

\*\*\*\*\***IMPORTANT INFORMATION**\*\*\*\*\*

In accordance with the Federal Communications Commission (FCC) Order 00-193 (the CALLS plan), effective July 1, 2000, Citizens Communications will implement rate changes that will affect our residential and single-line business customers. Under the CALLS plan, the Interexchange (Long Distance) carriers have agreed to make changes that will eliminate their monthly flat fees (e.g. monthly minimum usage charges and PICC), and reduce their interstate toll rates. While toll rates will be lowered, the CALLS plan also provides for Citizens to raise the cap on the FCC Access Line Charge referred to as Subscriber Line Charge in the Order for all primary residential and single-line business lines from \$3.50 to \$4.35 per month, per line. Non-primary residential customers will see the FCC Access Line Charge increase from \$6.07 to \$7.00 per month. You will notice these increases on this month's bill.

Also, per FCC ruling, a Federal Universal Service Charge of \$.25 per line has been established to support Federal programs providing advanced technologies for schools, libraries, Federal Lifeline assistance programs, and Federal high cost fund.

If you have any questions regarding Citizens requirements under the CALLS Order, please call the Customer Service number printed on the face of your bill. If your questions pertain to your interstate Long Distance rate plan and charges, please contact your interstate carrier directly. Additional information can be found on our Web site: <http://www.citizenscommunications.com/tariffs.cfm> or on the FCC Web site: <http://www.fcc.gov/cib/fetcalls/html>.