



George J. Bader
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September 27, 2001

Mr. Steve Goodman
Director - Regulatory and Business Development
NTELOS
401 Spring Lane, Suite 300
Waynesboro, VA 22980

Re: August 31, 2001 Lynchburg Trunk Outage

Dear Steve:

As we discussed on our September 24, 2001 conference call, I apologize for the outage we caused and the time it took to restore your company's service. To improve our processes going forward, Verizon commits to the following:

- Verizon will notify NTELOS before making any change that could affect a trunk group between our companies. No changes will be implemented prior to testing between the two parties. Verizon personnel will contact the NTELOS NOC at (540) 941-4800.
- The Verizon Carrier Account Team Center (CATC) will guarantee a call back any time a trouble requires a 2nd or higher level escalation.
- As required or, if necessary, at NTELOS's request, the CATC maintenance center will coordinate a call with the appropriate Verizon organization to facilitate the identification and resolution of problems.
- Verizon will explain the cause of the problem and obtain NTELOS's acceptance prior to closing any trouble ticket.
- Verizon will migrate Access provisioning and maintenance of R&B Networks to the NTELOS Access provisioning group.

As we also discussed, additional Access maintenance contacts to call are Lynn Fish, Senior Service Manager (304-344-6170) or Tom Turman, Maintenance Center Manager (304-526-0228). In addition, we invite NTELOS to tour our Carrier Account Team's maintenance center in Huntington, WV. Dave Huff (717-777-4565) will be happy to make the arrangements.

Again, I apologize for the circumstances that caused and prolonged the trunk outage in Lynchburg. Our goal is to work to prevent this problem from occurring again. Please feel free to call Dave or me if you should have any questions.

Very truly yours,

(signed) George Bader

cc: Dave Huff