



Dear TDS customer:

We are writing to share with you an exciting announcement regarding your TDS services! TDS and New Florence Telephone Company (NFTC) have recently signed an agreement whereby New Florence Telephone Company will become your communications provider. This includes all TDS services you may currently subscribe to – local and long-distance telephone, data and DISH services. All regulatory approvals have been received and the effective date of the transfer of your service will be Dec. 1, 2014.

New Florence Telephone Company is an integrated communications provider of voice, data, Internet services and business telephone systems. As an industry leader in providing communications services in your area, New Florence Telephone has an exceptional customer satisfaction and retention rating, and offers a wide range of expertise and resources, as well as a complete line of innovative, high-quality, cost-effective services.

This change in providers will not disrupt your current service. **Prior to and immediately following the transfer, you will continue to receive the same services at the same rates, terms and conditions as you do now.**

You should not be charged any fees in connection with this transfer, but if you are, New Florence Telephone Company will pay them.

As always, you have the right to select an-

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other long distance provider. However, if you subscribe to TDS Long Distance service those services will automatically be transferred and your account assigned to New Florence Telephone affiliate Direct Communications Long Distance unless you select another provider. If you placed a "freeze" on your services to prevent the unauthorized transfer of your services to another carrier, the freeze will be lifted and your services transferred to Direct Communications Long Distance. At your request, New Florence Telephone Company can reestablish freeze protection for you after the transfer.

What are the next steps?

You don't have to do a thing! New Florence Telephone Company will notify you prior to moving your service over to them and will inform you of any changes in billing statement format, remittance addresses and customer service information. We are confident you will be completely satisfied with New Florence Telephone Company and will receive the same high level of customer service and support that you have come to expect.

We will do everything to help ensure this transition is a smooth one. If you have any questions or concerns regarding this letter, please contact TDS representatives at 1-888-CALL-TDS.

Thank you,

TDS

New Florence Telephone Company