

Dear Valued Home Telecom Customer,

At Home Telecom, security is one of our utmost concerns. One of the biggest security issues we face today is voicemail security. Without appropriate preventative measures in place, a compromised voicemail account can be used to facilitate service attacks on our network, and enable an attacker to use the voicemail system to make unauthorized calls.

Our records show that you are currently subscribed to Home Telecom's voicemail service. Until now, our voicemail system has allowed the voicemail PIN and Password to be the same. Due to security issues, this will be changing. **No immediate action is needed. However, beginning on February 6th, when you log into your voicemail account from your home phone, you will be prompted to update your PIN. If you log into message.homesc.com, you will be prompted to update your password.** During this process, your existing greetings and voicemails will not be affected.

Please keep the following parameters in mind for each:

PIN Requirements

- * Must be from 6 to 20 digits long
- * Cannot use part of the telephone number
- * No sequential numbers (ex: 1234)
- * Maximum number of repeating numbers is 2 (ex: 330)

Password Requirements

- * Minimum number of 8 characters
- * Must include at least one number
- * Must include at least one special character (ex: !@#)\$)
- * Must contain at least one letter

Visit our Messaging Unified website - messagingunified.com - for more details. If you have any questions about this change, please email us by visiting the Contact Us link on HomeSC.com or contact Customer Service by calling 800-577-2799.

Sincerely,

Home Telecom