



April 30th, 2004

Dear Customer,

Buzz Telecom is pleased to announce that it has reached an agreement with your current long distance provider, Business Options, to take over all the long distance toll services they have been providing. Business Options will soon be ceasing operations in your state and Buzz Telecom will be acquiring its customers. **With Buzz Telecom, you will continue to receive the same low rates and quality services, as before, the only change that will occur will be our name on your phone bill.** Additionally, there will be no fees that you will incur as part of this change and **THIS WILL NOT AFFECT YOUR LOCAL TELEPHONE SERVICE.**

Although the name Buzz Telecom will be the only change, you are under no obligation to maintain your service with Buzz Telecom. You have the right to select a different preferred carrier for the telecommunications services you have ordered, if an alternative carrier is available. The selection of a different toll service provider may, however, affect the rates you pay for toll services. Your toll services will transfer to Buzz Telecom on June 15th 2004 or shortly thereafter.

If for some reason your local phone company bills you a carrier change charge or you have any questions on current or old bills or you would like to order additional toll free or calling card services, simply contact our customer service department at 888-889-2671 from 8 a.m. to 5 p.m. Monday to Friday - Chicago time. We will happily answer any questions, fulfill additional orders or issue any credits owed to your account. Further, Buzz Telecom will be totally responsible for handling any complaints filed, or otherwise raised, prior to or during your transfer from Business Options to Buzz Telecom. Please note that any long distance "freeze" you have placed on your existing telephone lines to prevent an unauthorized transfer to another long distance carrier will be overridden for purposes of this transaction and will need to be reinstated by you after the transfer is complete.

If for some reason Buzz Telecom, which is a non-dominant carrier, changes the rates, terms, and conditions of the toll services that it provides you, where applicable as outlined in FCC title 47 # 61.58, Buzz Telecom will provide you notice of the changes by either posting them on it's website at www.ebuzz.bz or through a bill message or insert prior to the effective date of the changes. Business Options and Buzz Telecom both wish to thank you for being a valued long distance customer.

Sincerely,

Keanan Kintzel
Executive Director

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