

Enhancing the lives of our customers through outstanding service and communications technology



(979)798-2121
www.btel.com

Valued Btel Select Voice Customer,

As required by the Public Utility Commission (PUC) of Texas, it is Btel's responsibility to make you aware of the following as a result of changing your telephone service technology from legacy, traditional Plain Old Telephone Service (POTS) to modernized Internet Protocol Voice service delivered over next generation fiber optic network facilities.

1. Traditional POTS service provided customers the option to choose their Long Distance Carrier for both Interlata (Continental United States) and Intralata (State of Texas) calls.
2. By moving to Btel Select Voice, customers are no longer able to select their carrier of choice for Interlata and Intralata calls.
3. All Long Distance, both Interlata and Intralata will be generated on Btel's network and billed to customers by Btel.

Items to Consider:

1. Btel shops Long Distance Carriers in order to maintain the lowest rates possible for its customers.
2. Btel expects that the quality and reliability of Long Distance calls to be as good or better than legacy Long Distance calls while traversing the fiber optic network.

If you have any questions, please reach out to our Customer Service Team at 979-798-2121.

Customer Consent:

Customer Signature: _____ Date: _____

Printed Name: _____

A copy of this signed consent will be maintained with your account information in Btel's Billing Support System. The information is also always available at www.btel.com in the Legal Section.

Sincerely,

Btel Management