

Advertise with Citizens!

Weekly.....\$15.00

Monthly.....\$40.00

Non-Profit.....FREE

Advertise your events or
business locally on our
information Channel 2.

Citizens Telephone Company,
prides itself on exceptional
customer service. We are located
right in Hammond and are available
Mon-Fri 8am-4:30pm for all your
customer needs. Stop by
and check out what we have to offer.

CABLE TV TROUBLE:

If you are experiencing cable trouble, you can call our office and report your trouble Monday-Friday from 8:00am-4:30pm at 324-5911. After normal business hours, weekends and holidays, calls to this number will reach our answering service. Please give your name, address and telephone number and a brief description of your cable problem. Our service technician will call you back to verify your trouble.

Billing Procedures:

Service is billed from the date of connection. All applicable charges for portion of the first month's bill are prorated. A monthly bill will be sent to you. Service will be from the 1st of the month to the end of the month. Cable bills are due and payable on the 23rd of the month. After 30 days an unpaid account is in arrears. A letter to delinquent subscribers will be sent notifying the customer of the amount that must be paid in order to avoid disconnection of services. Service may be re-established following payment of the past due bill, a reconnect charge in the amount of \$50.00, one month's advance billing and deposit.

Billing Disputes:

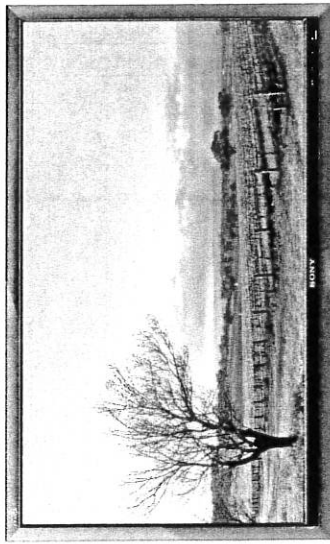
Subscribers have 30 days from receipt of their bills to register a billing dispute. It is the customer's responsibility to pay the undisputed portion of the bill upon receipt. Citizens Cablevision will investigate and attempt to resolve all disputes within 20 working days. If a dispute is not resolved, please refer to Complaint Procedure.

Complaint Procedures:

Please contact us whenever you have a question or complaint about your cable TV & internet service. We will attempt to resolve all complaints in an expeditious manner. If you feel that our Customer Service Representatives have not helped you, please ask to speak to a manager. If our Company fails to resolve a service or billing complaint within a reasonable period of time, customers may refer their problems to the Consumer Service Division of the New York State Public Service Commission by writing to Three Empire State Plaza; Albany, New York 12223 or calling 1-800-342-3377.

Citizens Telephone Company

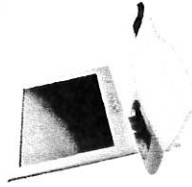
**Your local phone, cable, and Internet
Provider! 2020**



324-5911

customerservice@cit-tele.com

www.cit-tele.com



**Internet Services
(DSL)**

512k.....	\$40.95
1Mbps.....	\$57.95
2 Mbps.....	\$89.95
5Mbps.....	\$119.95

Cable Services

Lifeline Pak.....	\$52.50
Basic Value Pak.....	\$83.25
Extended Basic Pak.....	\$103.00

**Premium Paks
(HBO, Starz, Cinemax)**

HBO Pak.....	\$20.50
Starz Pak/Encore.....	\$11.25
Cinemax Pak.....	\$11.25

Bundles

Ext Basic pak & 512k DSL.....	\$116.75
Ext Basic pak & 1 MB DSL ...	\$132.75

SAVE ME 300

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 300 minutes of long distance, DSL-high speed internet)

	Hammond	Macomb
1 MB.....	\$94.35	\$91.10
2 MB.....	\$123.15	\$119.90
5 MB.....	\$165.35	\$162.10

SAVE ME 300 Plus

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 300 minutes of long distance, DSL-high speed internet and Extended basic cable)

1 MB.....	\$152.40	\$149.15
2 MB.....	\$181.20	\$177.95
5 MB.....	\$223.20	\$219.95

SAVE ME 600

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 300 minutes of long distance, DSL-high speed internet)

	Hammond	Macomb
1 MB.....	\$118.35	\$115.10
2 MB.....	\$147.15	\$143.90
5 MB.....	\$189.35	\$186.10

SAVE ME 600 Plus

(Includes Phone & Internet) Unlimited local calling, call id, call waiting, call forwarding, 300 minutes of long distance, DSL-high speed internet and Extended basic cable)

1 MB.....	\$177.00	\$174.15
2 MB.....	\$206.20	\$202.95
5 MB.....	\$248.40	\$245.15

Installation Fees

Internet.....	\$52.95
Cable TV	\$99.99
Cable/Internet.....	\$99.99

FREE- With one year contract!

Without Installation

Additional Cable Outlet.....	\$52.95
Router.....	\$75.00 hr+travel

Cable packs include one standard set top box at no additional charge or one HD box for \$3.95

Installation includes the install of up to 2 set top boxes

Equipment Fees

Wireless Router.....	\$89.99
Service call	\$75.00
Program Wireless Router-	\$30.00

Monthly

Additional SD Box.....	\$7.95
HD set top Box	\$ 8.95

***DSL equipment lease included in the cost of the DSL-covers all service equipment-modem, surge protector, wiring if installed by Citizens and service related issues. Does not cover misuse, abuse or customer owned equipment trouble.

***Technical support - 1888-324-6062

Available 24 hours a day 7 days a week. You must have your username and password.

***Seasonal Service Dates: May 1 - Nov. 1 or Dec 1

Business rates may be slightly higher
Prices subject to change with 30 day notice
Deposit may be required.