



PUBLIC ANNOUNCEMENT

November 24, 2015

FSMTC wishes to advise the general public and especially its valued customers that we have been informed that some calls outside of FSM to Pohnpei, Chuuk, Kosrae and Yap phone and mobile numbers are failing to reach intended called party. Examples of call failures are the called number rings indefinitely, is going to wrong country (party) or hangs up. FSMTC would like to advise that any customers experiencing this to please know that there are steps you can take to resolve the issue:

- 1) Caller should contact their long distance provider to inform them their calls to FSM are not successfully going through.
- 2) Caller can also advise their long distance provider or operator to route their calls via these recommended carriers: AT&T, TATA, SPRINT, and NEXHOP.
- 3) Caller can also contact FSMTC customer service to report who their long distance provider is and the nature of the call problems they are having. (email customerservice@fsmtc.fm)

FSMTC also wishes to inform customers abroad that this issue with getting in touch with their colleagues, friends and family back home in the FSM is not a result of any technical network problems at FSMTC, but rather a commercial voice call routing issue that needs to be corrected on the caller provider's end. Please be assured we are also communicating with operators all over the world to resolve this issue immediately and place great priority on connecting your calls to FSM.

Thank you.

FSMTC MANAGEMENT