

[Adelphia logo here]

Telecom Management, Inc.  
d/b/a Pioneer Telephone

Adelphia Telecommunications, Inc.

October \_\_\_\_, 2005

Dear Customer:

Telecom Management, Inc., d/b/a Pioneer Telephone ("Pioneer") and Adelphia Telecommunications, Inc. ("Adelphia") have entered into an Asset Purchase Agreement, whereby the telecommunications assets of Adelphia will be acquired by Pioneer, and Pioneer will become your interstate, international and intrastate telecommunications service provider for long distance services. Pioneer anticipates this happening on or before \_\_\_\_\_

This change in ownership will not affect or in any way disrupt your current service. At the moment, your rates fall under one of three Adelphia rate plans: 7, 7.5 or 8 cents per minute. **Your rates and the terms and conditions under your existing contract will not change as a result of the transaction.** No charges or fees will be imposed and no rate increase will occur as a result of this transaction. Pioneer will inform you, by separate mailing, of any post-transaction changes which may occur. For the Adelphia terms and conditions please go to [www.Adelphia.com](http://www.Adelphia.com).

We realize you have a choice of carriers. Subject to the terms and conditions of your existing contract with Adelphia, including applicable termination penalties, you have the right to choose a different carrier for your services. Please note that if you are a customer of Adelphia on the date of the transfer and you have not informed Adelphia that you have made arrangements to switch to a carrier other than Pioneer, your services will automatically be transferred and your account assigned to Pioneer. Also, if you have placed a "freeze" on the services to prevent the unauthorized transfer of your services to another carrier, the freeze will be lifted and your services will be transferred to Pioneer. You must contact your local exchange carrier to re-establish freeze protection for your Services after the transfer. Pioneer will be responsible for any outstanding Adelphia customer complaints after the date of transfer. If you have any questions, please call one of Pioneer's Customer Service Representatives at 1-888-472-6222.

We at Pioneer are pleased to welcome you to our team and would like to express our appreciation for allowing us the opportunity to be your telecommunication service provider. We are confident that you will be pleased with the high quality of our service.

Yours faithfully,

Sue Bouchard, President  
Telecom Management, Inc.  
d/b/a Pioneer Telephone

Maria Arias, Vice President  
Adelphia Telecommunications, Inc.