



Cybergate, Inc. | P.O. Box 785 | Laurel, MS 39441 | 601-649-1564

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Cybergate Customers,

Cybergate is making few changes over the next week that should be transparent to you, our customers. First, as some of you know, most of our services are already handled by an upstream provider, Xfone-USA. To make support more accessible to you, we are routing our support calls through Xfone. This may generate a few questions:

Who is Xfone? They have been our wholesale DSL provider since we started offering DSL. They are a Mississippi-based fully integrated communications company providing residential and business customers with high quality local, long distance and data/Internet solutions throughout the Southeastern United States. Combined with telephony services, Xfone also provides CATV and high speed Internet services to planned communities and multi-dwelling apartment communities, utilizing integrated multi-media offerings - combining digital voice, data and video services over broadband technologies - all on one single itemized bill. Xfone not only offers a full variety of services from the use of the latest in communications technology, Xfone is a company founded, managed and operated by Southerners, but backed by the financial strength of its publicly traded parent company – Xfone, Inc. (AMEX:XFN).

What about tech support? I'm not talking to someone over seas!! No you are not. Technical support will now be handled 24/7. In addition, Support technicians will be either here in Mississippi, or right next door in Louisiana, depending on your needs. In reality, you are getting more support, and you are getting it around the clock!

Will my prices change? No. Your invoice will change. It will look slightly different, and it will say Xfone on it. Some billing cycles may change slightly, however, IF they do, it will change to your benefit. When you get your new invoice, if you have a problem, simply call the number on the invoice and a billing representative will happily work with you.

Can I still pay my bill in person? Unfortunately not. With this merger we are losing that ability. You can however, mail it in, pay it over the phone utilizing the phone number on the invoice, or simply pay it on the web site provided on the invoice.

What about my web site I host with you? I need updates!!! Who do I call? Pixelstix (A division of Xfone USA) 1-888-670-1170 or <http://www.pixelstix.com>. They can help you with any hosting or design needs you might have.

Will my email address change? Absolutely not. All of your services technically stay the same. Only the look of your invoice will change. From a technical stand point, very few things, depending on your services, are going to change at all.

Why is this happening? In order to better serve you, the customer, in an extremely competitive environment, we've found it necessary to enlist the help of a larger telecommunications company (Xfone USA) in order to stay competitive. With a much broader target market, and a much broader portfolio of services which can be offered to that market, we felt this was the obvious choice in bringing you the services you need.

Sincerely,
The Cybergate Staff

Tommy D. Dorsey, Jr.