

Friday, 31st July 2009

Dear Customer,

We would like to inform you that Ofcom has made changes to the pricing and regulation of 0870 non-geographic numbers. These changes come into effect on 1st August 2009.

From 1st August 2009 Hotchilli will no longer be able to offer 0870 numbers to customers free of charge.

As a result of these changes, customers can choose one of the following options:

- Continue to use your 0870 number(s). Charges for these calls will be applied as of 1st August 2009.
- Change your 0870 number(s) to another Non-Geographic number range.
- Cancel your 0870 number(s).

Please contact your account manager or sales@hotchilli.com to discuss these options.

For further information, please see the Ofcom publication:
<http://www.ofcom.org.uk/consult/condocs/0870calls/0870statement/>

Sincerely,

Hotchilli