

ACCESS SERVICE

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19. Promotional Offerings19.1 General

The Telephone Company may from time to time engage in special promotional service offerings, special arrangements or demonstrations designed to attract new customers, to stimulate customer usage and/or to increase existing customer awareness of the Telephone Company's services.

These offerings will be limited to certain dates, times and locations determined by the Telephone Company. The specific rates, terms and/or conditions applicable to each promotional offering will be filed with the Commission.

19.2 Terms, Conditions, Rates and Charges

The specific terms and conditions or rates and charges of each promotional offering are described below:

(A) ADSL Channel Promotional Offer for service at CTC of Tennessee and CTC of the Volunteer State ordered between January 20, 2003 and February 18, 2003

For a limited time only, local service subscribers of CTC of Tennessee and CTC of the Volunteer State may order installation of new ADSL Channel Class R1 or ADSL Channel Class R7 service and receive the first and twelfth months of service at no charge. To receive the twelfth month of service at no charge, the customer must retain the service for at least twelve months. This offer applies to orders received from January 20, 2003 through February 18, 2003. To receive this promotional offer, a customer must place a completed order for new ADSL Channel service within the time period specified. If order completion is delayed due to Telephone Company reasons, the order completion date will be extended. This offering is not available with any other promotions.

(B) ADSL Channel Promotional Offer for Service Ordered between February 18, 2003 and April 30, 2003

For a limited time only, local service subscribers of the companies listed below may order installation of new ADSL Channel Class R2 service and receive the first two months of service at a 50% discount. This offer applies to orders received from February 18, 2003 to April 30, 2003. To receive this promotional offer, a customer must place a completed order for new ADSL Channel service within the time period specified. If order completion is delayed due to Telephone Company reasons, the order completion date will be extended. This offering is not available with any other promotions.

This offer is available to subscribers of Citizens Utilities Rural Company, CTC of California, CTC of Idaho, CTC of Illinois, CTC of Minnesota, CTC of Nebraska, CTC of Nevada, CTC of New York, CTC of Tennessee, CTC of the Golden State, CTC of the Volunteer State, CTC of the White Mountains, CTC of Tuolumne, CTC of Utah, CTC of West Virginia, CTC of West Virginia (Mountain State), Navajo Communications Company, and Rhinelander Telephone Company.

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19. Promotional Offerings19.2 Terms, Conditions, Rates and Charges (Cont'd)(C) ADSL Channel Promotional Offer for Service Ordered between August 4, 2003 and October 15, 2003 (C)

For a limited time only, local service subscribers of the companies listed below may order installation of new ADSL Channel Class R2 service and receive the first month of service at no charge. In order to receive the first month at no charge, the customer must agree to retain the service for at least six months. If service is removed before the end of the six month commitment period, the customer must pay a termination liability equal to the normal tariffed rate for the first month of service plus applicable taxes and surcharges. This offer applies to orders received from August 4, 2003 to October 15, 2003. If order completion is delayed due to Telephone Company reasons, the order completion date will be extended. This offering is not available with any other promotions.

This offer is available to subscribers of CTC of Illinois, CTC of Minnesota, CTC of Nebraska, CTC of New York, CTC of Tennessee, CTC of the Volunteer State, CTC of West Virginia, CTC of West Virginia (Mountain State), and Rhinelander Telephone.

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