Exhibit 4

EXHIBIT 4

Alternative Providers of OS/DA Services

MCI Worldcom

Teltrust

CenturyTel Telecommunications, Inc.

Consolidated Communications

Clifton Forge (CFW)

InfoNXX

Metro One

Excell Agent Services

Frontier Communications

Quest411

Experian's TEC Group

HebCom

Metromail On-Line Services Experian

Product variety and a worldwide network make MCI WorldCom the ideal provider

operator services

MCI WORLDCOM OPERATOR SERVICES PROVIDE THE ESSENTIAL HUMAN INTERFACE BETWEEN NEW TECHNOLOGY AND THE PEOPLE SERVED. NO MATTER HOW SOPHISTICATED THE TECHNOLOGY OF TELECOMMUNICATIONS BECOMES, THERE'S NO SUBSTITUTE FOR THE WARM, REASSURING VOICE OF A WELL-TRAINED OPERATOR.

SUPPORTED BY GEOGRAPHICALLY DISPERSED OPERATOR CENTERS AND BACKED BY A FULLY DIGITAL NATIONWIDE NETWORK, OPERATOR SERVICES HELP PROVIDE GREATER REDUNDANCY AND DIVERSITY. CUSTOMER CALLS ARE ANSWERED 24 HOURS A DAY, SEVEN DAYS A WEEK, PROTECTING YOUR BUSINESS FROM LOST REVENUE RESULTING FROM MISSED CALLS.

OPERATOR SERVICES OFFER THE RIGHT SOLUTION FOR BOTH SWITCHED AND SWITCHLESS CARRIERS. FROM TURNKEY SERVICES TO CALL TREATMENT AND RETURN, OPERATOR SERVICES CAN HELP INCREASE YOUR REVENUE.

APPLICATIONS

- Regional carriers with end users who place domestic and international "0+ 00+" calls: collect calls, third-party calls, Local Exchange Carrier (LEC) calling-card calls, station-to-station and person-to-person calls
- Resellers with a need to increase name equity

FEATURES & BENEFITS

- Switched and dedicated-access "0+ 00+" traffic enables you to service any size end user account.
- Full-service, round-the-clock operator functions allow you to present a full-service image to the end user.
- Multiple call-treatment options for different call types and billing methods, helping you control call distribution and maximize network efficiencies.
- Multilingual operators — Operators proficient in 18 languages are available, contributing to increased call-completion percentages and allowing your business to pursue global applications.
- Fraud control and protection — Calls are monitored for evidence of fraud. MCI WorldCom will block calls and notify you if fraud is suspected.
- Customized branding allows you to tailor call branding by trunk group, pseudo-ANI or ANI to support niche-market applications or resale of services.
- Traffic rating — MCI WorldCom can rate your traffic prior to outsourcing, minimizing administrative costs.
- Cost-effective outsourcing — Our broad agreement with Zero Plus Dialing Inc. (ZPD) provides volume discounts that we pass on to you.

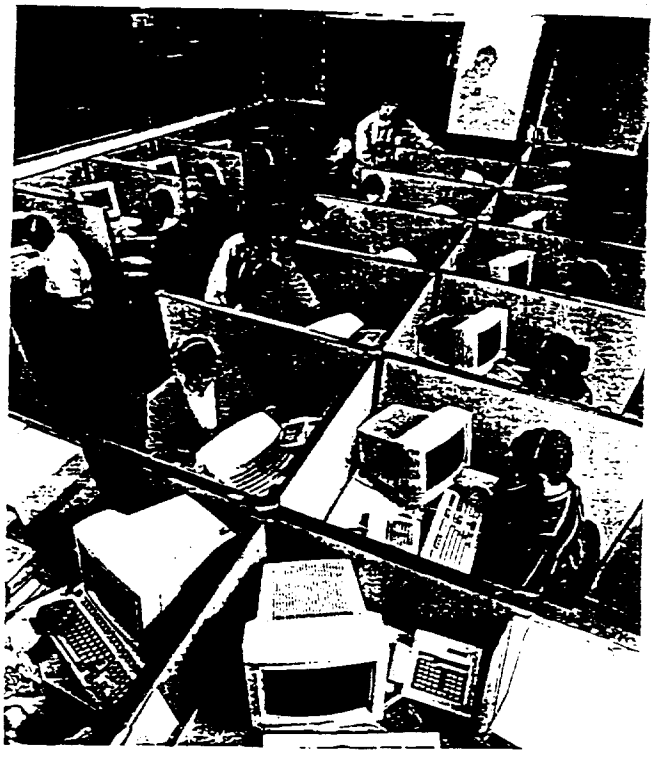
CALL TYPES

- Dedicated to dedicated — Traffic originated and terminated over your facilities is delivered to MCI WorldCom for automated or live operator service. MCI WorldCom treats the call and returns it to your switch for completion.
- Dedicated to switched — Calls are routed from your switch to MCI WorldCom's nearest Point of Presence (POP), minimizing access and backhaul costs. MCI WorldCom treats the calls and terminates traffic over our switched network.
- Switched to switched — For switchless carriers, a turnkey solution in which MCI WorldCom originates and terminates your operator services traffic in addition to treating the calls.

MCI WORLDCOM.

TELTRUST [illegible] PROVIDED FEATURE

- [illegible] Networks & [illegible] FCC [illegible] P.C. Premise Equipment Routing
- Customized Branding in the IXC's Name Teltrust Remains Transparent
- Network, Billing, Clearing & Validation Provided at Cost
- Management and Operator Fees Provided on a Per-Call Basis
- Fully Redundant, State-of-the-Art Switching Facilities - Salt Lake City, Los Angeles, New York City
- National "FYI" Directory Assistance
- Fraud Control & Prevention
- Call Records, Access Records & Other Data Available Daily
- Customized Rate Plans Selectable by IXC
- Regulatory Consulting and Assistance



ENHANCE YOUR FULL-SERVICE CAPABILITY

The Teltrust IXC Service Bureau is designed to offer clients a broad range of services with flexible rate plans to suit your customer range. We know that our IXC clients want add-on services that will extend their overall service capabilities while also allowing them to maintain profitable revenue streams. Teltrust decided from the beginning that the best way to accomplish this was to offer an "unbundled" program that allows clients to pay for only those services they actually need and use.

"UNBUNDLED" OPERATOR, NETWORK & SWITCHING

For example, we pass-through -- at cost -- the following charges: network origination & termination fees, validation, billing & clearing, PIC charges and private label branding. You pay for dial tone generation, automated and live operator services, plus any additional services on a per-call basis. Teltrust charges a modest fee to manage your traffic. While [illegible] is volume sensitive, the more traffic you run on the Teltrust network, the less you pay per call.

