

COMPETITIVE LOCAL CARRIER

12. MAINTENANCE VISIT CHARGE

Maintenance Visit Charge shall be consistent with the rates and specifications as shown in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A23.

(T)

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

SureWest Telephone
P. O. Box 969
Roseville, California 95678

Schedule Cal. P.U.C. 1-T
2nd Revised Sheet 95
Cancels 1st Revised Sheet 95

COMPETITIVE LOCAL CARRIER

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

SureWest Telephone
P. O. Box 969
Roseville, California 95678

Schedule Cal. P.U.C. 1-T
2nd Revised Sheet 96
Cancels 1st Revised Sheet 96

COMPETITIVE LOCAL CARRIER

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES

13.1 GENERAL

Multi-element charges apply to all exchange service and facilities, except where otherwise indicated.

13.2 RATES

	<u>NON-RECURRING CHARGES</u>
(A) ELEMENTS FOR NEW AND ADDITIONAL SERVICE, MOVES AND CHANGES AND IN PLACE CONNECTIONS	
(1) Service ordering: [See Special Conditions (A)(2) and (B)(2)]	
(a) For connecting new or additional service, each line or trunk (M1)	\$23.75
(b) For moving or changing existing service or adding new or additional service other than central office lines (including record changes), each service order (M2)	12.00
(2) Central office connection work, each line [See Special Conditions (A)(2) and (B)(3)] (M3)	25.25
* (3) Premises visit charge [See Special Condition (A)(2)(c)] (M4)	85.25
(B) LIMITED DISCONNECT SERVICE CHARGES [See Special Condition (C)(2)]	
Restore to full service within the limited disconnect period of fifteen (15) days, each line	26.75

* Applicable only when a premises visit is required.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.2 RATES - (Cont'd)

(C) RETURN CHECK CHARGE

- (1) If a check for payment of telephone service is returned to the Company, for any reason, a \$20.00 returned check charge will be applied to the amount due. This charge will apply on a per check returned basis only, regardless of the number of accounts to which payment was applied. (I)
- (2) If telephone service is disconnected for non-payment as a result of a returned check, the returned check charge in addition to a reconnection charge per line (as shown in (B) preceding) will apply. All charges must be paid before service will be reconnected.
- (3) If a check received as payment to establish service is returned, establishment of service will be denied until the amount of the returned check is paid.
- (4) If a check for payment of a discontinued account is returned, a returned check charge will be applied to the closing statement.

(D) LATE PAYMENT CHARGES

If total payment for bills dated, as set forth in SureWest Telephone's Schedule Cal. P.U.C. No. A2.1.9, are not received by the Company 31 days after the bill date or by the next bill date, the late payment charge of 1.5% will apply to the entire unpaid balance for each month or portion thereof that an outstanding balance remains. **(Exemption to late payment charge: bills under \$20.00)**

(1) BILL DATE

If the bill date falls on a Sunday or on a holiday which is observed on a Monday, the bill date shall be the first non-holiday day following such Sunday or holiday.

If the bill date falls on a Saturday or on a holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the bill date shall be the last non-holiday day preceding such Saturday or holiday.

(Continued)

	<u>Issued By</u>	Date Filed <u>FEB 14 2007</u>
Advice Letter No. <u>1335-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>FEB 15 2007</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.2 RATES - (Cont'd)

(D) LATE PAYMENT CHARGES - (Cont'd)

(2) BILL ROUND CHANGE

If a customer requests to have their bill date changed, the customer could receive two bills in less than 31 days. Unless already paid, the second bill will indicate a past due balance, this amount will not be subject to the 1.5% late payment charge.

(3) DISPUTED BILLS

The customer must provide to the Company specific written documentation to support their claim on all billing disputes.

(a) If the customer pays the disputed amount to the California Public Utilities Commission on or before the bill date and the dispute is resolved in favor of the customer, the late payment charge will not be applied to the disputed amount.

(b) If the customer disputes the bill on or before the bill date and pays only the undisputed amount on or before the bill date, and

(1) the billing dispute is resolved in favor of the Company, any payments withheld pending settlement of the dispute shall be subject to the late payment charge; or

(2) if the billing dispute is resolved in favor of the customer, no late payment charge will apply to the disputed amount.

(E) LABOR RATES

Labor Rates shall be consistent with the rates and specifications as shown in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A28.2.1(F).

(C)
(C)

(Continued)

	<u>Issued By</u>	Date Filed <u>JUL 01 2008</u>
Advice Letter No. <u>1506-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>JULY 01 2008</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

13. MULTI-ELEMENT CHARGES - (Cont'd)

(D)
|
(D)

13.3 APPLICATION OF SERVICE CHARGES

		<u>RATE ELEMENTS</u>			
		<u>ORDER</u>		<u>LINE</u>	<u>VISIT</u>
		<u>M1</u>	<u>M2</u>	<u>M3</u>	<u>M4</u>
(A)	NEW AND ADDITIONAL SERVICE [See Special Condition (B)(1)]				
(1)	Individual service, first line, PBX or toll terminal trunk	X	-	X	X
(2)	Additional individual service on the same order, each line, PBX or toll terminal trunk	X	-	X	-
(3)	In-place connection of service, no changes, each line, PBX or toll terminal trunk [See Special Condition (B)(6)(a)]	X	-	X	-

(D)
|
(D)

(Continued)

	<u>Issued By</u>	Date Filed <u>JUL 01 2008</u>
Advice Letter No. <u>1506-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>JULY 01 2008</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.3 APPLICATION OF SERVICE CHARGES - (Cont'd)

		<u>RATE ELEMENTS</u>			
		<u>ORDER</u>	<u>LINE</u>	<u>VISI</u>	<u>T</u>
		<u>M1</u>	<u>M2</u>	<u>M3</u>	<u>M4</u>
(A)	NEW AND ADDITIONAL SERVICE - (Cont'd)				
(4)	Add Custom Calling Service feature, each line-	-	X	-	-
(5)	Supersedure, each account	X	-	-	-
(6)	Voice Mail Services				
	• Regular Mailbox	-	X	-	-
	• Stand Alone Mailbox	X	-	X	-
	• Information Tree	X	-	X	-
(7)	Conference Connection Service	X	-	X	-
(B)	SUBSEQUENT CHANGES [See Special Condition (B)(1)]				
(1)	Change class, type or grade of service	-	X	X	-
(2)	Change telephone number	-	X	X	-
(3)	Change of Custom Calling feature, each line	-	X	-	-
(4)	Other change of line	-	X	X	*X
(5)	Restoral charge (See Rates (B) Limited Disconnect Service Charges)	-	-	-	-

* Applicable only when a premises visit is required.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.3 APPLICATION OF SERVICE CHARGES - (Cont'd)

		<u>RATE ELEMENTS</u>			
		<u>ORDER</u>	<u>LINE</u>	<u>VISI</u>	<u>T</u>
		<u>M1</u>	<u>M2</u>	<u>M3</u>	<u>M4</u>
(B) SUBSEQUENT CHANGES - (Cont'd)					
(6)	Charges for changing referral number for extended automatic intercept service	-	X	X	-
(7)	Changes to Voice Mail Services	-	X	-	-
(8)	Changes to Conference Connection Service	-	X	-	-
(9)	On-line Screening	-	X	-	-

(C) OUT OF HOUR - PREMIUM TIME APPOINTMENTS

Customer requested premium time appointment for premises visit work -

Regular working hours, between 8:00 a.m. and 5:00 p.m., Monday through Friday, Sundays and holidays observed by the Company are excluded from this offering.

Where facilities and operating conditions permit, premium time appointments for premises visits may be scheduled by the Company at the customer's request when a regularly scheduled appointment is not suitable. The premium time charge is in addition to applicable multi-element charges.

Work scheduled during regular working hours but not completed until premium time hours, shall be considered as work performed during regular working hours. The Company has the option to schedule regular working hour appointments during premium time hours without the application of the premium time charge.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.3 APPLICATION OF SERVICE CHARGES - (Cont'd)

(D) APPLICATION OF LABOR RATES

- (1) Labor rates apply to repair of simple inside wire.
- (2) Labor rates apply when there is service difficulty or when a trouble report results from customer-provided equipment and/or facilities.
- (3) Labor rates apply when a Pay Phone Service Provider (PSP) requests rate tables to be established within the Company's rate computer or if the PSP requests to change rates that are already established within an existing rate table.

13.4 SPECIAL CONDITIONS

(A) MULTI-ELEMENT CHARGES

- (1) Multi-element charges for service connection, changes and in-place connection charges are applied to individual service and all other services provided by the Company.

