

From: Toktumi CEO <[REDACTED]>
To: "jeeproject@yahoo.com" <jeeproject@yahoo.com>
Subject: Your new Line2 account will be created soon
Date: Tue, 06 Apr 2010 19:42:41 +0000

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Important Announcement from Toktumi and Line2

Line2 Update - Your account will be created by Saturday



You will receive your new account info by email

Dear Story,

We are pleased to report that we've got all the new capacity on line and are just waiting for Level3 Communications to deliver the final batch of phone numbers. We'll be able to create your account in the next few days.

We are very sorry for the frustrations caused by the delays in new user signups.

Customer satisfaction is always our top priority so as a measure of goodwill we are issuing a \$10 credit to those that downloaded Line2 and were unable to activate service. If you are receiving this email, **you will receive a \$10 credit** toward your first month of service as compensation for the delay in your ability to sign up.

Important! Do NOT try to create an account within the Line2 app. You'll receive an email.

We are enabling accounts in small batches on a first come, first served basis to ensure we do not disrupt service for existing customers. You will receive an email when your account is ready, along with instructions on how to login and get started. Your position in the queue will be based on when you first attempted to create an account, so those who have been waiting the longest will be served first. These account creations will occur over the next several days, with our goal to have them all completed by end of day Friday.

If you do not receive your account creation email by Saturday morning, April 10th, that means we did not get all the information we needed to create your account. In that case, you should be able to create a new account within the app on Saturday.

Important details about your new account - please read!

We will attempt to create an account with the number you originally selected when you tried to sign up. If that number is not available, we'll select one for you in the same area code you originally chose, or a toll free number if you originally selected that. The email address and name used will be the one submitted when you first tried to create the account, which is the same email to which we sent this announcement.

Your 30 day free trial will start on the day you receive your account creation notification email. That email will also provide a coupon code for your \$10 credit should you decide to activate full service. Full service is only \$14.95/month and includes unlimited US/Canada calls and international calling at ultra-low rates. It also includes unlimited conferencing, call transfers, and access to all of Line2's features. You can learn more about these features by [watching these screencasts](#).

Remember, Toktumi and Line2 also offer free number ports, so if you don't like your assigned number, we can port an existing number into our system, including landlines, cell numbers and 800 numbers. Please wait until your trial has ended before attempting to port a number, and remember

that Line2 does NOT support 911 emergency calls.

Our number one goal is to provide our customers with excellent service. We hope the \$10 credit will help ease your frustrations. We know you have heard great things about Line2 and we are eager to give you the opportunity to experience it first hand. Thank you again for your patience and understanding.

Best regards,

Peter Sisson
Founder/CEO
Toktumi, Inc.

About Toktumi

Toktumi provides a service that ties employee laptops, cell phones, and other phones into a unified communications system that allows small companies to present a professional image and communicate more effectively with customers. It targets the fastest growing type of small business: virtual offices and home offices. These companies use technologies like Toktumi to get the benefits of an enterprise-grade phone system and online collaboration tools without needing to purchase and install any equipment or spend lots of money. Employees can work anywhere and still be just as effective as if they were all together in one office

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