MULTILINGUAL CAPABILITIES

Teltrust is situated in a geographical area that has been called the "most linguistically diverse in the nation." Our Salt Lake City labor force includes [illegible] individuals who are fluent in "over 90% of the world's written languages." This gives us access to operators in virtually any language your client base may specify. Additionally, we offer English and Spanish-speaking operators on duty 24 hours a day, 7 days a week.

MCI CARRIER SERVICES

Carrier Operator Services℠

Why are carriers of all sizes getting into the business of Operator Services?

The answer is easy - high margins and a $9 billion market that's growing strongly.

Carrier Operator Services...

offers you an opportunity to extend your product line, promote your name and tap into an alternative revenue stream.

MCI's Five Operator Centers...

are geographically dispersed to provide redundancy and diversity. Our three automated nodes and two live operator centers will ensure your customers receive prompt and efficient service - with your branding - backed by a fully digital, nationwide network.

Comprehensive Coverage and Dedicated Resources...

mean your customers' calls are answered 24 hours a day, seven days a week, all year - by attendants who are dedicated exclusively to Carrier Operator Services.

Multi-Lingual Skills...?

No problem. Our operators provide multi-lingual assistance, including call placement, rate quotes and directory assistance - in 13 different languages. This flexibility will allow you to develop ethnic marketing programs which can be supported by MCI's Carrier Operator Services.

Reporting and Control...

are only a few keystrokes away. You can get access to call detail records on a next-day basis via electronic bulletin boards. Providing call detail this quickly increases your cash flow and helps you monitor your traffic. You can also establish your own parameters for monitoring and detecting incidences of fraud via MCI Velocity.

MCI Offers Aggressive Volume Discounts...

on outclearing when you choose to have call records outcleared through our contracted vendor.

Simplified Pricing...

will ensure you are only billed a flat rate per connect second. No management fees. No validation surcharges. No reporting or commission fees.

For questions on Carrier Operator Services, please contact MCI Carrier Services at 770-284-5638.

MCI

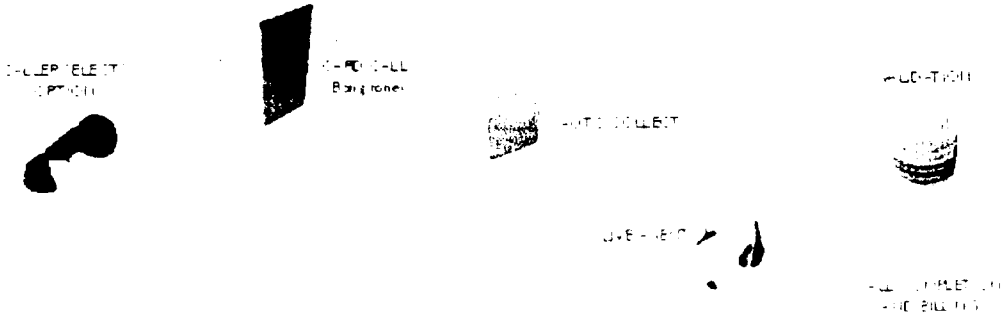
Teltrust is one of the nation's leading outsource providers of high-quality telecommunications services designed to meet the needs of the IXC, CLEC, RBOC, wireless, hospitality, payphone and corporate markets. Since it was founded in 1986, Teltrust has continued to diversify and demonstrate its commitment to the telecommunications industry by providing innovative, flexible programs and enhanced call processing services that serve to broaden its clients' markets and increase their profit opportunities.

COST-EFFECTIVE SOLUTIONS - SUPERIOR CUSTOMER SERVICE

CALL PROCESSING SERVICES

- Live and automated operator
  - Local
  - Long distance
  - Inbound international
- Directory assistance
- Flexible billing
  - Calling card (LEC or proprietary)
  - Credit card
  - Collect
  - Third party
  - Person-to-person
  - Bill back to ANI
  - Busy line verify/interrupt
- Real-time rate quotes
- Private-label branding
- General assistance
- Full certification, domestic and international

CALL FLOW OPTIONS



PROPRIETARY CALLING PLATFORMS

This dynamic product offering allows any service provider to generate a new revenue stream centered on repeat, brand-driven business. Proprietary calling platforms have previously been employed only by major carriers. Now, Teltrust's flexible call distribution and menu-based systems make this a feasible product choice for a wide range of service providers.

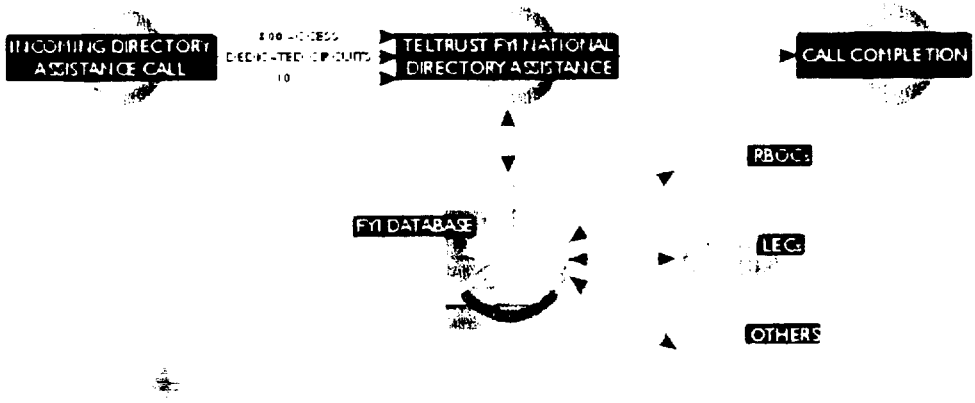
It is estimated that there will be more than 7.5 billion requests for directory assistance listings in the United States this year. Unfortunately, most current directory assistance methods and services are still as much as a decade behind today's marketplace and technology. With the continuous introduction of new area codes and the geographic limitations inherent in services provided by regional and local carriers, it often means making several directory assistance calls to find a single listing - wasting both time and money.

Now there is an alternative with FYI National Directory Assistance - a unique, nationwide product which offers significant advantages over other directory assistance services.

POWERFUL, HIGH-SPEED SEARCH CAPABILITIES

FYI National Directory Assistance employs a dynamic system architecture designed for high-speed search operations, efficient management of complex databases, and superior success rates. Using this powerful methodology, Teltrust's directory assistance agents can perform virtually unlimited search types - viewing a single area code a region consisting of multiple area codes, or even the entire country.

