



Notice of Operator Services Discontinuance

Dear Valued Customer:

This notice is to inform you that on or after November 1, 2018, Citizens Long Distance Company (“Citizens” or “the Company”) will no longer provide operator services in the state of Missouri. Specifically, the following operator services will be discontinued:

- Person-to-Person Calling – A service where the person originating an operator assistance call specifies to the Company operators a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.
- Collect Calling – A billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called service point) provided the call is accepted at the called service point.
- Billed to a Third Number – A billing arrangement by which an operator-assisted call may be charged to an authorized service point other than the service point originating the call or the service point where the call is terminated.
- Busy Line Verification – A service allowing the operator to confirm when a line is idle or in use.
- Busy Line Interruption – A service allowing the operator to break into a conversation when a line is in use.

Citizens will discontinue these operator services throughout the entirety of its service area which consists of the Higginsville exchange (includes Higginsville, Corder, Mayview and Aullville) in Lafayette County, Missouri. This discontinuance is limited only to operator services and will not affect the service you receive from the Company in any other way.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC’s Electronic Comment Filing System using the docket number established in the Commission’s public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of Citizens Long Distance Company. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

If you have any questions about this notice or Citizens’ discontinuance of operator services, please contact us at 1905 Walnut Street, P.O. Box 737, Higginsville, MO 64037, or by phone at 660-584-5500 or 800-321-4282.

We appreciate your business and look forward to continuing to serve your communications needs.

Sincerely,

Citizens Long Distance Company