



Michael Edmondson
Director-Labor Relations

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September 17, 2008

Mr. Mark Franken
CWA Representative
10733 Sunset Office Drive, Suite 201
St. Louis, MO 63127

Dear Mr. Franken:

This is to confirm an agreement reached during recent discussions that have taken place between the Union and the Company. The following summarizes the agreement reached by the parties. The agreement outlined below will become effective immediately.

- Article XV, Temporary Work in Higher Positions, Section 2, Bilingual Differential, will include the Directory Production Associate title requiring translation in a foreign language.

The Company appreciates the Union's willingness to discuss and consider issues relevant to our constantly evolving industry.

Sincerely,

A handwritten signature in cursive script that reads "R. M. Edmondson".