

IMPORTANT NOTICE FROM SUREWEST

Effective January 1, 2010, and subject to the approval of the California Public Utilities Commission (CPUC), the prices, service descriptions, and terms and conditions for most California retail telecommunications services provided by SureWest will no longer be included in our tariffs on file with the CPUC. Instead, the prices, service descriptions, and terms and conditions applicable to these services will be set forth in two documents: General Terms and Conditions, and the Service Guide.

The General Terms and Conditions document sets out the terms and conditions for doing business with SureWest as they apply to the services in the proposed Service Guide. The Service Guide contains the prices and service descriptions of the services provided by SureWest.

The General Terms and Conditions document will be available on December 1, 2009, and the Service Guide will be available on or before January 1, 2010. These two documents will be available for online viewing at **www.surewest.com/regulatory**. You may also visit one of our three Customer Service Centers in the Sacramento region on or after their availability dates to request a copy. These offices are located: In Roseville, 8150 Industrial Avenue Building D; in Elk Grove, 9766 Waterman Road; and at McClellan Park, 5411 Luce Ave. Office hours are Mon-Fri, 9am - 6pm. You may also request a free copy of the General Terms and Conditions by contacting SureWest at **1-877-896-0080**, or by sending your request to **regulatory@surewest.com**. Please type "General Terms and Conditions Request" in the "subject" area of your email.

Please be aware this change will not involve any interruption in your existing services, and prices of your existing services are not increasing as a result of this change.

The General Terms and Conditions, along with the Service Guide, will define the relationship between you and SureWest for the prices, service descriptions, terms and conditions applicable to services provided to you. **Some services, such as BASIC RESIDENTIAL SERVICE, 911 services, and your choice of a long distance provider, are not affected.**

Upon the effective date of the proposed Service Guide, January 1, 2010, your order of, use of, or payment for the services in the Service Guide will constitute your agreement prospectively to the prices, service descriptions, terms and conditions set forth in the Service Guide. The General Terms and Conditions document, available December 1, 2009, details the terms under which the Service Guide applies. However, if you do not agree to the General Terms and Conditions, you may terminate the affected service(s) you subscribe to from SureWest. With this notice, SureWest provides you with at least thirty (30) days of advance notice prior to the proposed effective date of the Service Guide.

SureWest will notify you at least thirty (30) days in advance of subsequent changes in the Service Guide resulting in price increases or in materially more restrictive terms and conditions, just as we do today for services in our tariffs. Upon availability of the General Terms and Conditions, and the Service Guide, we recommend that you review these documents. Once effective, you should also check the Service Guide periodically to assure you are current on the terms and conditions applicable to your services.

You can get more information online at **www.surewest.com/regulatory**, where you can view our Frequently Asked Questions (FAQ) section relating to the Service Guide. Residential customers may also email questions to **residential@surewest.com**, or call SureWest toll free at **1-866-SUREWEST (1-866-787-3937)**. Business customers may email questions to **business@surewest.com**, or call toll free at **1-800-400-8662**.

Nothing in this notice can prevent you as a customer from filing a complaint with the CPUC. If you wish to file a complaint, you may contact the CPUC through their website at **www.cpuc.ca.gov**, call toll free at **1-800-649-7570**, or write to Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA. 94102.

