

ATTACHMENT A

LETTER TO FORMER WNI CUSTOMERS WHO CANCELED THEIR SERVICE AND NAMED TOLL CHARGES AS A REASON

[To be printed on WNI letterhead]

[Date]

[Name and address of recipient]

Re: REIMBURSEMENT OFFER FOR WEBTV SUBSCRIBERS
DEADLINE: [Insert date]

Dear [recipient's name]:

You may be eligible for a reimbursement from WebTV Networks, Inc. ("WNI") for certain long-distance charges.

WNI recently settled a dispute with the Federal Trade Commission that dealt with, among other things, the adequacy of advertising disclosures about the possibility of incurring long-distance charges while connected to the Internet via the WebTV Network Service or WebTV Plus Network Service ("WebTV service"). As part of the settlement, WNI will reimburse certain customers who canceled their service subscriptions for long-distance charges on up to the first two monthly telephone bills they received after subscribing to the WebTV Service.

You are eligible for a reimbursement if you:

- ▶ canceled your WebTV service on or before April 1, 1999;
- ▶ canceled your WebTV service within 90 days of subscribing to the service;
- ▶ identified long-distance charges as a reason for canceling;
- ▶ have not already received a reimbursement for long-distance charges from WNI;
AND
- ▶ provide proof of the long-distance charges (**Note:** reimbursement is limited to charges on telephone bills received in the first two months after subscribing).

Here's how to apply for your reimbursement:

1. Complete the attached form.
2. Attach proof of the long-distance charges. You can either:
 - ▶ Provide a **copy of your telephone bill(s)** showing the amount of the long-distance charges you paid. If you don't have a copy of your bill(s), ask your telephone company because they may have a copy on file. **OR**
 - ▶ Provide **proof that you paid the long-distance charges** -- for example, a copy of a check. If you don't have a copy of your check(s), ask your bank because they

- may have a copy on file. **OR**
- ▶ Provide a **written statement** indicating the amount of the long-distance charges you paid.

Please Note: If you cannot provide a copy of a telephone bill showing the amount of the long-distance charges you paid, the amount of your reimbursement will be limited.

So, you should provide a copy of your telephone bill if you can. If you provide proof of payment such as a copy of a check, your reimbursement will be limited to a maximum of \$100. If you only provide a written statement indicating the amount of the long-distance charges you paid, your reimbursement will be limited to a maximum of \$50.

3. Return the completed form and your proof of payment to:
[Insert fulfillment address here].

YOU MUST APPLY FOR YOUR REIMBURSEMENT WITHIN [INSERT DATE 60 DAYS AFTER MAILING HERE]. We will honor all eligible claims within 30 days after receiving them.

If you have questions, please call us, toll-free, at 1- 800-____ - _____ .

Sincerely,

Bruce Leak
President and Chief Executive Officer
WebTV Networks, Inc.

To: WebTV Networks, Inc.

[Address to Be Inserted]

From:

(Name)

(Mailing Address)

(City, State, and Zip Code)

(Telephone Number)

Please reimburse me in the amount of \$_____ for long-distance charge(s) I incurred after subscribing to the WebTV service. As proof of my claim I am attaching:

- a copy of my **telephone bill(s)** showing the amount of the long-distance charges;
- a copy of a **check or other form of payment** for the long-distance charges. I recognize that, if I check this box and do not attach a copy of my telephone bill, my reimbursement will be limited to a maximum of \$100; or
- I am not attaching any other proof of claim**, but I declare under penalty of perjury, to the best of my knowledge, that I was billed long-distance charges of \$_____ to connect to the WebTV service. I recognize that, if I check this box and do not attach a copy of my telephone bill or other proof of claim, my reimbursement will be limited to a maximum of \$50.

I confirm that:

- I incurred the long-distance telephone charges based on my use of WebTV;
- I have not previously been reimbursed by WebTV Networks, Inc. for long-distance telephone charges based on my use of WebTV;
- One reason that I canceled my subscription to WebTV Networks, Inc. was the long-distance telephone charges I incurred;
- I canceled my subscription to WebTV Networks, Inc. within 90 days of initiating such subscriptions and on or before April 1, 1999.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct to the best of my knowledge.

Date

Signature

Name (printed)