- High-speed Data Links Provide Sub-second Search Response Times
- Uniquely versatile "query methods" result in increased inquiry success rates
  - Reverse search
  - Neighborhood search
  - Search by metro area
  - Search by first two letters of first or second name
  - Search by Standard Industry Category codes (SICs)



FLEXIBLE ACCESS METHODS. LOWER COST.

Network access to FYI National Directory Assistance may be dedicated, 10XXX or via an 800 number. Clients who already use dedicated methods to access Teltrust's call centers may send directory assistance inquires via common trunk groups.

Costs for directory assistance inquires are dependent upon the client's volume and access method. In all cases, you'll find FYI National Directory Assistance to be extremely cost competitive.

COMPREHENSIVE DATABASE ACCESS

Through FYI, callers have access to a nationwide directory assistance database derived from Local Exchange Carriers, Regional Bell Operating Companies, Independent Telephone Companies and other telco-related sources - comprising the most comprehensive database available from any single source. In the unlikely event that a listing cannot be found, FYI automatically searches the electronic directory assistance database of the RBOC or local carrier.

- Single-source, nationwide listings
- Live access to electronic directory assistance databases (EDA)
- More than 100 million individual listings
    - More than 80 million household listing
    - More than 20 million business listings

ENHANCED FEATURES

- Custom or private label branding
- Standard call completion or call completion by LATA
- Multilingual directory assistance agent capability
- Automatic return to directory assistance by pressing the "*" key
- Automatic, EDA search performed if listing is not found in the primary database
- Extended service includes Canada, Puerto Rico and the Caribbean
- International Directory Assistance

Directory Assistance services can be an attractive addition to any client's communications services package. And Teltrust's FYI National Directory Assistance service can make the difference
between limited service and superior service or failed searches and successful listing retrievals.

Teltrust's experience and buying power provide some of the lowest network costs in the industry and our state-of-the-art call centers are staffed with specially-trained agents who are dedicated to providing outstanding services 24-hours a day - every day.

CENTURY®
TELECOMMUNICATIONS, INC.

YOUR CONNECTION TO CALL CENTER SERVICES. . . *SINCE 1899*

Outsourcing operator services and customer service is one of the most cost effective and valuable management tools used today. It allows companies to concentrate on what they do best while responsibility for their customer care function is outsourced to companies who make it their top priority. To maximize the competitive advantage provided by outsourcing, you need to choose the right partner. Century Telecommunications, Inc. is the right partner. We are a total telecommunications service company with the right blend of qualifications to be your connection to success.

Consider the powerful advantage of a partnership with the call center experts at Century Telecommunications.

- Acquire new customers
- Improve customer satisfaction
- Retain existing customers
- Increase revenues
- Boost profitability
- Expand your market share
- Enhance your market intelligence
- Reduce costs
- Minimize human resource risks
- Decrease capital investments

Century Telecommunications can provide you with a collection of the finest resources available in the industry today. We bring you call center specialists who care about your customers' technological capabilities tailored to meet your specific requirements, and a track record of success that dates back to the 1800's.

Century Telecommunications Call Center Services

"YOUR TOTAL CUSTOMER CARE PROVIDER"

Operator Services

- Directory Assistance
- Calling Cards
- Collect Calls
- Time and Charges
- Callback
- Traveler Services
- Person-to-Person
- Third-Party Billing
- Busy Verify/Interrupt
- Branding by Carrier
- Branding by ANI
- Rate Quotes
- Multilingual Operators
- Call Type Blocking to the ANI Level

Customer Service

- Billing Inquiries
- Service Change Assistance
- Pre-Paid Calling Cards
- Customer Outreach Calls
- Order Processing
- Lead Generation
- Database Verification
- Market Research/Polling
- Seminar Registration
- Trouble Reporting Dispatch
- Multilingual CSRs
- Automated Services

CENTURY®
TELECOMMUNICATIONS, INC.

Impressive Experience

Century Telecommunications has been providing quality call center services for nearly [illegible] years. We hold approximately [illegible] states. Our reputation for leadership has allowed us to serve some of the country's [illegible]. Our parent company, Century Telephone Enterprises, Inc., is the nation's [illegible]th largest local exchange telephone company and [illegible]th largest cellular provider in the United States. That's experience, stability, and strength you can trust.

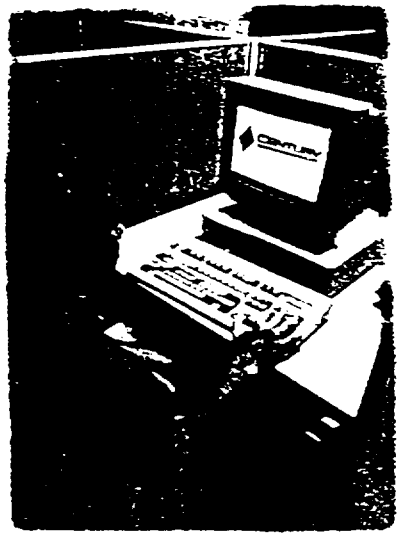
1940'S OPERATOR

Superior Human Resources

People are the all-important link to making call center outsourcing a profitable business tool. Century Telecommunications will have a positive impact on your customer satisfaction rating. Our representatives are professional and knowledgeable, yet caring and attentive. That's why Century Telecommunications takes pride in its high quality, extensively trained, multilingual call center specialists. These professionals are available 24 hours a day, 365 days a year to serve your customers - for full time, overflow, off hours, or seasonal calls. Our service professionals receive comprehensive training far beyond industry standards. The call center service levels consistently exceed expectations set by our customers. Each call center specialist is measured more than 50 times per month to rate customer service, procedures and efficiency.

Advanced Technology

Century Telecommunications offers you maximum flexibility with our state-of-the-art telecommunications system. We have complete flexibility to customize programs to meet all of your business and reporting requirements. Century Telecommunications has a complete array of technological capabilities to serve you and your customers quickly, reliably and competently.



