

State of Alaska  
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**NEWS RELEASE**



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**Alaska Communications Systems and the State of Alaska Reach  
Settlement Agreement on Voice Connect Lawsuit**

**(ANCHORAGE, AK)** -- Alaska Communications Systems (ACS) and the State of Alaska have resolved all issues regarding ACS' marketing of its "Voice Connect" hands-free wireless calling service.

"I am extremely pleased with the commitment of ACS' new management to stay away from negative option marketing in the future and to make refunds to customers who were charged for the voice connect service without asking for it," Attorney General Gregg Renkes said. "We regret that legal action had to be filed to achieve this result while ACS management was in transition. I am confident we will not be in this position again given the commitment of the new ACS management to the customer."

The State of Alaska is dismissing its complaint and ACS is ensuring that all customers paying for the "Voice Connect" feature on their cell phones want to retain the service. ACS will be sending out postcards to customers currently receiving the "Voice Connect" service. Only those customers that send back the postcard by December 15, 2003 will continue to receive the service and be charged \$2 per month.

"As part of the restructuring that ACS is embracing, the customer is the focus of the company," said Mary Ann Pease, Vice President of Corporate Communications. "Providing the best possible customer service from a fully integrated company is our critical mission as we go forward. With the customer focus in the forefront, ACS has also committed to respond promptly to all customer concerns about the company received by the Attorney General's office."

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