

ORIGINAL NETWORK PLUS Business Communicating.

April 8, 2002

020328-TP

Re: DISCONTINUANCE OF SERVICE in Florida, Georgia and North Carolina - YOUR IMMEDIATE ACTION IS REQUIRED PLEASE DO NOT DISREGARD THIS NOTICE

Dear Customer:

We regret to inform you that Network Plus must discontinue all services you are receiving in Florida, Georgia and North Carolina. as of May 10, 2002. This discontinuance will affect all local, long distance, toll free and Internet or other data services you are currently receiving from Network Plus in those states.

You must select a new service provider IMMEDIATELY in order to assure that you will not lose your telephone service on May 10. It can take several weeks for new service to be installed. Therefore, please do not delay in arranging for a new carrier, and check carefully that all service types you currently have with Network Plus (local, long distance, calling card, toll free and/or data) are moved to your new carrier(s).

BellSouth: Business 800-753-8172 Residential 800-753-8172

Other: A list of other local and long distance carriers serving your area can generally be found in the front of your local telephone book.

The Federal Communications Commission ("FCC") permits customers to object to discontinuance of their service by a telecommunications provider. As provided in the FCC's rule 47 CFR 63.71:

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 within 15 days after receipt of this notification. Address them to the Federal Communications Commission, Washington, D.C. 20554, referencing the Section 63.71 Application of Network Plus, Inc. 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.

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Network Plus appreciates the opportunity we have had to serve you and we sincerely regret the actions that we are forced to undertake at this time. Again we urge you to act IMMEDIATELY to obtain service from another carrier. If we can provide assistance in the transition of service to another carrier or you have questions about the discontinuance process, please call our National Customer Satisfaction Center, which can be reached at 800-230-6000.

DOCUMENT NUMBER - DATE

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FPSC-COMMISSION CLERK

Sincerely,

Network Plus