



LACKAWAXEN  
LONG DISTANCE COMPANY

PO BOX 8 ROUTE 590 ROWLAND PA 18457-0008

(570) 685-7115

FAX (570) 685-0039

Dear Lackawaxen Long Distance Customer,

Lackawaxen Long Distance is pleased to provide you the enclosed copy of our new Customer Service Agreement. This Agreement contains the terms and conditions that will apply to our state-to-state long distance services effective August 1, 2001.

This Agreement provides the terms and conditions applicable to Lackawaxen Long Distance's state-to-state long distance consumer calling services. It outlines Lackawaxen Long Distance's rights and obligations to you, as well as your rights and responsibilities, such as billing and payment, to Lackawaxen Long Distance.

These terms and conditions of service previously had been on file with the Federal Communications Commission ("FCC"). Recently, however, the FCC has ruled that this information should be provided directly to consumers of our services. Accordingly, we are now providing this information directly to our current customers, as well as to those consumers who have used our services in the last three months, through the enclosed Agreement.

**Please be assured that this Notice and enclosed Agreement do not change your current Lackawaxen Long Distance terms and conditions of service, including rates, services and billing. This Agreement merely restates to you directly those terms and conditions of service which had been on file at the FCC, and under which you are already receiving service. In the future, you will be notified of any material change in these terms and conditions, or any increase to rates, through a bill insert or bill message or through a message on our website.**

**In order to continue your current interstate long distance service, there is nothing you need to do. You accept the terms of the Agreement simply by continuing to use or pay for any Lackawaxen Long Distance service covered under this Agreement.**

**You also have the right to cancel your service under the terms described in these documents prior to August 1, 2001, the date that the Agreement will begin to apply to these services, or any time thereafter. If you choose to cancel, you should arrange to make alternative long distance service available so that you can continue to complete long distance calls.**

Lackawaxen Long Distance's Rates and Rate Plans are provided with the enclosed Agreement. They may contain additional terms and conditions, specifically including the prices, for services we currently offer. Lackawaxen Long Distance's current Rates and Rate Plans also will be available for your review at [www.ltis.net](http://www.ltis.net), at our main office at Hotel Road, Rowland, PA 18457 or you can call us at (570) 685-7115 to request a copy of the Rates and Rate Plans that apply to your current Lackawaxen Long Distance calling services.

If you have any questions, or would like any further information about the services we offer, please call us at (570) 685-7115. As always, Lackawaxen Long Distance appreciates your business, thanks you for allowing Lackawaxen Long Distance the privilege of serving you and looks forward to continuing to provide you state-to-state long distance services in the future.

Sincerely,

Harold M. Switzer  
Vice President/General Manager