

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

November 15, 2016

[Customer Name]  
[Address]  
[City, CA zip]

## **IMPORTANT NOTICE ABOUT DISCONTINUANCE OF YOUR CURATEL SERVICE**

Dear [CuraTel Customer]:

This is an important notice that affects both your telephone and Internet services. As noted in the notice that you received on or near October 1, 2016 — and subject to the approval of the California Public Utilities Commission (CPUC) and the Federal Communications Commission (FCC) — CuraTel, LLC (“CuraTel”) will no longer be providing your telephone service or Internet service. CuraTel now plans to cease to provide service effective **December 22, 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.

As noted in the original notice that you received on or near October 1, 2016, CuraTel has arranged for Time Warner Cable/Charter Spectrum (“Charter Spectrum”) to become your new provider for local, long-distance and Internet service for customers that did not choose an alternative telephone provider by October 31, 2016. If you chose a different provider by October 1, 2016, then the new provider that you selected will become your new provider.

If you are transferred to Charter Spectrum, you may still choose to move your telephone and/or Internet services to another provider, but your ultimate choice may be delayed until your service transfer to Charter Spectrum is complete. You will not incur any charges for the transfer to Charter Spectrum. If you select a different provider of your choice, you may incur additional charges. In the transfer of service to 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 Charter Spectrum customer, you will receive Charter Spectrum services and become subject to Charter Spectrum’s rates, terms, and conditions.

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 <https://www.curatel.com>, or just call CuraTel customer service at (866) 287-2366 for information on Charter Spectrum plans or assistance in migrating to Charter Spectrum. If you become a Charter Spectrum customer, Charter Spectrum will notify you of any changes to its rates, terms and conditions.

If you no longer want any local service, please contact CuraTel to disconnect service.

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) 287-2366.

To reiterate, CuraTel is discontinuing provision of telephone and Internet services in California. The geographic areas of service affected are California and Arizona. CuraTel's withdrawal will affect all local and long-distance telephone and Internet services that CuraTel provides, including your service. CuraTel currently plans to discontinue providing your service on **December 22, 2016**. After that date, CuraTel will no longer provide voice services (including both local and long-distance telephone service) or Internet services.

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 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) 287-2366. This customer service number will remain available until **January 15, 2017** 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 Charter Spectrum may be directed to (855) 234-4898.

CuraTel regrets any inconvenience that this transition may cause you.

Sincerely,

The team at CuraTel