1996 CALL CENTER SPECIALIST

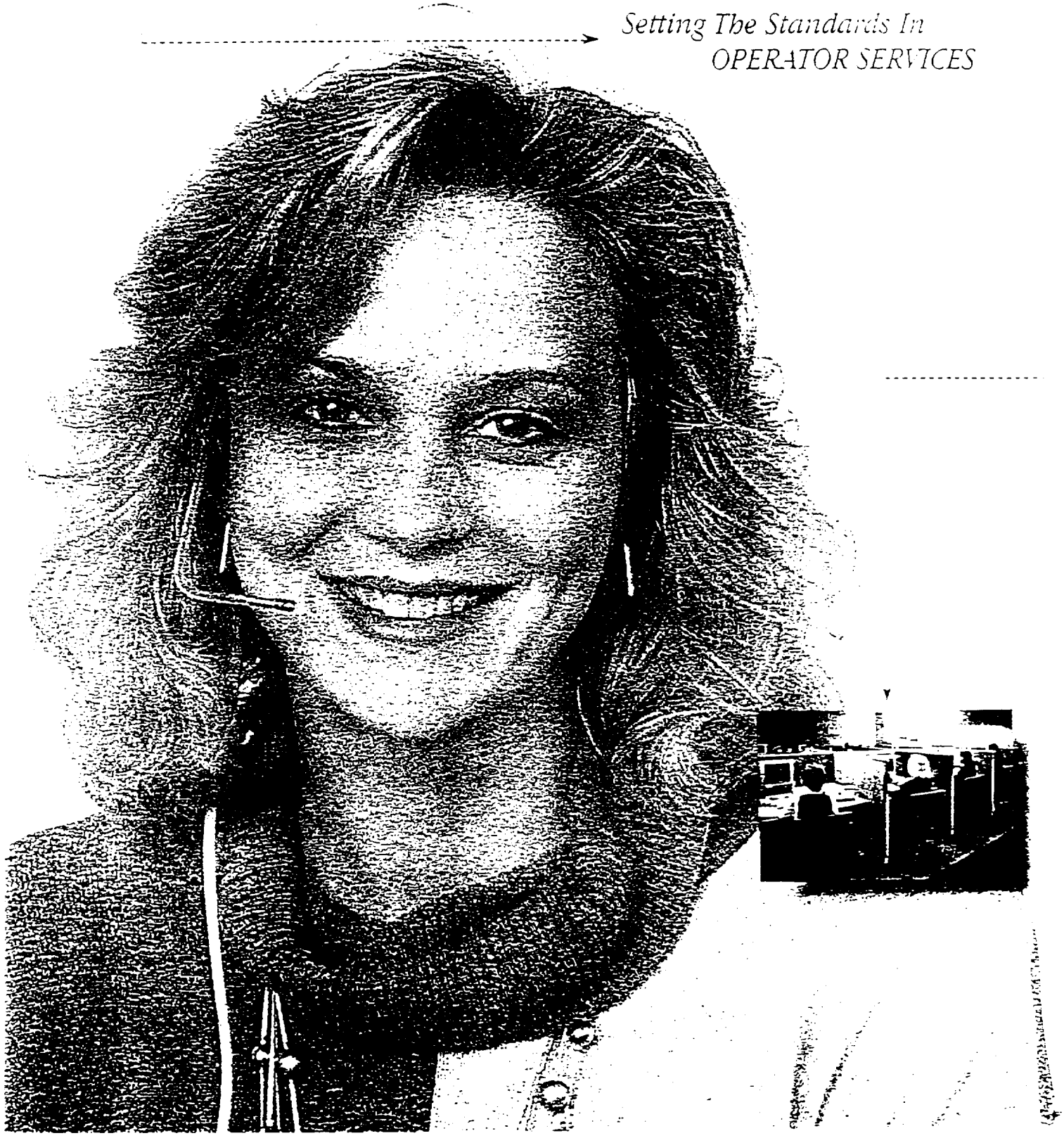
Call today for your connection to Call Center Services

(888) 888-8757 fax (512) 754-5678

Consolidated Communications

Operator Services

Setting The Standards In
OPERATOR SERVICES



More Than a Traditional Toll and Assist Call Processing Center

Our system of PC-based live and automated operator positions has allowed us to develop a wide range of operator and enhanced services which can be customized or adapted to virtually any customer need. We also constantly monitor the industry for new products, applications, regulatory and billing issues which can enhance or affect your business.

Call Handling Types:

- Collect
- Autocollect
- Calling card calls
- Third-number billing
- Major credit card calls
- 800 access and travel card services

Enhanced service options include:

DIRECTORY ASSISTANCE – Your customers will have the convenience of nationwide directory assistance (DA) with call completion over your network. To obtain a phone number, your customers need only the name and city of the called party. Area codes are not required.

INFORMATION SERVICES – We can provide your customers with detailed information about your products and services 24 hours a day. Our advanced operator positions, with access to resident or on-line customer data bases, allow us to identify your customers by called number and process their information service calls in a highly personalized, "transparent" manner. We do this by using the information you've provided. Applications include:

- Customer service overflow (peak periods)
- Order fulfillment
- Assembly instructions
- Service activation

VOICE MESSAGE DELIVERY – Store and forward voice messaging for users of your network is offered through our automated system. Similar to voice mail

your network without presubscription.

MESSAGE CENTER – Consolidated's Message Center and Operator Center are both staffed by the same professional operators. The Message Center provides answering and message services, tailored to fit your specific needs. When personal judgement is needed to make decisions regarding call outs, trouble tickets and emergencies, you can depend on our experienced, efficient Message Center staff. If a call out is not required, messages can be stored for future retrieval or faxed to the location of your choice.

BRANDING – Live operator positions have the capability to brand by trunk, calling ANI and in the case of information services, by called number. Automated operator positions have the capability of branding by trunk, calling ANI, calling AUTH, called number or calling NPA NXX.

TRAVEL CARDS – Travel card services can be handled through a CCOS proprietary system, or we can structure a call handling procedure for your existing card.

Other services include:

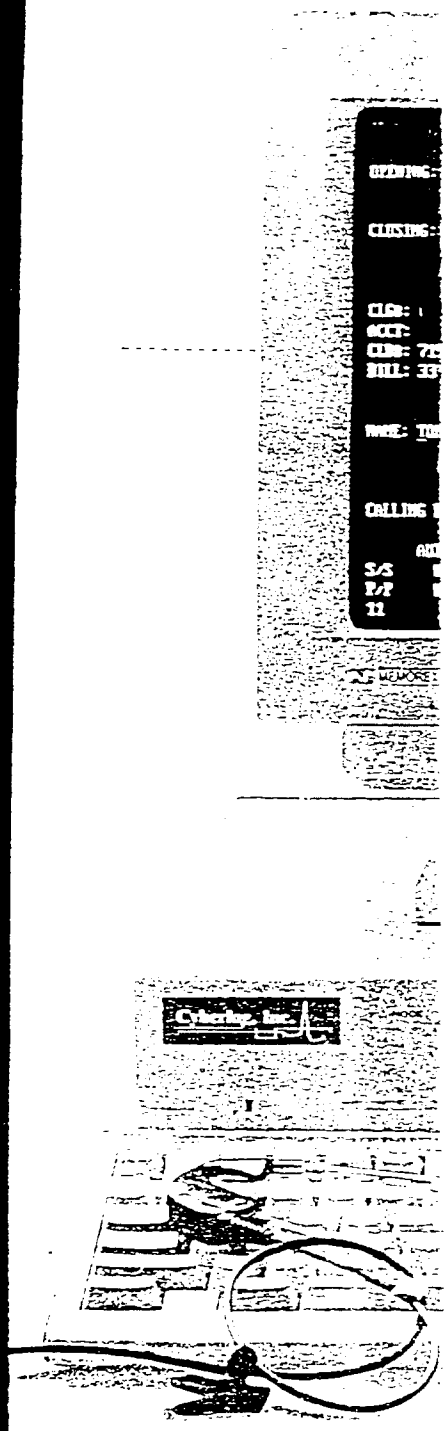
RATING – We have the capability to rate your calls through a downstream process based on your rate tables.

