

Dear Valued Customer -

Whidbey Telephone Company ("Company") has implemented only two residential local service rate increases in over 26 years. Though we prefer not to change our rates for such service, an order by the Federal Communications Commission ("FCC") has given us no reasonable alternative.

The Company has filed with the Washington Utilities and Transportation Commission ("Commission") to increase the Company's monthly recurring rates for residential individual line service, residential hot line service, toll restricted residential individual line service and Centrex service to \$16.00, effective November 1, 2014. The Company's current monthly recurring rate for residential individual line service, residential hot line service and toll restricted residential individual line service is \$14.00 and Centrex service lines 11-25 is \$15.25 and lines 26-200 is \$14.00.

The FCC has issued an Order (FCC Order No. 11-161) that requires the Company to increase its rates to the levels set forth in this Notice or face a corresponding reduction in its universal service support. Universal service support enables the Company to provide high quality service to you. The Company has historically opposed raising its local rates, but after due consideration, the Company believes it has no choice but to follow the FCC's requirement. We believe that, even with the proposed increases, our rates will continue to represent exceptionally good value for our customers.

This is not something that the Company is taking lightly. However, in considering the options available to it, the Company believes it has no choice but to follow the FCC's requirement in order to continue to receive universal service support at approximately the same levels it has in the past.

If you have any questions about the Company's filing with the Commission or how it will affect you, or wish additional information, please visit one of our Customer Experience Centers or call the Company at (360) 321-1122 from South Whidbey, (360) 945-1122 from Point Roberts, or toll free at (866) 548-7760 if calling from outside the Company's local service area. The Company's Customer Experience Centers are located at 1651 Main Street, Freeland, WA 98249 and 1957 Johnson Road, Point Roberts, WA 98281.

The Commission has the authority to set rates that may vary from the Company's request, depending on the outcome of its investigation. Commission staff will make a recommendation to the Commissioners at an open meeting in Olympia, which is scheduled for 9:30 a.m. on October 30, 2014. You will have an opportunity to comment in person at this meeting. If you are unable to attend the open meeting, the Commission has a bridge line which enables you to participate by telephone. Call (360) 664-1234 the day before the open meeting for instructions and to sign in. You can also comment by using the "Public Comment" feature at the Commission's web site, at utc.wa.gov, or by using the contact information below.

Washington Utilities and Transportation Commission
1300 S Evergreen Park Drive SW
Post Office Box 47250
Olympia, WA 98504-7250
E-mail: comments@utc.wa.gov
Telephone: 1-888-333-WUTC (9882)

WHIDBEY TELEPHONE COMPANY

Date Issued: September 30, 2014