The charges apply to the ordering, installation, changing and rearranging of telephone services and facilities.

- (2) Multi-element charges include three basic elements
 - (a) Service Ordering

The term Service Ordering means the charge that applies per customer request for work performed by the Company in connection with the receiving, recording and processing of customer requests for service to be completed in connection with each primary service.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.4 SPECIAL CONDITIONS - (Cont'd)

(A) MULTI-ELEMENT CHARGES - (Cont'd)

(2) (Cont'd)

(a) Service Ordering - (Cont'd)

(1) Service Ordering under Rates (A)(1)(a) applies to each new and additional service (line or trunk), supersedure of service, and reconnection of service as set forth in this schedule.

(2) Service Ordering under Rates (A)(1)(b) applies as indicated.

(b) Central Office Connection Work

The term Central Office Connection Work means the work that applies to arranging an exchange line to provide service between the central office and the customer's premises. The charge applies to work including but not limited to:

(1) Establishing or change connections in the central office.

(2) Establishing or changing connections in distribution facilities between the central office and the customer's premises, including necessary cross-connections and line transfers.

(c) Premises Visit Charge

The term Premises Visit Charge means the charge that applies to a visit to the customer's premises to perform work requested by the customer other than a disconnect. The Premises Visit Charge also applies to the provision of any new service for which a recurring monthly rate is applicable and such new service is provided coincident with or as a result of a maintenance or repair visit to the customer's premises by the Company. When for Company reasons, more than one visit is necessary to complete the work only one Premises Visit Charge applies.

(d) Refer to SureWest Telephone's Schedule Cal. P.U.C. A23, for charges applicable to visits where service difficulty or trouble report results from customer-provided equipment and/or facilities. (T)

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.4 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS

- (1) The charges are intended to cover, in part, certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system, and subsequent changes ordered by the customer.

Multi-element charges provided for herein are in addition to the rates, non-recurring and installation charges as set forth in other schedules.

In compliance with conditions set forth in F.C.C. Rule No. 68, all installations, will be made on a Standard Network Interface Device.

- (2) Except as otherwise shown, one service ordering charge applies to each service order issued for each customer request for service and work as shown in charges above. Only one service ordering charge applies for all items included on that service order.
- (3) The multi-element central office connection work charge applies to each exchange line provided or worked on.
- (4) Multi-element charges do not apply in connection with:
- (a) Changes required for the maintenance of service.
 - (b) Company initiated number changes as provided for in SureWest Telephone's Schedule Cal. P.U.C. No. A.17(C). (T)
(T)
 - (c) Company initiated service orders.
 - (d) Changes to a high grade of service, when such service was ordered initially, but a lower grade was installed due to a Company facility shortage.
 - (e) A rearrangement, or change initiated by the Company, or required on account of a change in class, type, or grade of service.
 - (f) Directory listing changes from non-published to published service. Change of name due to marriage or divorce, legal name change, change address only, or change bill name when the customer (individual or concern) remains the same.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.4 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

(4) (Cont'd)

(g) Items of service reconnected for a customer at the same location subsequent to disconnection of such items of service by the Company pursuant to an order or regulation of the Federal Government issued under executive and administrative proclamations, provided that the customer agrees to such reconnection upon the receipt of notice from the Company that facilities necessary for the reconnection of such items have become available.

(h) Items of service offered for a 3 Year Plan term.

(N)

(5) Multi-element charges apply in connection with:

(a) Supersedure

Charges as set forth in this schedule are applicable, and include a change of primary listing and/or billing when required.

(b) Charges as set forth in this schedule are applicable to a change in billing for payment of service other than supersedure, requiring the issuance of a service order, including:

(1) Transfer of service between spouses or members of the immediate family. When transfer is made for reasons of death, no charge is applicable.

(2) Transfer of service to or from an estate, receiver, trustee, executor, administrator, or debtor in possession.

(3) Change between sole owner, partnership or corporation as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new firm.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> JUN 22 2004
<u>Advice Letter No. 959-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u> JUN 27 2004
<u>Decision No.</u>	<u>President - CEO</u>	<u>Resolution No.</u>

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.4 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

(5) (Cont'd)

(b) (Cont'd)

(4) Merger of partnerships or corporations.

(5) Addition to, or withdrawal from, or change of, membership in a partnership, corporation, or association.

(6) Change in billing arrangement for government accounts.

(6) In-place connections - initial or subsequent

(a) In-place connection charges provided for herein are in addition to the rates, installation or non-recurring charges set forth in other schedules.

(1) An order for service may comprehend new service or an addition to an existing service arrangement as set forth in Section 2, Rule 8.

(2) In-place connection charges are not applicable upon discontinuance of a public telephone service, on the initiative of the Company.

(b) Changes

When new service is established, the applicable charge treatment is that shown below which produces the lower charge:

(1) Charge the applicable initial multi-element charges and other installation or non-recurring charges for new service, or

(2) Charge the applicable initial multi-element charges for in-place service.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

13. MULTI-ELEMENT CHARGES - (Cont'd)

13.4 SPECIAL CONDITIONS - (Cont'd)

(C) LIMITATIONS

- (1) A change of location from one premises to another, will be treated as a disconnection and a new installation including where a customer occupies a new premises and vacates the premises in which his telephone service was installed.
- (2) Limited disconnect service allows customers who have been temporarily disconnected to have limited out-going call capability. These calls are restricted to 9-1-1 emergency services and the Company's business office.

Customers who have been temporarily disconnected will have fifteen (15) days from the date of disconnection to make the necessary arrangements to restore full service before complete disconnection occurs.

- (3) The customer shall be responsible for installation, changes, retermination, rearrangement, activation, move or removal and maintenance of any inside wiring and associated jack(s) on the customer's side of the Standard Network Interface for individual services.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS

14.1 SPECIAL CONSTRUCTION

(A) BASIS FOR CHARGES

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include:

- (1) Non-recurring type charges,
- (2) Recurring type charges,
- (3) Termination liabilities,
- (4) Combinations thereof,

All such rates will be subject to the provisions of General Order 96-A.

(B) BASIS FOR COST COMPUTATION

The costs referred to in Paragraph (A) above may include one or more of the following items to the extent they are applicable.

- (1) The facilities to be provided, including estimated costs for the rearrangements of existing facilities, includes the cost of:
 - (a) Equipment and materials provided or used;
 - (b) engineering, labor and supervision;
 - (c) transportation, and;
 - (d) rights of way;
- (2) Cost of Maintenance;
- (3) Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- (4) Administration, taxes and uncollectible revenue on the basis of average costs for these items;
- (5) License preparation, processing and related fees;
- (6) Tariff preparation, processing and related fees;
- (7) Any other identifiable costs related to the facilities provided; or
- (8) An amount for return and contingencies.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS - (Cont'd)
14.1 SPECIAL CONSTRUCTION - (Cont'd)

(C) TERMINATION LIABILITY

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the Customer.

- (1) The termination period is the estimated service life of the facilities provided.
- (2) The amount of the maximum termination liability is equal to the estimated amounts for:
 - (a) The facilities provided, including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage, includes the cost of:
 - (1) Equipment and materials provided or used;
 - (2) engineering, labor and supervision;
 - (3) transportation, and;
 - (4) rights of way;
 - (b) license preparation, processing, and related fees;
 - (c) tariff preparation, processing, and related fees;
 - (d) cost of removal and restoration, where appropriate; and
 - (e) any other identifiable costs related to the specially constructed or rearranged facilities.
- (3) The applicable liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth above by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined pursuant to the above paragraphs shall be adjusted to reflect the predetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS (Cont'd)

14.2 TEMPORARY PROMOTIONAL PROGRAMS

(D)
|
(D)

The Company may, from time to time, engage in promotional offerings to the Company's customers.

The Company may waive and/or discount specific tariff rates and/or charges, provide customers with credits based on meeting certain conditions, offer services under different terms and conditions, or offer other incentives to purchase tariffed services as specified in the offer.

(N)
|
(N)

(A) Promotional Offering to the Company's New Business Customers:

The Company will waive 100% of the applicable service ordering, central office connection, and premise visit charges for measure access lines installed at the same premise as the main billed telephone line. All service orders will require a minimum of three measured access lines installed. The \$12.00 monthly rate will be applied to each measured access line for a term of 12 months.

Early termination charges will apply.

The 88 day promotion will begin on June 16, 2003 and will apply to all new service orders taken up to and including September 12, 2003.