RECORD PROVISIONING – Messages are provided on magnetic tape or through access to an electronic bulletin board or with a network data mover.

ON-LINE RATE QUOTE – 24-hour, pre-call rate information with carrier specific rates can be provided to end users.

VALIDATION PROCEDURES – All billing numbers are validated through the nation-wide Line Information Data Base (LIDB).

EMERGENCY CALLS – Emergency



services for the
wireless industry

HebCom

For Release February 19, 1999

Contact:
Susan Bernard
Phone: (540) 946-3518
or Scott McCaskey
Phone: (757) 625-2518

CFW Intelos

AT&T Expands Directory Assistance Relationship with CFW Intelos

Waynesboro, Virginia – CFW Communications, doing business as CFW Intelos, announced today that it is expanding its relationship with AT&T Directory Assistance Services. Under this new agreement, AT&T will route more caller traffic to the CFW Intelos directory assistance centers in Waynesboro and Clifton Forge. This need for expansion was a result of AT&T's increased customer calls for directory assistance. This new traffic, that will utilize CFW Intelos' new national directory assistance database, is expected to eventually require the addition of approximately 30 call handling associates. This will bring the estimated total number of associates to approximately 390 at CFW Intelos' two existing centers.

In 1998, CFW Intelos dramatically expanded the scope of its information services when access to a National Directory Assistance Database was negotiated. "Our expanded database capability provided AT&T with a solution to their increased traffic demand", says David Maccarelli, Senior Vice President of CFW Communications.

CFW Communications (NASDAQ: CFWC), doing business as CFW Intelos, is a fully diversified communications company with headquarters in Waynesboro, Virginia. The company provides a broad range of products and services to business and residential customers including local telephone, long distance, cellular and paging, digital PCS, directory assistance, competitive access, local internet access, high speed data transmission and cable television. Detailed information about CFW Communications and Intelos is available online at www.cfw.com and www.intelos.com. For more information, please contact Susan Bernard at CFW Intelos at 540-946-3518 or Scott McCaskey at Goldman & Associates at 757-625-2518.

Return to Press Release Page

Please send questions or comments to [illegible]

INFONXX
NATIONAL DIRECTORY ASSISTANCE

Home | Career Opportunities | Contact Us

Welcome to the INFONXX web site!

INFONXX is the leading Enhanced Directory Assistance Service Provider in the market today. Our commitment to providing our carrier partners and corporate clients with the most feature robust and highest quality information service at a reasonable price makes INFONXX the natural choice for wireless carriers that are looking to expand product revenues while holding down costs. In addition to providing the best price/value combination in the market place today, we offer our partners a strategic alliance that is built on responsiveness to our client and customer needs. These qualities combine to make INFONXX the best choice for Enhanced Directory Assistance.

Main: 610.997.1000 Sales: 888.INFONXX

EMPLOYMENT CONTACT: FAX 610.997.1055 or jobs@infonxx.com

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3864 Courtney Street, Suite 411, Bethlehem PA

Original Site Design by Sound Services, Fairfield, CT

INFONXX

NATIONAL DIRECTORY ASSISTANCE

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National Directory Assistance Services

INFONXX offers a true alternative to telephone company directory assistance. By selecting INFONXX for enhanced directory assistance services, wireless carriers are able to enhance the services available to their subscribers and dramatically improve the quality of service provided.

Highlights of INFONXX's operator-assisted enhanced directory assistance service include:

- ***Highest Quality.*** INFONXX offers a national enhanced directory assistance / call completion service for wireless carriers which provides superior service and 100% data accuracy.
    - Courteous operators.
    - Multiple requests.
    - Address and zip code information.
    - The same listings databases as telephone company directory assistance.
    - Equal access supported on long distance completions.
- ***State-of-the-art Billing Capabilities.*** INFONXX understands the importance of billing accuracy and has pioneered the only system which guarantees wireless carriers that every customer's directory assistance requests, toll charges, airtime changes and other enhanced services charges will be billed directly to each customer's mobile telephone number.
- ***Revenue Growth.*** INFONXX's enhanced directory assistance service is guaranteed to increase a wireless carrier's directory assistance related revenues. INFONXX is committed to remaining on the leading edge of enhanced service development and understands the relationship between new services, customer satisfaction and usage revenues.

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EMPLOYMENT CONTACT: FAX 610.997.1055 or [illegible]

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INFONXX

NATIONAL DIRECTORY ASSISTANCE

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World Class Service Quality

INFONXX is committed to exceeding the service levels provided by traditional telephone company directory assistance services. To accomplish this goal the Company has implemented the following services standards and capabilities:

Courteous Operators. INFONXX directory assistance agents are instructed to continue searching for a listing until they have either found the listing or been instructed by the caller to terminate the search. This contrasts sharply to the "get off the telephone" policy used by telephone company directory assistance centers.

Multiple Requests. INFONXX allows callers to make an unlimited number of listing requests during a single call. In additional, INFONXX enables cellular customers to request searches in different parts of the country on a single call. (Note: INFONXX works with each client to determine an appropriate number of requests and charge structure per call.)

Address and ZIP Code Availability. INFONXX offers both addresses and ZIP codes to its callers at no additional charge. This services enhancement saves customers both time and unnecessary expense (e.g. calling companies to get addresses and incurring toll expenses).

Same Listings Databases. INFONXX's agents have access to the same listings databases used by telephone company directory assistance operators. Combined with INFONXX's enhanced search capabilities, this access enables our agents to locate requested listings more frequently than telephone company directory assistance operators.

Systems. We use state-of-the-art information systems and digital switching equipment with built-in redundancy to guarantee the highest level of performance and availability.

