



July 8, 2004

Dear Norvergence Customer:

We are writing to inform you that Norvergence is proactively responding to an involuntary bankruptcy petition filed against the company under chapter 11 of the Bankruptcy Code last week. Provided the company obtains the necessary financing, the chapter 11 process will allow the company to continue operating in the ordinary course of business and to continue to operate its telecommunications systems and service its customers.

To date, we are maintaining service to our customers. Our operating systems are intact and key personnel and engineers have been retained.

Norvergence has obtained an agreement in principle to receive up to \$2.8 million in post petition financing. We have secured this financing from a number of banks that are working with the company through a steering committee. This financing and further financing if secured, will allow the company to maintain daily operations and continued and uninterrupted service to its customers, which is our primary concern.

With this in mind, we have initiated an additional service hot-line for any customer service issues you may experience during the course of the next few weeks. In the event you should need to speak to a customer service representative, please call 888-735-7544.

We look forward to our continuing business relationship.

Respectfully,

Norvergence Client Management Team