(B) Best Small Business Deal Ever

Promotional offerings to the Company's new and existing Business Service Customers:

For Customers subscribing to the product grouping, Small Business Local, as described in Schedule Cal. P.U.C. 1-T Section 28.3, the Company will waive the Service Ordering charge and Central Office connection work charge, "Installation Charges," as set forth in Schedule Cal. P.U.C. 1-T Section 13.2(A)(1) and 13.2(A)(2), respectively, and associated Multi-element charges, as set forth in Schedule Cal. P.U.C. 1-T Section 28.2, for up to eight (8) Small Business Local lines subsequent to the "Primary" line (i.e., the first or initial line) of the Business Customer's telephone account with the Company. Refer to Schedule Cal. P.U.C. 1-T Section 28.3 for a Description and Conditions associated with the Small Business Local product grouping.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 28 2006</u>
Advice Letter No. <u>1305-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>SEP 29 2006</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS (Cont'd)

14.2 TEMPORARY PROMOTIONAL PROGRAMS (Cont'd)

(B) Best Small Business Deal Ever (Cont'd)

(N)

For Customers with existing Company-provided Centrex Service, the Company will waive the Non-Recurring Charge(s) and associated Multi-element charges, as set forth in Schedule Cal. P.U.C. 1-T Section 28.2 and 13.2, respectively, to convert those existing Centrex Services to a maximum of nine (9) Small Business Local product groupings, which is the maximum tariffed quantity allowed for the Small Business Local product grouping. Refer to Schedule Cal. P.U.C. 1-T Section 28.3 for a Description and Conditions associated with the Small Business Local product grouping.

The Company will waive the Service Ordering charge and Central Office connection work charge, "Installation Charges," as set forth in Schedule Cal. P.U.C. 1-T Section 13.2(A)(1) and 13.2(A)(2), respectively, for up to eight (8) "Secondary" Individual Access Lines, as set forth in Schedule Cal. P.U.C. 1-T Section 3.2. "Secondary" lines are subsequent to the "Primary" access line (i.e., the first or initial line) of the Business Customer's telephone account with the Company. The waiving of "Installation Charges" applies only to the second through ninth Access Line, inclusive, and not to the "Primary" access line on a new Business Service Customer's account. The waiving of "Installation Charges" is available only to new or existing Business Customers having less than nine (9) Access Lines and applies only through the ninth line, inclusive. Full tariffed "Installation Charges" apply to all "Secondary" lines ordered beyond the ninth line.

The Company will waive 100% of the non-recurring charge associated with the ordering of Regular Mailbox Service or Stand Alone Mailbox Service, as set forth in Schedule Cal. P.U.C. 1-T Section 18.2(A) and 18.2(B), respectively.

Finally, the Company will waive 100% of the non-recurring charge associated with Centrex Service Multi-Line Hunting, as set forth in Schedule Cal. P.U.C. 1-T Section 19.2(B)(1).

This 89-day promotion is offered from February 13, 2006, through May 12, 2006, inclusive.

(N)

(Continued)

	Issued By	Date Filed	FEB 06 2006
Advice Letter No. 1208-CLEC	Steve C. Oldham	Effective	FEB 13 2006
Decision No. _____	President – CEO	Resolution No.	_____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS (Cont'd)

14.2 TEMPORARY PROMOTIONAL PROGRAMS (Cont'd)

(C) RT Fiber 4Q08

Promotional offering to new Business customers of SureWest Telephone-CLEC dba SureWest Broadband.

This promotional offering is available between October 23, 2008, and April 3, 2009, inclusive.

(C)

The Company will apply a \$4.95 discount to the regular monthly rate associated with Basic or Enhanced Regular Mailbox Service, reference Schedule CAL. P.U.C. 1-T, Section 18.2 (A), for each month during a 12-month term period. Upon completion of the 12-month term, the promotional rate will convert to the regular tariffed rate.

For eligibility in this promotion, the customer must concurrently subscribe to the following services: (1) The SureWest Telephone dba SureWest Broadband Small Business Local Product Grouping, as described in Schedule Cal. P.U.C. 1-T, Sections 28.2 and 28.3; (2) the SureWest Long Distance, California Unlimited Optional Plan, reference SureWest Long Distance Schedule CAL. P.U.C. 1-T, Sections 3.3.2(E) and 6.1.7(E)(2); (3) a SureWest Internet service with a minimum speed of 3-Mb fiber data service; and (4) a SureWest Digital TV service with a minimum package of Digital Basic.

(D) The Works

A temporary promotional offering to new business customer accounts of the Company. This offering is available between November 10, 2008, and January 30, 2009, inclusive.

(Continued)

	Issued By	Date Filed	<u>DEC 22 2008</u>
Advice Letter No. <u>1609-CLEC</u>	<u>Steve C. Oldham</u>	Effective	<u>DEC 24 2008</u>
Decision No. _____	<u>President - CEO</u>	Resolution No.	_____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS (Cont'd)

14.2 TEMPORARY PROMOTIONAL PROGRAMS (Cont'd)

(D) The Works (Cont'd)

(N)

During this promotional period, the Company will offer qualifying business customers a discounted monthly rate when a monthly quantity of fifteen (15) each of the following Company services are subscribed to on a monthly basis for a one- or three-year term commitment: (1) The Small Business Local Product Grouping with Centrex Feature Package III, reference Schedule Cal. P.U.C. 1-T, Sections 28.2 and 28.3. The regular \$22.50 monthly rate of each Product Grouping is discounted to \$17.60 during the selected term. The Company will also waive the associated \$2.00 monthly upgrade to Caller ID with Name when that upgrade is selected; and (2) a combined total of fifteen (15) Basic or Enhanced Regular Mailbox Services, reference Schedule CAL. P.U.C. 1-T, Section 18.2 (A) and 18.3. The regular \$7.00 monthly rate for each Basic Regular Mailbox Service is discounted to \$2.00 during the selected term, and the regular \$10.00 monthly rate for each Enhanced Regular Mailbox Service is discounted to \$5.00 during the selected term. The Company will also waive the \$1.50 monthly rate for each Group Mailbox Architecture when that option is selected, reference Schedule CAL. P.U.C. 1-T, Section 18.2 (E). The above quantities, rates, and services are collectively know as, "The Works."

The customer is responsible for all applicable taxes and surcharges associated with the customer-selected services in The Works.

When a one-year term is selected, the customer is responsible for Multi-Element and Non-Recurring Charges associated with The Works. When a three-year term is selected the Multi-Element and Non-Recurring Charges are waived.

Upon completion of the customer's selected term commitment, the customer may either: (1) elect to continue The Works on a month-to-month basis at the monthly rate matching the expired term rate, but without the assurance of rate stability; or (2) exit from The Works without penalty.

In the event of a customer early terminating The Works, the customer will be charged an early termination fee equal to 100% of the promotional monthly rate of The Works multiplied by the number of months remaining in the term.

For eligibility in The Works, the customer must concurrently subscribe to the following SureWest-provided services: (1) a minimum of 1.5 Mbps synchronous high-speed internet, or where available, a minimum of 10/1 Mbps asynchronous high-speed internet; (2) the Enhanced e-mail Package; and (3) VH1 Web Hosting.

(N)

(Continued)

	Issued By	Date Filed	<u>NOV 10 2008</u>
Advice Letter No. <u>1589-CLEC</u>	<u>Steve C. Oldham</u>	Effective	<u>NOV 10 2008</u>
Decision No. _____	<u>President - CEO</u>	Resolution No.	_____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS - (Cont'd)

14.2 TEMPORARY PROMOTIONAL PROGRAMS - (Cont'd)

(E) The Works

(N)

A temporary promotional offering to new Business customer accounts of the Company. This offering is made during the promotional period from April 1, 2009, through December 31, 2009, inclusive.

During this promotional period, the Company will offer qualifying business customers that maintain the eligibility requirements within this promotion a special monthly rate of \$294.00 for the Company portion of The Works.

The Company portion of The Works provides a total monthly quantity of fifteen (15) Small Business Local and/or Small Business-II product grouping lines, reference Schedule Cal. P.U.C. 1-T, Sections 28.2 and 28.3.

The Works includes Basic Regular Mailbox Service on each line. The customer may upgrade selected lines to Enhanced Regular Mailbox Service for an additional \$3.00 per upgraded line, reference Schedule Cal. P.U.C. 1-T, Sections 18.2(A) and 18.3 for Voice Mail service. Also included is the no-charge option to include Group Mailbox Architecture, reference Schedule CAL. P.U.C. 1-T, Section 18.2 (E). The above quantities, rates, and services are collectively know as, "The Works."

The Works requires a term commitment of either one or three years. The \$294.00 promotional monthly rate will apply each month during a customer selected and continuous term commitment. The customer-selected term begins the day the Company first makes available the initial line of The Works for use by the customer.

