiding the need to individually process a large number of identical changes. This functionality would greatly reduce the processing time for large conversions. While the request for template functionality originated with smaller Resp Orgs who will use the Human Interface, SMT is considering including this important functionality *only* in the Web Services interface. Web Services will be used by the industry's largest companies.

Unless new functions are included in both the Human Interface and Web Services, smaller Resp Orgs will not be able to take full advantage of future enhancements to the SMS Database. We will be at a significant competitive disadvantage.

We need your help in maintaining a level playing field for all Resp Orgs. **Please copy the attached letter onto your company letterhead, sign and fax to Michael Wade at DSMI / SMT, or, go to the AFTA Web site and email Mr. Wade a signed PDF version (<http://www.1800afta.org/DSMILetter.pdf>).** In addition, please be sure to send us a copy of your correspondence (at info@1800afta.org or via facsimile at 802-860-4821) so we will know who has joined this effort. If you require further information regarding these issues, please contact John Evancie at (802)383-0702 or Kyle Stemple at (425)576-6024.

Sincerely,

Mitchell Knisbacher
President