

## IMPORTANT NOTICE

CuraTel, LLC  
1605 W. Olympic Boulevard, Suite 600  
Los Angeles, California 90015

October 1, 2016

### **IMPORTANT NOTICE – YOUR SERVICE WILL BE TRANSFERRED TO TIME WARNER CABLE/CHARTER SPECTRUM UNLESS YOU CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BY OCTOBER 31, 2016.**

Dear Customer:

This is an important notice that affects both your telephone and Internet services. We regret to inform you that — subject to the approval of the California Public Utilities Commission (CPUC) — CuraTel, LLC (“CuraTel”) will no longer be providing your telephone service or Internet effective November 30, 2016. As a result of increasing market pressures, and our desire to ensure that you are offered the best services at the best rates, CuraTel has decided that it would be best to cease providing telephone and Internet services, and migrate our customers to competitive services offered by other providers. This change affects both local and long-distance telephone service provided by CuraTel, and also affects your CuraTel Internet service.

Because CuraTel will no longer be providing either telephone or Internet service after September 30, 2016, you may choose a new provider (or providers) for these services. As explained below, if you do not select an alternative telephone provider by October 31, 2016, CuraTel has arranged for Time Warner Cable/Charter Spectrum to become your new provider for local, long-distance and Internet service.

If you are transferred to Time Warner Cable/Charter Spectrum, you may still choose to move your telephone and/or Internet services to another provider, but there may be a short delay. If you do not select a new local telephone service provider on or before October 31, 2016, Time Warner Cable/Charter Spectrum will automatically become your local telephone service provider effective November 30, 2016. If you wait until after October 31, 2016 to select a new service provider, your ultimate choice may be delayed until your service transfer to Time Warner Cable/Charter Spectrum is complete. You will not incur any charges for the transfer to Time Warner Cable/Charter Spectrum. If you select a different provider of your choice, you may incur additional charges. In the transfer of service to Time Warner Cable/Charter Spectrum, efforts will be made to ensure that your local telephone number will remain the same and your existing local service and calling features will not be negatively affected. As a Time Warner Cable/Charter Spectrum customer, you will receive Time Warner Cable/Charter Spectrum services and become subject to Time Warner Cable/Charter Spectrum’s rates, terms, and

conditions. Please note, Time Warner Cable will change to Charter Spectrum on or about September 20, 2016.

Time Warner Cable/Charter Spectrum's products and services are offered at competitive rates. Information about the Company's plans and packages, as well as applicable terms and conditions is available at <https://www.timewarnercable.com/en/residential.html> and at [curatel.com](http://curatel.com), or just call CuraTel customer service at (866) 673-3627 for information on Time Warner Cable/Charter Spectrum plans or assistance in migrating to Time Warner Cable/Charter Spectrum. If you become a Time Warner Cable/Charter Spectrum customer, Time Warner Cable/Charter Spectrum will notify you of any changes to its rates, terms and conditions.

If you prefer not to become a Time Warner Cable/Charter Spectrum customer, you have the right to choose any available alternative carrier of your choice. Please consult the Customer Guide Section of the local white pages directory, or visit the CPUC web page at <http://consumers.cpuc.ca.gov/carrierlists/> for listings of alternative providers. If you no longer want any local service, please contact CuraTel to disconnect service. Remember, the deadline for you to select a different provider (or providers) for telephone and Internet service is October 31, 2016. If you do not select a new provider by that time, you will become a Time Warner Cable/Charter Spectrum customer.

Please be aware that you are responsible for paying all bills rendered to you by CuraTel during the transition period from now until your service moves to another company. You may be subject to suspension or termination of your phone service in accordance with CPUC rules if you fail to pay your telephone bill. If you have questions concerning billing during this time, please call CuraTel's toll-free customer service number, (866) 673-3627.

To reiterate, CuraTel is discontinuing provision of telephone and Internet services in California. CuraTel's withdrawal will affect all telephone and Internet services that CuraTel provides in California, including all service in your area. CuraTel plans to discontinue providing your service on November 30, 2016. CuraTel will no longer provide voice services (including both local and long-distance telephone service) or Internet services after that date.

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. 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 CuraTel, LLC. 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 regarding the discontinuance of CuraTel's local telephone service, please call (866) 673-3627. This customer service number will remain available until October 30, 2016 to provide CuraTel customers with assistance regarding this transition, and to address questions that you may have about this notice and CuraTel's discontinuance of service. Questions about Time Warner Cable/Charter Spectrum may be directed to (855) 234-4898.

CuraTel regrets any inconvenience this change may cause you.

Sincerely,

The team at CuraTel