The customer has the option at any time during the customer-selected term, to order any of the 15-available lines as active or inactive. However, the customer commits to the \$294.00 monthly rate for each month of the selected term regardless of the quantity of The Works lines active.

When a one-year term is selected, the customer is responsible for Multi-Element and Non-Recurring Charges associated with The Works. When a three-year term is selected Multi-Element and Non-Recurring Charges are waived on the first service order for The Works. Multi-Element and Non-Recurring Charges are applicable on subsequent orders and changes to The Works.

(N)

(Continued)

	<u>Issued By</u>	Date Filed <u>APR 01 2009</u>
Advice Letter No. <u>1663-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>APR 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

14. SPECIAL ARRANGEMENTS - (Cont'd)

14.2 TEMPORARY PROMOTIONAL PROGRAMS - (Cont'd)

(E) The Works - (Cont'd)

(N)

The customer is responsible for all applicable taxes and surcharges associated with the customer's active services in The Works.

Upon completion of the customer's selected term commitment, the customer may either: (1) elect to continue The Works on a month-to-month basis at monthly rate matching the expired term rate(s), but without the assurance of rate stability; or (2) exit from The Works without penalty.

In the event of a customer early terminating The Works, the customer will be charged an early termination fee equal to 100% of the promotional monthly rate(s) of The Works multiplied by the number of months remaining in the term.

For eligibility in The Works, the customer must concurrently subscribe to the following SureWest-provided services: (1) a minimum of 1.5 Mbps synchronous high-speed internet, or where available, a minimum of 10/1 Mbps asynchronous high-speed internet; (2) the Enhanced e-mail Package; and (3) VH1 Web Hosting.

(F) CLEC \$79 Offer

A temporary promotional offering to new Business customer accounts of the Company. This offering is made during the promotional period from April 1, 2009, through July 31, 2009, inclusive

The Company will apply a \$4.95 discount to the regular monthly rate associated with Basic or Enhanced Regular Mailbox Service, reference Schedule CAL. P.U.C. 1-T, Section 18.2 (A), for each month during a 12-month term period. Upon completion of the 12-month term, the promotional rate will convert to the regular tariffed rate.

For eligibility in this promotion, the customer must concurrently subscribe to the following services: (1) The SureWest Telephone dba SureWest Broadband Small Business Local Product Grouping, as described in Schedule Cal. P.U.C. 1-T, Sections 28.2 and 28.3; (2) the SureWest Long Distance, California Unlimited Optional Plan, reference SureWest Long Distance Schedule CAL. P.U.C. 1-T, Sections 3.3.2(E) and 6.1.7(E)(2); and (3) a SureWest Internet service with a minimum speed of 3-Mb fiber data service.

(N)

(Continued)

	<u>Issued By</u>	<u>Date Filed</u>	<u>APR 01 20098</u>
Advice Letter No. <u>1663-CLEC</u>	<u>Steve C. Oldham</u>	<u>Effective</u>	<u>APR 01 2009</u>
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u>	_____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS

15.1 GENERAL

(A) DESCRIPTION

This schedule is applicable to services and equipment for certified disabled individuals as prescribed by the CPUC.

(B) DEFINITIONS

Certified Disabled Person(s)

Individuals with physical impairments limiting their use of the telephone and who require special equipment or services to access the exchange and toll networks. Such a disability must be determined by a certifying authority as defined herein.

Certifying Authorities

Disabled individuals must be certified by a licensed physician or surgeon acting within the scope of their license, or by a qualified state agency determined by the Commission to receive specialized telephone communications equipment.

Deaf and hearing impaired individuals must be certified by a licensed physician, audiologist, or a qualified state agency determined by the Commission, as described below to, receive telecommunication devices capable of serving their needs.

Qualified State Agencies

The Department of Rehabilitation is qualified to certify disabled, deaf and hearing impaired individuals to receive specialized or supplementary telephone communication equipment.

State agencies desiring to be qualified to certify disabled, deaf, and hearing impaired individuals to receive specialized or supplementary telephone communications equipment shall send a letter to the Commission's Executive Director with a copy to the Telecommunications Division Director, identifying the state agency, personnel being designated to certify the disabled, deaf and hearing impaired individual. Upon receipt of a respondent letter from the Commission's Executive Director authorizing its certification program, such agency may begin its certification program.

(Continued)

	Issued By	Date Filed	<u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective	<u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No.	_____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.1 GENERAL - (Cont'd)

(B) DEFINITIONS - (Cont'd)

Qualified State Agencies - (Cont'd)

The Department of Rehabilitation and other qualified state agencies shall notify the Telecommunications Division Director by letter of any changes in the designated personnel with qualifications at least 20 working days prior to certifying any individuals.

Recertification

A Certified Disabled Person who has a medical certificate on file with a California local exchange carrier shall not be required to refile a medical certificate for participation in the disabled program unless the local exchange carrier is unable to locate the certificate, in which case a new filing will be necessary.

Temporary Disability

Temporarily disabled persons who submit a medical certificate to the local exchange carrier shall be included in the disabled program only for the actual period of certified disability.

(C) BUSINESS SERVICE

(1) Certified Disabled Persons whose primary residence is located at a facility that is classified as a business service (ergo residential care facility) are eligible for the provisions contained herein.

(2) Provision of specialized equipment or services is limited to situations where compatibility with existing business systems is technically feasible.

(D) MANUAL SERVICE

To provide Manual Service, facility or operating conditions may require the Company to install a dialer preset to "0" (operator). Under these conditions the dialing equipment will be considered a network interface and will be furnished free of charge to the Certified Disabled Person.

(Continued)

	Issued By	Date Filed	<u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective	<u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No.	_____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.2 SERVICES FOR DISABLED CUSTOMERS

(A) REGULATIONS

- (1) A Certified Disabled Person, as defined in 15.1(B) preceding, need not be a customer of the Company. Where residence service is involved, this individual must reside in the household of a customer who will be responsible for payment for service provided pursuant to the terms of this schedule. Where business service is involved, the Certified Disabled Person must be the Customer or an employee of the Customer who will be responsible for payment of service provided pursuant to the terms of this schedule.
- (2) Service provided pursuant to this schedule may commence upon receipt of a complete certification form provided by the Company. A letter (on official letterhead) from a Certifying Authority, defined in 15.1(B) preceding is acceptable in lieu of the certification portion of the form. However, the customer will be required to complete the remainder of the form.
- (3) The Company may, at its discretion, conduct an investigation to determine the validity of the completed certification form. If the Company determines that the certification is invalid, the customer will be required to pay for the difference between the rates paid pursuant to this schedule and the full rates in other applicable schedules.
- (4) Business customers may be required to reapply for service in this schedule annually. Residence service customers will be required to reapply as determined by the Company but not more than once a year. The Company will notify the business customer of the need to reapply. Upon receipt of the notification, the business customer must state which of the following conditions continues to exist:
 - (a) Notify the Company through re-application, that the Certified Disabled Person is still currently employed and that the service described in this schedule is still required.

or

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.2 SERVICES FOR DISABLED CUSTOMERS - (Cont'd)

(A) REGULATIONS - (Cont'd)

(4) (Cont'd)

(b) Notify the Company that the employment of a particular Certified Disabled Person has been terminated and that the service is not longer required. The Company will then proceed to disconnect the service and require the return of all special equipment provided to the customer in accordance with this schedule.

or

(c) Notify the Company that the employment of a particular Certified Disabled Person has been terminated but that the service is still required. The Company will then provide service pursuant to the terms of (B)(1) following and other applicable schedules. The Customer will be responsible for returning any special equipment.

(5) When the business or residence customer fails to reapply for service or to certify that the Certified Disabled Person is still disabled, the service in (B)(1) following will be provided pursuant to other applicable schedules. The customer will be responsible for returning any special equipment.

(6) Where there is no longer a certified Disabled Person on the premises, a business or residence customer must notify the Company that service provided pursuant to this schedule is no longer required and request the service be disconnected or provided in accordance with other appropriate schedule. The service charges will not be applicable to this change.

