

July 25, 2006



Advanced • Secure • Communications

Dear Valued Customer:

I'm pleased to announce that Level 3 Communications, Inc. ("Level 3") and TelCove, Inc. ("TelCove") have closed the merger agreement previously announced on May 1, 2006. TelCove is now a wholly-owned subsidiary of Level 3.

With this complete, Level 3 is now among the largest competitive communications carriers in the United States, with metro fiber-optic assets in more than 100 markets. These assets, of course, are in addition to the company's global IP backbone, intercity networks in the United States and in Europe and other key technologies.

Over the next few months and beyond, Level 3's industry-leading expertise will begin to bring you enhanced local network technology, advanced enterprise communications products, and customer support second to none. Level 3, already a leader in intercity transport and IP services, now combines the metro service reach of TelCove, ICG, Progress Telecom, and upon close, Looking Glass Networks, representing over 23,000 metro route miles of fiber and over 5,000 on-net buildings.

In the near term, please continue to communicate with your existing TelCove account team and customer support organizations, using the same telephone numbers and systems. If you have general questions or issues, please continue to call 1-866-295-5239 or access TelCove's website at [www.TelCove.com](http://www.TelCove.com).

I will continue to communicate with you on a regular basis as major developments occur.

Thank you for the opportunity to serve your business.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Guth", is written over a light blue horizontal line.

Robert E. Guth  
President  
Business Markets  
Level 3 Communications

1.866.TELCOVE  
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