



September 12, 2008

Mr. Robert A. Morin
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa ON K1A 0N2

Dear Mr. Morin:

Re: Information available to customers

Pursuant to Telecom Decision CRTC 97-8 and subsequent Commission directives, FlexITy Solutions Inc., as a CLEC, will be providing the following information to existing and potential customers, upon their request:

1. The local calling area boundaries for FlexITy customers located in Toronto (416) includes the following exchanges: Ajax-Pickering, Aurora, Beeton, Bethesda, Bolton, Brampton, Caledon East, Caledon, Campbellville, Castlemore, Claremont, Clarkson, Cooksville, Georgetown, Gormley, King City Kleinburg, Malton, Maple, Markham, Milton, Nobleton, Oak Ridges, Oakville, Palgrave, Port Credit, Richmond Hill, Schomberg, Snelgrove, South Pickering, Stouffville, Streetsville, Thornhill, Tottenham, Unionville, Uxbridge, Victoria and Woodbridge.
2. FlexITy provides access to enhanced service providers under terms that do not discriminate against, or confer an undue preference on, any person.
3. FlexITy offers the following special needs services:

Message Relay Service: Message Relay Service provides a deaf, hard of hearing or speech impaired customer, with the ability to communicate with other customers through the use of a Teletypewriter (TTY).

Alternative Formats: Billing statements, bill inserts, and information setting out rates, terms and conditions of a service are available, on request, in alternative format to subscribers who are blind.

211, 311 and 511 Services: If and when 211 (Information and Referral service), 311 (non-emergency municipal government services), and 511 (weather and traveller information services) become available, FlexITy will implement the necessary switch translations to allow N11-dialling to access the services.



Please feel free to contact the undersigned if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to read 'Rishi Patel', written over a light blue curved background element.

Rishi Patel