

## Important Notice to Bruce Telephone Company Customers

Due to a change in Mississippi law, beginning January 1, 2021, stand-alone, single-line Business and Residential Service offered by Bruce Telephone Company, Inc. (BTC) will no longer be governed by tariffs approved by the Mississippi Public Service Commission. Instead you will be governed by the BTC Product Guide and Customer Service Agreement ("CSA"). No action on your part is required to continue receiving service.

A complete copy of the Product Guide, our Customer Service Agreement (also enclosed), and terms for other services may be found online at [www.brucetelephone.com](http://www.brucetelephone.com).

This action will not result in a change in your current service and rates on January 1, 2021. We will provide you with at least 30 days notice prior to any subsequent material change in the terms and conditions or any price increase, other than that related to increased costs attributable to collection of government-imposed taxes and fees.

The change will take effect automatically for all affected residential, business or governmental services on January 1, 2021, unless you disconnect your service. If you have questions, please call us at 662-983-4343. Thank you for choosing BTC as your communications provider.

### Frequently Asked Questions

#### Change of Regulation of Mississippi Telecommunications Services

- 1. Why is BTC sending me this information?** Since tariffs will no longer apply to these services due to a change in the law, BTC is providing you with a Customer Service Agreement (CSA) that contains the terms and conditions under which it will be offering these services.
- 2. Does this mean my current rates are going up or my service is changing?** No. Your rates will not be affected by this Customer Service Agreement and your service will remain unchanged. You will receive written notice of any changes to your rates. The CSA covers rights and responsibilities – BTC's and yours.
- 3. Does this mean I'm agreeing to a year contract or some other term?** No. The BTC CSA does not commit you to any term or specified period of time. Your services will still be provided on a month-to-month basis.
- 4. What if I don't agree to the new terms and conditions?** The terms and conditions in the CSA are generally similar in many respects to the tariffed terms and conditions governing the affected services before this change in law. However, if you do not accept these new terms, you may choose to obtain your service from another provider.
- 5. Where can I get additional copies of the CSA and other information related to these services?** Additional copies of the CSA and all other information related to impacted services can be found online at the BTC website: [www.fultontelephone.com](http://www.fultontelephone.com).

Or, you may call BTC at 662-983-4343.