(7) Special equipment for Certified Disabled Persons will not be furnished where customer-provided terminal equipment is not technically compatible with the special equipment offering.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.2 SERVICES FOR DISABLED CUSTOMERS - (Cont'd)

(B) RATES AND CHARGES

- (1) Each service enhancement for access lines is furnished to those Certified Disabled Persons, as defined in 15.1(B) preceding, at no charge to the customer.
- (2) Special equipment (available pursuant to Section D following) which enables basic access to the voice network, is available at no charge to the customer pursuant to the Company's contract with its consultant, Cooper, White and Cooper, Attorneys at Law.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
<u>Advice Letter No. 840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
<u>Decision No.</u>	<u>President - CEO</u>	<u>Resolution No.</u>

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.3 SERVICES FOR ORGANIZATIONS SERVING THE DEAF AND SEVERELY HEARING-IMPAIRED COMMUNITY

(A) DESCRIPTION

This Schedule is applicable to processing requests by the Company for telecommunications devices (TDDs) for the deaf from schools and private, non-profit organizations serving the deaf and severely hearing-impaired community in accordance with CPUC Resolution No. T-13060.

The Company shall:

- (1) Receive the request,
- (2) Investigate the request,
- (3) Approve the request if the following requirements are met,
- (4) Deny the request,
- (5) Disburse the TDDs when approved.

The CPUC shall continue to process requests from state agencies or those organizations not clearly meeting the guidelines set forth in this schedule.

(B) REGULATIONS

- (1) Organizations eligible to receive TDDs shall meet at least one of the following criteria:
 - (a) Private, non-profit, not tax-supported, and serve deaf or severely hearing-impaired, on a more than incidental basis, that is, at least 10% of the total clientele of the organization must be deaf or severely hearing-impaired. The requesting organization will provide services specifically serving the unique needs of the deaf and/or severely hearing-impaired community.
 - (b) Schools that are specifically for the deaf. The term "school" refers to both public and private schools.

(Continued)

	Issued By	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)
- 15.3 SERVICES FOR ORGANIZATIONS SERVING THE DEAF AND SEVERELY HEARING-IMPAIRED COMMUNITY - (Cont'd)
- (B) REGULATIONS - (Cont'd)
- (1) (Cont'd)
- (c) Schools that have significant programs for the deaf and/or severely hearing-impaired. The term "school" refers to both public and private schools. A significant program for deaf or severely hearing-impaired students is an established, on-going supplementary education program in addition to the mainstreaming of the student into the regular classroom.
 - (d) Private, non-profit organizations under contract with the Department of Rehabilitation or the Department of Social Services. The requesting organization will supply to the Company documentation of the contract existing between itself and the state agency to establish eligibility.
- (2) The requesting organization shall supply the Company with any information requested by the Company. This may include but not be limited to the following.
- (a) The exact nature of the organization.
 - (b) The source of funding for the organization.
 - (c) The services provided by the organization to the deaf and/or severely hearing-impaired, the number of clients served, and a schedule of any fees charged for such service.
 - (d) The services provided by the organization to persons who are not deaf or hearing-impaired and the relevant proportion of deaf/severely hearing-impaired clients.
 - (e) The number of telephone lines in service with which a TDD would be used by the organization.
 - (f) The number of organization staff who are deaf or severely hearing-impaired.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)
- 15.3 SERVICES FOR ORGANIZATIONS SERVING THE DEAF AND SEVERELY HEARING-IMPAIRED COMMUNITY - (Cont'd)
- (B) REGULATIONS - (Cont'd)
- (3) An Organization which is eligible to receive a TDD must:
- (a) Ensure that there are trained employees available at all duty hours to use the TDD, including backup coverage when the designated individuals are out for any reason.
 - (b) Keep TDDs in operating order, plugged in, and ready to use without advance notice.
 - (c) Keep one telephone line for use with each authorized TDD.
 - (d) Widely circulate the TDD telephone number to constituents of the organizations. For example, the TDD number should be printed on all stationery, on business cards, in the telephone directory, and in any other literature of the organization.
 - (e) Not use the TDD outside California.
 - (f) Not charge substantial fees for its services to the deaf and severely hearing-impaired.
- (4) The TDD remains the property of the Trust Fund and is loaned to the recipient organization for as long as the recipient continues to be eligible and has a need for the TDD.
- (5) When requested to do so by the CPUC, the Company shall audit organizations which receive TDDs pursuant to this Schedule to determine effective use and continued need of authorized TDDs.
- (6) Compliance with the criteria outlined above will demonstrate that the TDD is being effectively utilized at the minimal acceptable level in the event that the recipient be audited by the Company under the direction of the CPUC.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
<u>Advice Letter No. 840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
<u>Decision No.</u>	<u>President - CEO</u>	<u>Resolution No.</u>

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.4 TELECOMMUNICATIONS DEVICES FOR THE DEAF OR SEVERELY HEARING-IMPAIRED

(A) REGULATIONS

- (1) A Certified Disabled Person, as defined in 15.1(B) preceding, need not be a customer of the Company. Where residence service is involved, the Certified Disabled Person must reside in the household of a customer who will be responsible for payment for service provided in this Schedule. Where business service is involved, the Certified Disabled Person may be the proprietor of the business, a partner, certified disabled employee, or individual whose residence is within the business service.
- (2) The cost of providing basic equipment will be charged to the Trust Fund. An initial roll of paper, where applicable, will be provided. Provision for paper replacement will be the responsibility of the user.
- (3) Service provided pursuant to this schedule may commence upon receipt of a completed certification form provided by the Company. A letter (on official letterhead) from a Certifying Authority, defined in 15.1(B) preceding, is acceptable in lieu of the certification portion of the form. However, the customer will be required to complete the remainder of the form. In addition, a deaf-blind individual will be required to complete a Braille skill verification form provided by the Company.
- (4) The Company may, at its discretion, conduct an investigation to determine the validity of the completed forms. If the Company determines that the form(s) is(are) invalid, the customer will be required to provide a valid form or return the equipment.
- (5) The TDDs require individual line service and certain TDDs require a standard jack or its equivalent conforming to 47 CFR 68.500. The charges and rates for individual line service apply.

These terminals do not have internal signaling or dialing capacity and must be used in conjunction with a telephone instrument incorporating such capacity.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.4 TELECOMMUNICATIONS DEVICES FOR THE DEAF OR SEVERELY HEARING-IMPAIRED - (Cont'd)

(A) REGULATIONS - ((Cont'd)

- (6) Where there is no longer a Certified Disabled Person on the premises, a business or residence customer must notify the Company that service described in this Schedule is no longer required and request said service be disconnected. The Customer will be responsible for returning the equipment upon the discontinuance of service and will be held responsible for the loss or damage of the equipment unless such loss or damage is due to causes beyond the customer's control. Where the Braille TDD is not returned, the Customer will be responsible for reimbursing all associated costs to the Trust Fund.
- (7) The Company will advise customers of designated repair locations for the TDDs.
- (8) The Company will direct the customer to a designated location to purchase additional paper at their own expense.
- (9) Definition of a Certified Deaf-blind user as it applies to TDDs and Supplemental Equipment is as follows:
 - (a) An individual with total or severe hearing loss that prohibits use of an amplified telephone; and
 - (b) Blind with knowledge and ability to read and write Grade 1 Braille.
- (10) Where a Braille TDD is provided to an individual for residential use through another state program, the deaf-blind applicant will not qualify under the program set forth in the Schedule.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)
15.4 TELECOMMUNICATIONS DEVICES FOR THE DEAF OR SEVERELY
HEARING-IMPAIRED - (Cont'd)

(B) RATES AND CHARGES⁽¹⁾

Special equipment described below is available at no charge to the customer pursuant to the Company's contract with its consultant, Cooper, White and Cooper.

(1) Telecommunications Terminal Devices (TDDs)

- (a) Display and Printer Type Terminal - Features include alternate five level (Baudot code) or eight level (ASCII) data signal transmission. Arranged for acoustic couple only.

For certified user, one only.

- (b) Special two-unit system composed of a modified TDD. Has a typewriter keyboard, 32 character visual display and an acoustic coupler connected to a Braille unit with a Braille keyboard and a 20-cell Braille display.

For certified deaf-blind user⁽²⁾, one only⁽³⁾.

(2) Supplemental Equipment

- (a) Relay switch for connection to commercial power and a lamp or signal. Signals the ringing of a telephone.

For certified user, one only

- (b) Special Signal System consisting of a sensor-transmitter and a wireless portable receiver which will vibrate at the sound of a telephone ring.

For certified deaf-blind user⁽²⁾, one system per household⁽³⁾.

Note 1: The nonrecurring charge for TDDs and Supplemental Equipment is billed to the Trust Fund.

Note 2: See 15.4(A)(9), preceding for definition of certified deaf-blind user.

