



June 9, 2009

Dear Valued Telx Customer –

Effective July 1st, 2009, Telx will be implementing a new Cancellation and Disconnection Policy. Please see policy specifics below:

Telx begins our monthly recurring billing on the tenth (10th) of each month; in an effort to simplify our billing process and eliminate confusion Telx will be adopting a no-proration policy on our invoices in regards to services canceled and disconnected.

Details and Examples of New Policy:

A) Cancellation and/or disconnection of Telx services submitted prior to the tenth (10th) of the month; credit will go into effect on the 1st of the month following. The charges for these services will be omitted from customer's next month's invoice.

Example: Disconnect of cross connect is submitted on July 5th, 2009; charges for that disconnected service **will not** be present on your company's August 1, 2009 invoice.

B) Cancellation and/or disconnection of Telx services submitted after the tenth (10th) of the month; these service charges will still be present on the following month's invoice, however the credit will be effective on the first (1st) of the 2nd month following.

Example: Cancellation of services submitted on July 15th, 2009; charges for that service **will** be present on your company's August 1st, 2009 invoice but will be credited and not present on your company's September 1st, 2009 invoice. Customer will however be responsible for the August billing.

Telx's policy of requests for cancellations and disconnections of services remain the same. Customers can submit these requests through the Telx order portal or by contacting your sales representative.

Please contact customerservice@telx.com with any questions you may have regarding this new policy.

We appreciate your corporation

Thank you,

Christopher Downie
Telx

Chief Financial Officer & President