



May 19, 2011

Janice Mullins
AT&T

RE: Enhanced Services – Informal Dispute

Dear Ms. Mullins,

Per your request from our conference call on May 13, 2011, Big River Telephone is providing AT&T with the following examples of enhanced services that it provides to its customers:

- Big River's switching system employs computer processing that changes the format of communication media received from, and delivered to, the public switched telephone network (PSTN). The system first receives media in digital PCM form from the PSTN and packetizes the media into IP datagrams, with the use of an audio codec, a software program resident on a digital signal processor (DSP) the media is further altered by compressing the content, as an example, from 64Kbps to 8Kbps. An "audio codec" is a computer program implementing an algorithm that compresses and decompresses digital audio data according to a given audio file format. The system is also capable of transcoding (direct digital-to-digital conversion of one audio codec to another).
- The switching system employs computer processing that allows a subscriber to record a call and store the recording in the switching system. This feature is enabled by keying specific dual-tone multi-frequency (DTMF) tone sequence to initiate recording the call from that point forward until the end of the call.
- The switching system employs computer processing that allows a subscriber to view and configure and manage their call-handling options. For example, a subscriber may wish their phone to ring as normal, reject the call, forward the call (to voicemail or another number), challenge callers who have withheld their number to record their name or have their phone ring with a special tone. The subscriber can set these rules to apply to specific callers, for example to those in a specific contact group or to callers who have withheld their number. The subscriber can also set the incoming call manager (ICM) to apply a different set of rules at different times, by defining a schedule. For example, when setting up ICM on a home land line, the subscriber can tell ICM to forward calls from their office to a mobile phone - but only during working hours, not during evenings or at the weekend. The subscriber can configure their ICM rules and schedules using a Big River web portal.

We can discuss any questions you may have on our next conference call.

Sincerely,

A handwritten signature in blue ink, appearing to read "John F. Jennings", is written over a horizontal line.

John F. Jennings
Chief Financial Officer