Quality Assurance. Because quality service means satisfied customers, our QA department performs regular call monitoring and feedback to ensure that our CSRs are prompt, courteous, and professional for every call they handle.

Unsurpassed Customer Service. We make our partnership hassle-free and easy. Our account managers, technical staff, and 24 hour help desk ensure that our service is running smoothly and that we are responsive to your needs and the changing conditions of your market.

Main: 610.997.1000 Sales: 888.INFONXX

EMPLOYMENT CONTACT: FAX 610.997.1055 or [illegible]@infonxx.com

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METRO ONE

ENHANCED DIRECTORY ASSISTANCE

Looking for a revenue product with broad appeal?

Connect with Metro One.

Experience makes the difference.

Go with Metro One, the pioneer in Enhanced Directory Assistance®. We invented EDA. In fact, we were the first non-local exchange carrier to handle 411 calls. Since then, we've handled over 80 million calls. As a NASDAQ company, we have the resources to help you with any service or technical opportunity.

Local knowledge, better service.

- *When callers ask for a restaurant in "the Loop" it doesn't throw us for one.* – Callers use local jargon for requests, which isn't always the way listings appear in phone company databases. Because we locate our call centers in or near the calling area, we're locally knowledgeable and can provide quality service without an interpreter.

- *If a caller in Hondo needs "the keys," we know they aren't necessarily locked out of their room.* – With 18 planned call centers in 1997 and 24 planned for 1998, you get a truly national provider with "local" service. No other enhanced provider comes close.

- *School is always in session at Metro One.* – Our National Training Department provides onsite training for all operators, supervisors and managers. Local Call Center training personnel give ongoing instruction and refresher modules. It's all part of our promise of trained, knowledgeable people.

- *If it's going on, we know about it.* – Metro One provides movie and theater listings, local events, school closures, weather warnings and much more. Our operators can provide up to the-minute information because they are local and know the calling area.

So, if you want to ask for the Space Needle without fear of being connected to NASA, call on us.

Nationwide connectivity.

- *We can connect callers from Philadelphia to San Diego, Miami to Anchorage, and a lot in between.* – Thanks to our national database system, we deliver call connections across the U.S. No matter where we connect callers, they can use our StarBack®, AutoBack™, NumberBack™, MessageBack™ and CallBack™ features. *We provide automatic call completion on every call – at no extra charge.*

Superior technology means no fraud.

Metro One makes substantial, continuous investments in technology that provide flawless call processing and fraud safeguards. For example, our in-band and out-of-band SS7 signaling (available in 1997) lets us confirm caller identities and the services they are permitted to access. We monitor usage upswings and provide carriers timely records access for additional fraud protection.

For additional revenue and satisfied callers, make the call. Connect with Metro One today.

StarBack. Allows callers to return to a live operator using [illegible], by pressing the (*) key anytime during a call. Enables added caller requests at no extra carrier charge.

AutoBack. Automatically returns the caller to a live operator upon a busy signal or "ring no answer" situation without pressing a single key.

NumberBack. Sends callers the called number by simply pressing the (#) key once. Configuration options provide automatic delivery of the called number at initiation and/or completion of a call.

MessageBack. Delivers a caller's recorded message to a desired party. Configured with AutoBack, provides a potent tool for ensuring communication.

CallBack. Connects called party back to caller at a later time. Effective for linking parties with heavy phone usage patterns.

Short Messaging Service. Sends alphanumeric messages on behalf of callers. Our local operators are personally helpful with this profit generating process.

METRO ONE
TELECOMMUNICATIONS

Metro One Telecommunications Signs Agreement With AT&T Wireless

PORTLAND, Ore., Oct. 7 /PRNewswire/ -- Metro One Telecommunications Inc. (NasdaqNM:MTON) a leading provider of enhanced directory assistance (EDA) to the wireless telecommunications industry, today announced that it has signed a multi-year, national agreement under which regions of AT&T Wireless Services and its affiliates may elect to offer Metro One's EDA to their subscribers. Specific regional decisions to enter into the agreement have not been finalized.

"We are very pleased to expand our relationship with AT&T Wireless Services, one of the largest wireless communications providers in the world," said Timothy A. Timmins, president and chief executive officer of Metro One. "They were one of our first customers and have played a key role in our growth.

"This development," continued Timmins, "is another significant step in the execution of our plan to offer national and local Enhanced Directory Assistance from our nationwide network of call centers. It should fit nicely into our call center build-out plans for the coming year."

Metro One Telecommunications, Inc. is an independent developer and provider of Enhanced Directory Assistance(R) services for the wireless telecommunications industry. The Company currently provides its services from twelve call centers located throughout the country.

This press release contains forward-looking statements which are made pursuant to the safe harbor provisions of The Private Securities Litigation Act of 1995. The forward-looking statements involve risks and uncertainties that could cause actual results to differ materially from the forward-looking statements, including, but not limited to, Metro One's ability to manage substantial growth and other factors detailed in the Company's Securities and Exchange Commission filings. The forward-looking statements should be considered in light of these risks and uncertainties.

SOURCE Metro One Telecommunications

METRO ONE

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Company Profile

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Accuracy Feedback

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FREE E-NEWS

Do you ever need quick, accurate assistance in a hurry?

A service to depend on no matter where you are?

A little more information to make that phone do its job?...

Welcome to Metro One — the leading provider of Enhanced Directory Assistance® (EDA).

Our highly trained, local operators provide enhanced services through our nationwide network of call centers. We're here to help you. View the following pages and find out how:

-
-
-
-
-
-

Thanks for visiting. We hope you enjoy our site... and use if you would like to get in touch.

POWERED BY db One

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METRO ONE

Metro One is the nation's leading Enhanced Directory Assistance® (EDA) provider with 18 local call centers nationwide. We will be adding more call centers in 1999.

A recognized leader since 1989, Metro One offers telecommunications carriers one of the most innovative and exciting revenue-generating products available today. It's called EDA and it's redefining the way people use their telephones.

EDA is far superior to regular directory assistance. It provides call completion, powerful search capabilities and unsurpassed information content and connectivity features. Yet Metro One delivers this technologically advanced product with a real human touch, making it a convenient and invaluable information resource for consumers.

Quite simply, Metro One makes the telephone easier to use.

Evidence of EDA's desirability is strong — Metro One provides wholesale service to industry giants, including large independent telephone companies and other wireless carriers, as well as most of the Regional Bell Operating Companies. It also serves smaller local telephone companies and specialty carriers with the same high-quality service. During its history, Metro One has satisfied well over 180 million EDA requests throughout the United States.

