



397 US 41N, Carney, Michigan 49812

Customer Name
Address
City, State, Zip

Dear Customer Name:

Upper Peninsula Telephone Company (UPTC) as your current local exchange carrier has made a business decision to separate our Upper and Lower Peninsula service territories and form a new company called Michigan Central Broadband Company (MCBC) to serve our valued Lower Peninsula customers. The reason for this decision is to concentrate our focus on service expansion in these areas. MCBC's headquarters will be located in Johannesburg, Michigan; however, the business office will remain at the Carney, Michigan address. MCBC is a wholly owned subsidiary of Upper Peninsula Telephone Company. While the transition has already begun in the background, the official date of transfer is scheduled for January 8, 2010. MCBC will become your provider on this date.

No action is necessary on your part, and you will not incur any charges as a result with this change. There will be a seamless continuation of support and services during the transition period. The billing you currently receive will remain unchanged on your next billing, with the exception of the name change to Michigan Central Broadband Company. MCBC will notify you by mail or on your bill in the event of a change to its rates, terms, or conditions.

The personnel that currently support and service your location will remain the same. The quality of services that you currently receive will only improve as time goes on. We will be unveiling new products, and services, and will continue to provide excellent support.

While externally we view this as a name change only, we are sensitive to questions or comments that may arise due to this notification. We are staffed to answer all of your questions and comments and invite you to call us at 877.216.0505 (both before and after the transition), or visit our new web site at www.micbc.com.

In closing, we will never lose focus of our mission to provide the highest quality service and support to our clients now and into the future. We appreciate having you as a client and we look forward to providing quality service to you in the years to come. Note that all UPTel customers in the Lower Peninsula will be transferred to MCBC. You do have the right to choose a service provider other than MCBC if you wish. Note that any restrictions or "freezes" you may have placed on your account to block changes to your preferred local service provider will be lifted as part of the transfer process. If you wish to reinstate such restrictions, please contact MCBC after the transfer.

Respectfully,

Upper Peninsula Telephone Company

David R. Thomas
President/General Manager

Michigan Central Broadband Company

David Hoover
President/General Manager