

**Policy Changes Effective 10/19/09**

Effective October 19<sup>th</sup>, 2009 the following policy changes will take effect:

1. The amount credited on an activation is changing from \$12.00 to \$6.00.
2. A \$6.00 credit will be added to the account on a port-in.
3. The \$10.00 minimum balance required on an ESN change will no longer be required.
4. The \$10.00 minimum balance required on an MDN change will no longer be required.

The major impact of these changes will be to help reduce confusion, streamline and simplify these processes for the dealer, and reduce the amount of call volume to our customer service center regarding these issues.

These changes will take effect 10/19/09 and will remain in effect until the end of the year, at which time the policies will be re-evaluated in order to identify the best long-term solution to this confusing customer service issue.

Thank you for your continued support of Page Plus Cellular.

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