The pioneer in EDA, Metro One "does directory assistance the way it was meant to be done."

And callers wonder how they ever got along without it.

FREE E-NEWS

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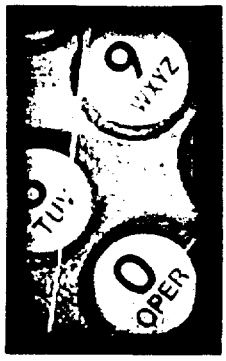

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FREE E-NEWS

METRO ONE

-- Select a Products & Services Area --

As a caller, you'll find Enhanced Directory Assistance® (EDA) to be much more powerful than traditional directory assistance. And at the same time, it's so much easier to use. When your message *has to* get through, when you need information on local services in specific areas, when your hands aren't free to write out phone numbers, EDA is indispensable.

Technologically advanced, yet easy and effective to use, Metro One's EDA is helping callers get more out of their phones.

EDA Search
The Metro One operator responds to requests for connection to specific known residential, business and governmental parties (e.g., "Give me the number of Charles Miller."). The operator automatically connects each call.

We'll Connect You
You are provided call completion by a live operator on every call. Our techniques and connectivity features typically increase your completion rate by about 20 percent.

Let Us Search For You
Our category search capabilities are so advanced, we can help you locate other parties even when you have only partial information. For example:

"I'm looking for an auto parts store in Glenview."
"It's Oak Lawn or Oak Park — the library on River road."

You can change search parameters during your call. Your operator will handle multiple requests, staying on line until you have all the information you need.

Many More Enhancements
You've never had an information source like this before. Do you want to go see the latest movie tonight? Just pick up your phone and ask "What's the nearest theater showing the movie 'Titanic' around 7:00 p.m.? And what's it rated?" Your Metro One operator will give you complete theater and showtime information right away, and even connect you if necessary.

Here's a partial list of enhancements:
Area Events
Concerts
Current events
Geographic Directions
Lottery results
Movie listings
Sporting events
Weather warnings
Weather-related school closures

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FREE E-NEWS

METRO ONE

If you value your time and appreciate personal attention, Metro One service is for you. Besides easy access to every listed business and private party, you have the power to get through to hard-to-reach numbers, and send alphanumeric messages that get you through.

With one number, your phone becomes your access point to a huge database of constantly updated information. With one number, you have access to search services that you can't find anywhere else.

You speak with a *local* operator who will go the extra mile for you. No matter how long it takes to find your needed information. Even after you've been connected to your party, your operator is just one key touch away for further help. Because you talk with a local operator, you can use local jargon and landmarks when trying to locate your information. If you are from out of town, we will help you find what you need and where you need to go. And you will love the way you are always treated with courtesy and a high level of personal service.

Metro One Carrier Customers
[illegible]
AT&T Wireless Services
[illegible]
Central Wireless Via
[illegible]
[illegible]
[illegible]
[illegible]
[illegible]

How Do I Access Metro One Services?
We're now available to more than half of the wireless telephone users in the country. We may already be available to you.

If your local wireless or land-line carrier doesn't yet offer our services, call and ask them to use Enhanced Directory Assistance® (EDA) through Metro One.

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EXCELL Call Center Outsourcing

Have you considered outsourcing your call center operations? Excell will reduce your costs and improve your level of service, while you focus on the core facets of your business.

We'll provide wholesale agent services, customized to meet your needs, at one of our state-of-the-art megacenters, or in facilities dedicated to your company. We can handle your inbound calls, some of your calls or just your after-hours calls, whether you require a limited number of agents or a complete call center. We'll be available 24 hours every day.

Our credentials are impeccable, as evidenced by our record of success handling customer calls for some of the world's leading telecommunications providers. That expertise and quality performance is applied to any transaction that requires personal interaction with a customer.

When you outsource to Excell, you can count on:

Agent Excellence

Only a "best in class" workforce will deliver "best in class" service. Agents are a highly valued resource at Excell and they know it. In addition to being well-trained and well-managed, they have a passion for excellence nurtured by the Excell culture. They also have a financial interest in meeting and exceeding your expectations. Their performance directly impacts their bottom line as well as yours.

Reliability

You won't have to worry about down-time or lost calls. Automatic call distribution is done through redundant state-of-the-art switching equipment, designed to have no more than two hours of down-time every 40 years. Our fault-tolerant computers are designed never to fail. And fiber optic access to each Excell center is via a self-healing SONET ring.

Cost Performance

Right up front, you'll save on overhead and labor costs, and Excell's workforce management expertise ensures ongoing cost-effective operation. We staff at levels that meet or exceed service standards, without incurring costly down-time or burn-out. Our agents handle calls more efficiently because we've trained them on an interactive CD ROM system that simulates existing architecture and assures that they're correctly using proven search methodologies. We track Average Work Time, and continually innovate ways to maximize productivity as well as customer satisfaction.

Flexibility

Excell's ability to act and react quickly means you can respond rapidly to market changes, customer demand and unexpected moves by your competitors. We manage and adjust headcount easily and cost-effectively to match peaks and valleys. We can help you get a new service on-line in record time. With our exclusive focus on the call center business, we are alert to new developments and capitalize quickly on emerging technology that will help advance your service objectives.

Outsource to Excell to gain a competitive edge

Corporate Office
2100 West 14th Street
Tempe, Arizona 85281
TEL: (602) 303-1511
FAX: (602) 829-0812

Operations Headquarters
4250 East Camelback Road
Suite 300K
Phoenix, Arizona 85018
TEL: (602) 308-0000
FAX: (602) 308-0010

European Headquarters
Atrium Court, 50 Waterloo Street
Glasgow, Scotland G2 6HQ
TEL: 0141 303-2700
FAX: 0141 303-2701

EXCELL Agent Services

NORTEL
NORTHERN TELECOM

Directory & Operator Services

National Directory Assistance

*Quest*411™

Product / Service

INFO

AT A GLANCE

The Nortel Quest411 Advantage

With the broadest portfolio of services and products in the industry—and decades of experience—Nortel is a key ally in today's competitive directory assistance market.

Recent deregulations are having a dramatic effect on the telecommunications industry. New opportunities abound for traditional telephone companies, start-ups, cable companies, cellular carriers, and Internet access providers, just to name a few. For new and established players alike, success in the telecommunications market is inevitably linked to the portfolio of service offerings. With scores of new players, competitive advantage requires more than just service parity. It requires strategic differentiation. Presented with a host of choices, consumers will select providers who offer the most comprehensive, time-saving services. Nortel's (Northern Telecom's) Quest411 gives telephone companies and other service providers a fast, cost effective way to enter the national directory assistance (DA) market.

