

Modem Madness



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

Tel: 716.483.2483
Fax: 716.484.9206

January 15, 2009

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 affecting telephone company based broadband services, independent ISPs like Modem Madness are left with no long-term way to keep up in these markets. Fortunately your service with Modem Madness is not a telephone company based service, and will not be significantly affected. **While I must regrettably inform you that Modem Madness will be ceasing operations as of January 16, 2009, I will be personally continuing to provide your Cable or Wireless Internet service as a part of EagleZip.com.**

Modem Madness has worked very closely with EagleZip.com for several years. We have previously made arrangements with EagleZip.com to take over our commercial web hosting and computer repair services with very positive results. EagleZip.com is a Pennsylvania based company with its local office in downtown Jamestown. I have been personally involved with EagleZip.com for the majority of the past year and will be working with that company exclusively after January 16th. As a result, most of the Cable and Wireless subscribers will notice absolutely no changes or interruption of service during this transition, including the ability to continue using your @madbbs.com e-mail account. **Effective immediately, you should contact EagleZip.com for all billing and technical questions regarding your Internet service.** They can be reached by e-mail to support@eaglezip.com or by phone at (716) 661-3183 or toll-free at (866) 960-6104 from Pennsylvania.

Your account with Modem Madness has been automatically transitioned to EagleZip.com. If you have a past-due balance with Modem Madness, that balance is still due to Modem Madness per the invoices you have received. If you have paid for service in advance with Modem Madness, you will receive credit for that payment with EagleZip.com.

Thank you for your patience during this transition. I look forward to continuing to meet your Internet access needs as a part of EagleZip.com. You can reach me directly with any questions at my new e-mail address rmiller@eaglezip.com.

Sincerely,

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

Ronald Miller
President & System Administrator