Note 3: Additional portable receivers provided as required.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
<u>Advice Letter No. 840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
<u>Decision No.</u>	<u>President - CEO</u>	<u>Resolution No.</u>

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)

15.5 SURCHARGES

(A) EXPLANATION

Pursuant to order of the California Public Utilities Commission and the provisions of Section No. 2881 of the CPUC Code each certified deaf or severely-hearing impaired subscriber or user, requiring a means of communication over the telephone system, will be furnished a Telecommunications Device and/or a signal unit at no charge in addition to basic exchange service. Pursuant to Decision No. 87-04-027, products and service for Certified Disabled Persons will also be made available at no charge. The cost of providing such minimum basic equipment features will be charged to a Trust Fund.

A surcharge as set forth in Schedule Cal. P.U.C. 1-T, Sheet 8 will be applied to all end user telecommunication intrastate services, both within a service area and between service areas, and shall be identified on subscriber's bills as "California Relay Service and Communications Device Fund." This surcharge will remain in effect until otherwise ordered by the Commission.

Pursuant to Decision 94-09-065, the surcharge applies to all monthly service billed in advance and for all usage billed after January 1, 1995, which is billed in February or later. The surcharge applies to all end user telecommunications service.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
<u>Advice Letter No. 840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
<u>Decision No.</u>	<u>President - CEO</u>	<u>Resolution No.</u>

COMPETITIVE LOCAL CARRIER

15. SERVICES AND PRODUCTS FOR DISABLED CUSTOMERS - (Cont'd)
15.5 SURCHARGES - (Cont'd)

(B) EXCEPTIONS¹

- One-way Radio Paging Service
- Universal Telephone Service (basic monthly exchange service)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service (ALL)
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- Access Charge billed to telephone utilities which have a Certificate of Public Convenience and Necessity
- Pacific Bell Information Services Category III Services
- General Order 96-A contracts executed prior to September 15, 1994

The following taxes and surcharges are not revenues and would not be included:

- Public Utilities Commission Utilities Reimbursed Account fees
- Universal Telephone Service Fee
- FCC Network Access Charges for interstate calling
- California High Cost Fund Surcharge

Note 1: The surcharge should not be imposed on any telecommunications service that is for interconnection or access by common carriers or purchased by utilities for resale to the public.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

16. SWITCHED ACCESS

16.1 SWITCHED ACCESS SERVICE

Switched access service is provided pursuant to the terms and conditions contained in the tariff of SureWest Telephone, Schedule Cal. P.U.C. No. 1, Section 6. Rates for switched access service are listed below. (T)

16.2 RATES AND CHARGES

(A) LOCAL TRANSPORT

(1) Entrance Facilities (per point of termination)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge First</u>	<u>Add'l</u>
(a) Voice Grade			
2-Wire	\$28.37	\$ 0.00	\$ 0.00
4-Wire	41.61	0.00	0.00
(b) DS1	127.68	599.16	283.74
(c) DS3			
• 1-year plan w/terminal equip	2,364.48	2,837.37	
• 1-year plan w/o terminal equip	1,560.55	2,128.03	
• 3-year plan w/terminal equip	1,797.00	Waived	
• 3-year plan w/o terminal equip	1,229.53	Waived	
• 5-year plan w/terminal equip	1,607.84	Waived	
• 5-year plan w/o terminal equip	1,068.74	Waived	
(d) DS3x3			
• 1-year plan w/terminal equip	6,610.13	5,674.74	
• 1-year plan w/o terminal equip	3,833.29	4,256.06	
• 3-year plan w/terminal equip	3,688.58	Waived	
• 3-year plan w/o terminal equip	2,175.32	Waived	
• 5-year plan w/terminal equip	3,073.82	Waived	
• 5-year plan w/o terminal equip	1,607.84	Waived	

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

16. SWITCHED ACCESS (Cont')

16.2 RATES AND CHARGES (Cont'd)

(A) LOCAL TRANSPORT (Cont'd)

(1) Entrance Facilities (per point of termination) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge First</u>	<u>Add'l</u>
(e) DS3x12			
• 3-year plan w/terminal equip	\$10,640.14	Waived	
• 3-year plan w/o terminal equip	7,613.61	Waived	
• 5-year plan w/terminal equip	8,228.37	Waived	
• 5-year plan w/o terminal equip	5,958.48	Waived	

(2) Direct Trunked Transport

	<u>Rate</u>
(a) Direct Trunked Facility (per mile)	
• Voice Grade	\$ 0.43
• DS1	14.42
• DS3	41.33
• DS3x3	123.99

(b) Direct Trunked Termination (per termination)

Voice Grade	11.82
DS1	30.50
DS3	260.09
DS3x3	780.27

(3) Tandem Switched Transport

(a) Tandem Switched Facility Per Access Minute per Mile	.000028 (R)
(b) Tandem Switched Termination Per Access Minute per Termination	.000225 (I)
(c) Tandem Switching Per Access Minute	.000398 (I)

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> <u>NOV 06 2008</u>
Advice Letter No. <u>1588-CLEC</u>	<u>Steve C. Oldham</u>	<u>Effective</u> <u>JAN 01 2009</u>
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

16. SWITCHED ACCESS (Cont')

16.2 RATES AND CHARGES (Cont'd)

(A) LOCAL TRANSPORT (Cont'd)

(4) Multiplexing – per arrangement

	<u>Rate</u>
DS3 to DS1	\$331.03
DS1 to Voice	260.09

(B) END OFFICE

(1) Local Switching

-(T) Per Minute of Use	.017109	(D) (R)
------------------------	---------	------------

(2) Information Surcharge (N)

- Per Minute of Use	.000481	(N)
---------------------	---------	-----

(C) TOLL FREE NUMBER DATA BASE QUERY SERVICE

(1) Basic Query Charge	.004530
------------------------	---------

(D) MISCELLANEOUS SERVICES

Nonrecurring
Charge

(1) Service Date Change Charge

A Service Date Change Charge will apply on a per order per occurrence basis for each service date changed. The applicable charge is:

Service Date Change Charge, per occurrence	21.75
--	-------

(2) Design Change Charge

The Design Change Charge will apply on a per order per occurrence basis for each order requiring design change. The applicable charge is:

Design Change Charge, per occurrence	21.75
--------------------------------------	-------

(3) Expedite Charge, per occurrence	44.00
-------------------------------------	-------

(Continued)

	<u>Issued By</u>	Date Filed <u>NOV 06 2008</u>
Advice Letter No. <u>1588-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>JAN 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

16. SWITCHED ACCESS (Cont')

16.2 RATES AND CHARGES (Cont'd)

(D) MISCELLANEOUS SERVICES (Cont'd)

Non-recurring
Charge

(4) Carrier Selection Process for Equal Access

(a) Carrier Selection Service for Equal Access is provided pursuant to the terms and conditions of SureWest Telephone Schedule Cal. P.U.C. No. 1, Section 13.2.3.

(b) Rates
)

Carrier Selection

Per Telephone Exchange Service line or trunk*

(1) IntraLATA	\$5.50
(2) InterLATA Service	5.50
(3) IntraLATA/InterLATA Service – single carrier, same transaction	8.25

* This charge is billed to the end user who is the customer to the Telephone Exchange Service.

Charges for unauthorized carrier charges are described in SureWest Telephone Schedule Cal. P.U.C. No. 1, Section 13.2.3.

(Continued)

	<u>Issued By</u>	Date Filed <u>JUL 20 2006</u>
Advice Letter No. <u>1287-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>AUG 29 2006</u>
Decision No. <u>D.06-03-013</u>	<u>President – CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

17. SPECIAL ACCESS

17.1 SPECIAL ACCESS SERVICE

Special Access Service is provided pursuant to the rates, terms and conditions contained in the tariff of SureWest Telephone, Schedule Cal. P.U.C. No. 1, Sections 7.1 through 7.4.7, 17.2 and 17.5. (T)

17.2 TERM AND VOLUME SERVICES

	<u>Quantity</u>	<u>3 Year</u>	<u>5 Year</u>	<u>Non-Recurring Charge</u>
<u>High Capacity - DS1</u>				
• Channel Termination	2-5	\$139.50	\$123.25	NONE
• Channel Termination	6+	131.75	116.00	NONE
<u>High Capacity - DS3</u>				
• Channel Termination w/Equip	2-5	1,870.00	1,600.00	NONE
• Channel Termination wo/Equip	2-5	1,360.00	1,120.00	NONE
• Channel Termination w/Equip	6+	1,760.00	1,500.00	NONE
• Channel Termination wo/Equip	6+	1,280.00	1,050.00	NONE
<u>High Capacity - DS3x3</u>				
• Channel Termination w/Equip	2+	3,440.00	2,660.00	NONE
• Channel Termination wo/Equip	2+	2,160.00	1,610.00	NONE

Term and Volume rates apply to the channel termination only. In addition to the terms & conditions in SureWest Telephone's, Schedule Cal. P.U.C. No. 1, Sections 7.1 through 7.4.6, the following would apply: (T)

(A) Termination Liability Charges

For Term and Volume services discontinued prior to the end of the first year of the term, the customer will be liable for 75% of the total monthly charges for the remaining portion of the first year of service. In addition, the customer will be liable for 70% of the second year, 60% of the third year, 50% of the fourth year and 40% of the fifth year, of the total monthly charges for the remaining portion of the term.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

17. SPECIAL ACCESS - (Cont'd)

17.2 TERM AND VOLUME SERVICES - (Cont'd)

(A) Termination Liability Charges - (Cont'd)

For Term and Volume services discontinued beyond the first year of the term, the customer will be liable for 70% of the total monthly charges for the next 12 month period of the term, 60% of the 13th through 24th months of the term, 50% for the 25th through the 36 months and 40% for the 37th through 48 months, as applicable, for the remaining portion of the term.

