







## IMPORTANT MESSAGE FROM OUR CEO

Dear Vonage Team Members –

The reputation of Vonage as a premiere communications provider is built upon the actions and decisions you make every day. While our company and the world in which we operate will continue to change, your actions should constantly convey integrity, respect and the highest ethical standards. Our Code of Conduct contains policies designed to foster business practices and workplace behavior consistent with these principles.

Vonage's Code of Conduct has my full support and has been reviewed and approved by Vonage's Board of Directors. At Vonage we measure our success not only by our financial results, but also by the manner in which we attain these results. Acting with integrity, respect and the highest degree of ethics is not only good policy, but it is also good business.

Each of us has a responsibility and an obligation to take ownership in how Vonage conducts its business. While Vonage's Code of Conduct and related policies guide us on key issues, it is difficult to make a policy that applies to every situation. Applying common sense, good judgment, and integrity to every business issue will help to ensure that your decisions are consistent with Vonage's values and this Code.

To assist you in better understanding Vonage's Code of Conduct and its related principles, we have developed the **Legal and Ethics Resource Network (LERN) – Integrity and Respect at Work**. LERN is a legal and ethics compliance program featuring online training modules, each less than one hour in length, which will educate all Vonage employees, including the Executive Management Team, about our Code as well as key issues that affect Vonage's daily business dealings.

I expect each and every Vonage employee to comply with our Code of Conduct, and to incorporate its principles of ethics, integrity, respect for each other and our business into their daily existence. I am confident that with your commitment to Vonage's quest for excellence through lawful and ethical conduct, we will continue our success into the future.

Our shareholders, directors, customers and suppliers are relying upon you to do the right thing.

I know – as does the Board – that this confidence is well placed.

Best Regards,

A handwritten signature in blue ink, appearing to read 'M. Lefar'.

Marc P. Lefar, Chief Executive Officer