With years of experience and a portfolio of industry-leading products, Nortel is in a unique position to offer the most competitive national DA service and support available. We have combined our widely deployed and accepted directory assistance system with innovative call automation and uncompromising customer service to create a national DA solution that will help you succeed in this profitable market.

At Nortel, customer service is top priority. We start by fully supporting the Quest411 national DA service so that you can focus on the activities of highest concern to your business. In addition, we offer consulting services designed to ensure you get the most from the Quest411 service, your equipment, and your operator staff. By periodically assessing your operator practices and system utilization, we can make recommendations that will optimize your work efficiencies over the life of the service.

Nortel Advantages

- ***Expertise***— *Over 20 years experience in the Directory & Operator Services industry.*
- ***Innovation***— *State-of-the-art products and services to keep you on the leading edge.*
- ***Integration***— *Innovative new services result from leveraging our expertise and industry-leading products.*

In Brief

Quest411 is a service that links telephone companies and other service providers to database suppliers over a wide-area network maintained by Nortel. The service is based on the same powerful Directory One software that already supports 60 percent of Regional Bell Operating Company (RBOC) DA traffic. Service providers can improve time to market and accelerate revenue streams from national DA services by quickly establishing access to national listings.

Key Benefits

Nortel's Quest411 offers numerous benefits to each service provider and database supplier.

Table 1. Key Benefits

	Key Benefits
Service Providers: • Telephone companies • Local Telephone companies • Interexchange carriers • PCS Providers • Operator service wholesalers • Others	• ***Retain subscribers*** by offering current, competitive services, without undertaking significant development efforts and capital expenditures. • ***Increase revenue*** by adding long distance DA services, expanding your customer base, increasing value-added call completion services, and generating income from your listing database. • ***Optimize existing operator staff*** by enhancing their roles to include national DA searches. • ***Minimize training time*** by using national search and display practices that are consistent with local practice. • ***Reduce operator work time*** by utilizing state-of-the-art speech recognition to automate portions of the DA call. • ***Access high quality national listings*** without the need to develop and maintain your own national database.
Database suppliers • Telephone companies • Independent suppliers	• ***Increase revenue and optimize existing resources*** by making your listings available to multiple service providers on a single network. • ***Reduce costs*** by eliminating the need for separate account management and billing activities for each service provider (this is done by Nortel). • ***Manage your listings independently*** of the service provider performing the queries. • ***Comply with recent regulatory mandates*** requiring open access to data (telephone companies).

HebCom transforms ordinary directory assistance into a valuable information service that subscribers can use every day to find the information they need.

HebCom's basic services, alone, set you apart from other carriers, and give your sales force more than price buckets and coverage area to sell.

Even better, we are continually developing advanced information services which can increase your leverage in target markets. Working in partnership with the carriers we support, HebCom integrates customized systems for the most advanced information services available anywhere.

- Directory assistance with hands-free call completion
- Pre- and post-call branding
- Category and geographical searches
- Business, residential and government listings
- Connection assurance and support.

CURRENT AND IN DEVELOPMENT

- Traffic conditions
- Weather reports
- Travel directions
- Movies and local events
- Restaurant reviews
- Personal services
- National directory services.

CURRENT AND IN DEVELOPMENT

- After hours help desk
- Short messaging services
- Customized reports.

HebCom

Products and Services Overview

Working in partnership with the carriers we support, HebCom continues to lead the industry in developing innovative product concepts that meet the needs of all levels of end-users.

HebCom currently offers several levels of Total Information Solutions℠ and we have exciting new technology, products and advanced services now in development. Contact us for more information about HebCom products and services.

Tier I Services

Local and National Directory Assistance with Call Completion, Carrier Branding and Multiple Search Capabilities

Tier II Services

HebCom's Enhanced Information Solutions include Movie Listings, Restaurant Guides, Local Entertainment and Event Guide, Weather and Traffic Conditions and Airport Status Reports.

| Home | Products | Events | Contact |

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On-Line Services

A Division of Metromail Corporation

Contact:

For Immediate Release

METROMAIL DIVISION SIGNS AGREEMENT TO PROVIDE SPRINT WITH NDA® NATIONAL DIRECTORY ASSISTANCE SERVICES

LOMBARD, Ill./April 9, 1997 -- On-Line Services (OLS), a division of Metromail Corporation (NYSE: ML), today announced that it has entered into an agreement with Sprint Communication Company, L.P., to provide NDA® (National Directory Assistance) services. Terms of the agreement were not disclosed.

The agreement enables Sprint to offer branded, national directory assistance service to its long distance and local customers. The service will provide operator-assisted access to telephone number listings along with an optional call completion service and other enhanced service features.

"It is our goal to bring value and simplicity to our customers," said Larry Pomerfield, vice president of Customer Service in Sprint's Consumer Services Group. "We are pleased to be working with Metromail to offer our customers a comprehensive national directory assistance listing service."

"Our objective is to provide easy-to-use, consumer-friendly directory assistance solutions. We're delighted to have the opportunity to work with Sprint to create new value both for the company and its customers," said Gary Shomo, vice president of sales, Metromail On-Line Services.

NDA from On-Line Services is the nation's most comprehensive single-source for residential, business, and government directory assistance listings. NDA combines listings from Regional Bell Operating Companies, independent telephone companies and telephone "white pages" with directory assistance search software to deliver a complete solution. Designed to meet the performance standards of major telecommunications providers, NDA surpasses other national directory assistance service options by being the most complete and current alternative available. Also available as an on-line service, NDA has made a significant impact on how directory assistance is used and delivered.

experian

Metromail is now a part of Experian!

In April 1998, Great Universal Stores PLC (the UK-based Parent Company of Experian) acquired Metromail and all subsidiaries. This move built upon the acquisition of Direct Marketing Technology (now Experian Direct Technology) in 1997. Experian has integrated the products and services of both companies into its US operations. With these acquisitions in addition to its existing target marketing business in North America, Experian is well positioned continue its powerful presence as a global information solutions provider.

Experian is headquartered in Orange, Calif., and Nottingham, UK - and is a leading supplier of consumer and business credit information, credit scoring and software solutions, and direct marketing services. Including recent acquisitions, Experian employs nearly 11,000 worldwide with 7,500 employees in the United States. Annual sales are about $1.5 billion. Experian is a subsidiary of the Great Universal Stores P.L.C., a UK-based holding company that includes home shopping, retail, property investment, finance and information services businesses.

For further information, please click here to link to

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