

January 05, 2006

Greetings!

As some of you might have heard, the City of Eagle Mountain and Direct Communications Cedar Valley, LLC have agreed to a closing date of February 01, 2006, in Direct Communications' acquisition of Eagle Mountain's municipally owned telephone system. Consequently, Direct Communications would like to take this opportunity to re-introduce ourselves.

Direct Communications has been providing telephone service for over 50 years. Presently, Direct Communications provides telephone, internet, cable television, satellite, and long distance services to customers across the states of Idaho, Washington, Oregon and now Utah. It is our commitment to do all within our capacity to provide all of these services with our custom quality to our customers in Eagle Mountain. Our intention is to make this transaction seamless to the customers and we look forward to providing you the best in telecommunications services.

Direct Communications will strictly adhere to all Federal Communications Commission and Utah Public Services Commission tariffs, rules and regulations. One of these areas is that all customers have a choice in long distance providers. Your long distance company cannot be changed without your permission. If your service is changed without your permission, and the change results in a charge, you must notify us. We will remove the charge from your bill and impose the charge on the long distance provider which had requested the charge unless that company can verify that the customer authorized the change and was informed of the charge for the change. Part of the tariff requires that we charge all customers who use the network for long distance services a Subscriber Line Charge (SLC) for all end users. This will be itemized in the customer's initial bill and thereafter.

It is required that we publish a list of consumer rights and responsibilities.

YOUR RIGHTS

Direct Communications will:

1. Provide service if you are a qualified applicant.
2. Follow specific procedures for service disconnection which include providing you notice, postmarked at least 7 days before service is disconnected.
3. Provide you with information about assistance programs for qualified low income customers; i.e. the Utah Low income Telephone Assistant Program (Lifeline) and the Link-up America Program.
4. Allow you to designate a third party to be notified in the event your telephone service is to be disconnected.
5. Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home.
6. Provide you with written information about Commission rules and your rights and responsibilities as a customer under those rules.

YOUR RESPONSIBILITIES

You, the customer, will:

1. Use the telephone safely and pay for telephone services promptly.
2. Contact Direct Communications when you have a problem with payment, service, safety, billing or customer service.
3. Notify Direct Communications about billing or other errors.
4. Contact Direct Communications when you anticipate a payment problem to attempt to develop a payment plan.
5. Notify Direct Communications when you are moving to another residence.
6. Notify Direct Communications about stopping service in your name or about stopping service altogether.
7. Permit access to your property for essential Direct Communications personnel and equipment.

If you have a problem call Direct Communications first. If you cannot resolve the problem, you may contact the Division of Public Utilities Complaint office at the following telephone numbers:

1-801-530-6652 in Salt Lake City or Toll Free Statewide 1-800-874-0904

Some customers are also customers of Eagle Mountain Telecom's long distance program. These customers will be moved to Direct Communications Long Distance. DCLD offers three options:

1. \$.15/ minute anytime anywhere. No monthly fee.
2. \$4.95 per month and \$.10/ minute anytime anywhere continental US.
3. \$5.95 per month and \$.075/ minute all Interstate calls and \$.125/ minute all Intrastate calls.

Current Eagle Mountain long distance customers will be put on Plan 1. However, customers can contact Direct Communications at 1-866-675-1639 and choose another Direct Communications Plan or even another long distance provider.

Direct Communications will continue to provide reliable DSL internet service, the good news being that some of the rates will be cheaper than what Eagle Mountain Telecom previously offered. Installation will be free if the customer signs a 1 year contract. Without the contract, installation will be \$95.00. Direct Communications intends to offer three bandwidth speeds to both Residential and Business customers:

| Speed | Residential | Business |
|--------|-------------|----------|
| 256k | \$29.95 | \$34.95 |
| 640k | \$39.95 | \$49.95 |
| 1.5Meg | \$49.95 | \$99.95 |

Direct Communications is excited for this new opportunity to provide service in Eagle Mountain. We believe that we will earn your loyalty for our professionalism and dedication to customer service. If there is anything else we can do please contact us at 801-789-2800.