At any time, a customer has the option to increase their current Term to a longer application (i.e., 3 year to 5 year) without any Termination Liability Charges applicable to the current Term and Volume services, as long as all other aspects of the service and facilities remain unchanged. The rates of the new termination will begin on the service order completion date which will be treated as a new term period.

Customers may change to a shorter Term and Volume period by paying the associated Termination Liability Charges associated with the original Term.

(B) Term and Volume Renewal

At the end of the Term the customer may renew without a new non-recurring charge being applied as long as the physical serving arrangement is not changed, or the customer may continue service at the original rate, on a month-to-month basis, up to one full year after the original Term ends.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
<u>Advice Letter No. 840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
<u>Decision No.</u>	<u>President - CEO</u>	<u>Resolution No.</u>

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL

18.1 GENERAL

Voice Mail Service is an optional Central Office based Voice Message system with the capability to record and store voice messages for subsequent playback.

18.2 RATES

		<u>MONTHLY RATE*</u>	<u>NON- RECURRING CHARGE</u>	
(A) REGULAR MAILBOX SERVICE:				
• Greeting Only		\$4.00	\$2.00	
Maximum Message Length	3 minutes			
• Economy		4.00	2.00	
Message Length	1 minute			
Message Storage	10 messages			
Message Retention	7 days			
Greeting Length	1 minute			
Message Scanning				
• Basic		7.00	2.00	
Message Length	2 minutes			
Message Storage	20 messages			
Message Retention	15 days			(T)
Greeting Length	2 minutes			
Message Scanning				
Partitioning (4) - Optional				
Wake-up/Reminder				
• Enhanced		10.00	2.00	
Message Length	3 minutes			
Message Storage	30 messages			
Message Retention	30 days			(T)
Greeting Length	3 minutes			
Message Scanning				
Wake-up/Reminder				
Alternate Answer				
Partitioning (8) - Optional				
Message Sending/Marking				
Pager Notification				
Direct Message				

* Rates shown are applicable to 1, 2, and 3 Year Plans.

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 03 2004</u>
Advice Letter No. <u>951-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>JUL 13 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.2 RATES - (Cont'd)

(A) REGULAR MAILBOX SERVICE - (Cont'd)

		<u>MONTHLY RATE*</u>	<u>NON- RECURRING CHARGE</u>	
• PREMIUM		\$17.00	\$ 2.00	
Message Length	5 minutes			
Message Storage	99 messages			
Message Retention	30 days			
Greeting Length	5 minutes			(T)
Message Scanning				
Wake-up/Reminder				
Alternate Answer				
Partitioning (8) - Optional				
Message Sending/Marking				
Pager Notification				
Message Forwarding				
Busy Greeting				
Extended Absence Greeting				
Direct Message				

(B) STAND ALONE MAILBOX SERVICE
[See Special Condition (A)(12)]

• GREETING ONLY		10.00	2.00	
Maximum Message Length	3 minutes			
• ECONOMY		10.00	2.00	
Message Length	1 minute			
Message Storage	10 messages			
Message Retention	7 days			
Greeting Length	1 minute			
Message Scanning				

* Rates shown are applicable to 1, 2, and 3 Year Plans.

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 03 2004</u>
Advice Letter No. <u>951-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>JUL 13 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.2 RATES - (Cont'd)

(B) STAND ALONE MAILBOX SERVICE - (Cont'd)

	<u>MONTHLY</u> <u>RATE*</u>	<u>NON-</u> <u>RECURRING</u> <u>CHARGE</u>	
• BASIC	\$13.00	\$2.00	
Message Length	2 minutes		
Message Storage	20 messages		
Message Retention	15 days		(T)
Greeting Length	2 minutes		
Message Scanning			
Partitioning (4) - Optional			
Wake-up/Reminder			
• ENHANCED	16.00	2.00	
Message Length	3 minutes		
Message Storage	30 messages		
Message Retention	30 days		(T)
Greeting Length	3 minutes		
Message Scanning			
Wake-up/Reminder			
Alternate Answer			
Partitioning (8) - Optional			
Message Sending/Marking			
Pager Notification			
Direct Message			

* Rates shown are applicable for 1, 2, and 3 Year Plans.

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 03 2004</u>
Advice Letter No. <u>951-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>JUL 13 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.2 RATES - (Cont'd)

(B) STAND ALONE MAILBOX SERVICE - (Cont'd)

	<u>MONTHLY RATE*</u>	<u>NON- RECURRING CHARGE</u>
• PREMIUM	\$22.00	\$ 2.00
Message Length		5 minutes
Message Storage		99 Messages
Message Retention		30 days
Greeting Length		5 minutes
Message Scanning		
Wake-up/Reminder		
Alternate Answer		
Partitioning (8) - Optional		
Message Sending/Marking		
Pager Notification		
Message Forwarding		
Extended Absence		
Greeting		
Direct Message		

(C) BULLETIN BOARD SERVICE
[See Special Condition (A)(12)]

• INFORMATION TREE	9.00	49.00 (R)
• EXTENSION MAILBOXES, each		
Greeting Only	4.00	6.00
Economy	4.00	6.00
Basic	7.00	6.00
Enhanced	10.00	6.00
Premium	17.00	6.00
• OPERATOR TRANSFER	4.00	5.00

* Rates shown are applicable to 1, 2, and 3 Year Plans.

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 05 2008</u>
Advice Letter No. <u>1497-CLEC</u>	<u>Steve C. Oldham</u>	Effective <u>JUN 05 2008</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.2 RATES - (Cont'd)

	<u>MONTHLY RATE*</u>	<u>NON- RECURRING CHARGE</u>	
(D) CUSTOMIZED MAILBOX [See Special Condition (B)(3)]	ICB**	ICB**	
(E) OPTIONS			
• GROUP MAILBOX ARCHITECTURE - each additional line [See Special Condition (A)(7)]	\$ 1.50	\$ 4.00	
• PARTITIONING [See Special Condition (A)(9)]	--	--	
• ADDITIONAL PATHS, each	15.00	--	
• SINGLEACCESS, each [See Special Condition (A)(15)]	1.50	--	(N) (N)
(F) MISCELLANEOUS CHARGES			
• REPLACE LOST PASSCODE [See Special Condition (B)(2)]	--	15.00	
• CHANGE ALTERNATE ANSWER NUMBER	--	15.00	
• INFORMATION TREE ADDITIONS, CHANGES OR MODIFICATIONS	--	15.00	

* Rates shown are applicable to 1, 2, and 3 Year Plans.

** ICB - Individual Case Basis

(Continued)

	<u>Issued By</u>	Date Filed <u>AUG 24 2004</u>
Advice Letter No. <u>995-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 03 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.3 SPECIAL CONDITIONS

(A) LIMITATIONS

- (1) Voice Mail service requires use of a dual tone multi-frequency (DTMF) compatible telephone set.
- (2) Calls made to local exchange telephone lines equipped with voice mail service will be automatically terminated on a designated mailbox when either; the line is busy or; unanswered after a designated number of rings, unless otherwise specified by the customer.
- (3) Voice Mail service associated with local exchange access service is subject to temporary disconnection for non-payment, in accordance with Rule 14.
- (4) The Company makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Voice Mail service. Credit adjustments will be made in accordance with the provisions outlined in Rule 19, "Service Interruptions."
- (5) Group Message Limits for the Enhanced and Premium mailboxes are 3 groups with 8 mailboxes per group and 5 groups with 10 mailboxes per group respectively. Deviations from these quantities will necessitate a customized mailbox.
- (6) Service is only offered where facilities and operating conditions permit.
- (7) Mailbox services associated with rotary hunt groups and/or remote lines require Group Mailbox Architecture. This allows customers with hunting or remote lines to access the Voice Mail Service.
- (8) Call Waiting takes precedence over call forwarding to a mailbox.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u>	<u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u>	<u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u>	_____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.3 SPECIAL CONDITIONS - (Cont'd)

(A) LIMITATIONS - (Cont'd)

- (9) An individual voicemail box may be partitioned into sub-mailboxes as follows:
- Basic 4 sub-mailboxes (total)
 - Enhanced 8 sub-mailboxes (total)
 - Premium 8 sub-mailboxes (total)
- (10) Partitioning of mailboxes into sub-mailboxes does not increase an individual voicemail box's storage capacity. Sub-mailboxes are not considered an "add-on" to an individual mailbox, but are subdivisions of the individual mailbox.
- (11) Stand Alone Mailboxes and Bulletin Board Services are not associated with a Company's local exchange access line.

