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February 16, 2010

Jeanne Mahoney
Village Clerk
The Village of Cornwall-on-Hudson
325 Hudson Street
Cornwall-on-Hudson, NY 12520

RE: Telephone #: NA
Account: NA
Directory: Northern Orange County, NY 2010

Dear Ms. Mahoney:

This letter will confirm receipt of your letter dated January 11, 2010 regarding the delivery concern for the above named directory. We take matters such as these very seriously and thank you for bringing this to our attention.

The addresses for the residents, Mr. Gruber and Ms. Gosda, are in fact, confirmed on our Opt-Out lists for the Northern Orange County and Greater Hudson, NY Directories. Unfortunately, a Northern Orange County, NY Directory was delivered to them by a Vendor, despite processes to prevent those deliveries. We apologize for this oversight and have reinforced with the Vendor the extreme importance of adhering to Yellowbook's policies.

The Opt-Out process is straight forward:

- Address lists are obtained from USPS.
- Registered Opt Out's are then highlighted on our delivery route sheets as Do Not Deliver and Vendors are specifically instructed to pay special attention to those highlighted addresses.
- Ongoing communication and training for our Vendors on the importance of carefully adhering to the Opt-Out process.

Please note as another important step in the process, consumers should contact Yellowbook directly either by phone (800-YB-YELLOW Option #3) or via yellowbook.com (under "Community – Directory Options"). Yellowbook cannot honor Opt-Out requests received from other channels or websites as many provide incorrect/incomplete information.

Again, please accept our sincerest apologies for any inconvenience your residents may have experienced and ensure that we are doing all we can to make sure this process improves.

Sincerely,

Claudia Bedo
Yellowbook Customer Care
1-800-643-0003 x731 3772