The Company will furnish one alphabetical directory listing if requested. Additional listing will be offered in accordance with the provisions outlined in SureWest Telephone's Schedule Cal. P.U.C. A-15, "Directory Listings".

(T)

Each branch of the information tree has a greeting lengths limitation of 30 seconds.

Extension mailboxes are not accessible by direct dialing. Accessing an extension mailbox, for changing greeting or to retrieve messages, can only be accomplished by dialing the Company's Voice Mail access number(s).

The Operator Transfer number can only be entered by the Company. Only one Operator Transfer number per Bulletin Board. No additional charge will apply for local or toll free numbers. Long distance numbers will require the provisioning of Remote Call Forwarding Service and associated charges will apply.

- (12) Message Waiting Notification is provided only on mailboxes associated with a Company's local exchange telephone access line. The customer will have the option of stutter dial tone and/or visual indication capability.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL – (Cont'd)

18.3 SPECIAL CONDITIONS – (Cont'd)

(A) LIMITATIONS – (Cont'd)

- (13) Under certain conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.
- (14) The number outdialed for pager notification or special delivery is restricted to the local calling area and/or toll free services.
- (15) SingleAccess Limitations and Requirements:
 - (a) SingleAccess is available with Basic, Enhanced or Premium Mailbox Service.
 - (b) SingleAccess is not available on Bulletin Board Service.
 - (c) Each mailbox service is limited to a maximum of ten (10) SingleAccess features.
 - (d) SingleAccess is limited to carrier-provided landline or wireless service having an NPA of 530 or 916.
 - (e) Alternate Answer is not available on wireless service associated with the SingleAccess feature option.
 - (f) The Customer is responsible to notify the Company when changes are made to telephone number(s) associated with their SingleAccess feature option.
 - (g) The Customer is responsible for all necessary arrangements with their landline or wireless service carrier to establish forwarding of their voice mail bound calls to SingleAccess.
 - (h) The Company is not responsible for any toll/usage charges that may occur when the Customer is accessing voice mail service.
 - (i) The Company is not responsible for, nor guarantees, SingleAccess compatibility with systems outside of the Company's control.

(N)

(N)

Material omitted now located on Sheet 117.7.1

(Continued)

	Issued By	Date Filed <u>AUG 24 2004</u>
Advice Letter No. <u>995-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 03 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL – (Cont'd)

18.3 SPECIAL CONDITIONS – (Cont'd)

(A) LIMITATIONS – (Cont'd)

(15) SingleAccess Limitations and Requirements (Cont'd):

- (j) SingleAccess availability is limited to Company-provided telephone numbers and telephone numbers from participating SureWest affiliates. (N)
| (N)

(B) RATE REGULATIONS (L)

- (1) Installation and/or change charges as set forth in Section 13, "Multi-element Charges," are applicable.
- (2) Passcode Replacement charge shown in Rates (F) above will be waived for "one-time-only" for the first 60 days following installation of Voice Mail Service.
- (3) Customized mailboxes will be handled on an individual case basis. Rates and installation charges will depend upon customers individual needs. Any deviation from a premium mailbox constitutes a customized mailbox.

(C) FEATURES/SERVICE DESCRIPTIONS:

Additional Path:

Provides increased capacity to customers who require more than the standard three simultaneous calls to their Mailbox Service.

Alternate Answer:

A telephone number can be selected for call transfer in the event a "live" voice is required. This telephone number is changeable only by the Company. (L)

(L) Material previously located on 1st Revised Sheet 117.7

(Continued)

	Issued By	Date Filed <u>AUG 24 2004</u>
Advice Letter No. <u>995-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 03 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.3 SPECIAL CONDITIONS - (Cont'd)

(C) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Bulletin Board:

Allows customers to establish an information tree in conjunction with "Greeting Only" and/or "Message" extension mailboxes by pressing a single digit during the greeting.

Busy Greeting:

Allows customer to choose whether they want the caller to hear different greetings depending on whether the call was forwarded on a busy condition or a no answer condition.

Direct Message:

Allows a customer to leave a message in a mailbox without logging into a mailbox. This is useful, for example, if a receptionist wants to transfer a call directly to a mailbox to leave a message. This feature works with Central Office based Call Transfer.

Extended Absence Greeting:

An alternate greeting that is turned on and off by the customer. This greeting does not allow the caller to bypass the greeting before leaving a message or allow the caller to press the "0" key to transfer out. When this feature is enabled, it is the only greeting a caller hears.

Greeting Length:

The time allotted for the message a caller hears when accessing a mailbox.

Greeting Only Mailbox:

Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.

Group Mailbox Architecture:

Allows customer with rotary hunting groups and/or remote lines to establish a single mailbox service by provisioning each additional member of the hunt group with "Call Forwarding Don't Answer."

(Continued)

	<u>Issued By</u>	<u>Date Filed</u>	<u>SEP 10 2003</u>
Advice Letter No. <u>840-CLEC</u>	<u>Brian H. Strom</u>	<u>Effective</u>	<u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u>	_____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.3 SPECIAL CONDITIONS - (Cont'd)

(C) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Message Forwarding:

Allows caller(s) to hear the voice mail customer's greeting, while the incoming message is forwarded to a mailbox selected by the voice mail customer.

Message Length:

The maximum time, in minutes, a caller has to leave a message in a mailbox.

Message Marking:

When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded, urgent messages are played before all other messages. Two other options are "Return Receipt Requested", which advises when recipient listens to the message and "Future Delivery", which allows customer to select the time and date that the message is to be delivered.

Message Retention:

The number of days a message may be allowed to remain in the mailbox.

Message Scanning:

Allows customer to peruse messages by depressing the appropriate digit.

Message Sending:

Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.

Message Storage:

The maximum quantity of messages a customer may save for subsequent retrieval.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> SEP 10 2003
Advice Letter No. 840-CLEC	<u>Brian H. Strom</u>	<u>Effective</u> OCT 24 2003
Decision No. _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.3 SPECIAL CONDITIONS - (Cont'd)

(C) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Message Waiting Notification:

Special dial tone indicates a new message is waiting. Regular dial tone returns after message is retrieved, erased or stored.

Operator Transfer:

A caller, while in the Bulletin Board, can reach the Operator by pressing "0" or staying on the line and timing out to the Operator.

Pager Notification:

Notifies a specific pager unit that a message is in the mailbox.

Partitioned Mailboxes:

Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.

Personal Greeting:

A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.

Regular Mailbox:

Mailboxes associated with a Company's local exchange telephone access line and accessed via call forwarding.

SingleAccess:

SingleAccess enables up to ten (10) additional Company-provided telephone numbers or telephone numbers from participating SureWest affiliates to share the resources, capacities and features of a single mailbox service. Each SingleAccess telephone number can have either a Personal Greeting or a common Personal Greeting associated with the mailbox service. SingleAccess messages are placed in the same non-partitioned mailbox. All SingleAccess telephone numbers are sent message waiting notifications. A common number and passcode are used to access the mailbox service, allowing the customer to check mailbox messages, and to perform user administration.

Material omitted now located on Sheet 117.11

(N)
|
(N)

(Continued)

	Issued By	Date Filed <u>AUG 24 2004</u>
Advice Letter No. <u>995-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 03 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

18. VOICE MAIL - (Cont'd)

18.3 SPECIAL CONDITIONS - (Cont'd)

(C) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Stand Alone Mailbox:

Mailboxes not associated with a Company's local exchange telephone access line and accessed directly.

Wake-up/Reminder:

Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

(L)
|
(L)

(L) Material previously located on 1st Revised Sheet 117.10

(Continued)

	<u>Issued By</u>	Date Filed <u>AUG 24 2004</u>
Advice Letter No. <u>995-CLEC</u>	<u>Brian H. Strom</u>	Effective <u>OCT 03 2004</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____