

(U 6324 C)

COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES

The Company offers the following services on an “a la carte” basis at the rates specified when such services are not included as an integral part of one of the Company’s telecommunications service plans. The Company does not offer access to 900/976 pay-per-call information services. All access to 900/976 services are automatically blocked without an associated fee, and thus, customers need not order 900/976 blocking from the Company.

4.1 CUSTOM CALLING SERVICES

Anonymous Call Rejection: Prevents incoming calls from ringing if the caller is blocking the display of their phone number. Allows the user to avoid answering calls from unidentified callers. Works with and without Caller ID. May be turned on or off at any time. When on, the caller will hear a recorded message saying that the call will not be accepted unless the restriction is removed.

\$2.99/mo. (I)

Auto Redial/Busy Line Redial. Automatically redials a busy number and rings back when the call goes through.

\$3.99/mo. (I)

Call Forward Busy /No Answer. Allows the End-User to forward all calls to another pre-selected number when the phone is busy or not answered. The End-User can forward calls to another location, telephone answering service, or a voice mailbox. The End-User may also forward calls to one number for busy line conditions, and a different number for “don’t answer” conditions.

\$3.99/mo. (I)

(Continued)

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4. MISCELLANEOUS SERVICES – (Cont'd)
4.1 CUSTOM CALLING SERVICES – (Cont'd)

Call Forward Remote Access. Allows the End-User, from a remote location, to direct incoming calls to another number.

\$3.99/mo. (I)

Call Forwarding. Forwards all incoming calls to another number.

\$3.99/mo. (I)

Call Trace. Traces the source of a call. The End-User must contact SureWest Customer Service to obtain this service; a police report must be filed.

\$5.00/call

Call Waiting. Allows the End-User to put one call on hold while answering a second one, then to alternate between the two. Any third caller will get a busy signal or be forwarded to voice mail. Call Waiting may be deactivated by pressing a code before dialing a call.

\$4.99 /mo. (I)

Call Waiting ID. Allows the End-User to see the number or name of a second incoming call while already on the phone. The End-User must subscribe to Call Waiting and Caller ID-With Name or Caller ID-Number Only before Call Waiting ID can be added. The Call Waiting ID unit must be purchased separately.

No Charge

Caller ID-With Name. Allows the End-User to see the name or telephone number, date, and time of the incoming call. If the calling party subscribes to Complete Blocking or invokes Selective Blocking, the information will not be displayed. The Caller ID unit must be purchased separately.

\$7.99/mo. (I)

Material omitted now located on Original Sheet 86.1

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)
4.1 CUSTOM CALLING SERVICES – (Cont'd)

Caller ID-Number Only. Allows End-User to see the telephone number, date and time of the incoming call. If the calling party subscribes to Complete Blocking or invoke Selective Blocking, the information will not be displayed. A Caller ID unit must be purchased separately.

(L)

\$4.99/mo. (I)

Caller ID Blocking. Prevents someone with Caller ID receiving a call originated from the End-User's number from seeing the End-User's name and/or telephone number. The user can activate or deactivate this feature at will.

No Charge

(L)

Customer Requested Number. Provides the End-User with a specifically requested vanity telephone number.

(L1)

Nonrecurring Charge

\$5.00/number

Hunting. Hunting service is available to customers with two or more individual telephone lines. The lines are arranged to that incoming calls to a busy line will overflow and ring at another of the Customer's available lines.

Second Number and Each Additional Number in Hunt Group

\$3.99/mo./line (I)

(L1)

(L) Material formerly located on 1st Revised Sheet 86.

(L1) Material formerly located on 1st Revised Sheet 87.

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)
4.1 CUSTOM CALLING SERVICES – (Cont'd)

Inside Wiring Protection / “Home Guard” The Company offers Home Guard to residential customers for a monthly recurring charge. For customers subscribed to Home Guard, the Company will determine the source of service trouble and repair or replace defective, damaged, or improperly operating standard inside wire or standard jacks at no additional charge to the Customer.

The Company’s liability to the Customer for damages, regardless of the form of action, shall not exceed the lesser of: 1) actual damages that are proven, or 2) two year’s charge for Home Guard. However, the Company shall not be liable in any way for delay, failure in performance, loss, or damage due to any cause beyond its reasonable control.

Home Guard does not cover the following:

- damage caused by fire or acts of God such as hurricanes, tornadoes, or flooding;
- repair of customer-owned telephone instruments or peripheral equipment such as telecommunications answering machines;
- installation of jacks at new locations on a customer’s premises; or,
- extensions located in detached outbuildings.

Inside Wiring Rate

\$1.95/mo*

\$3.95/mo.

Last Call Return. Offers the End-User the option of automatically dialing the End-User’s last missed incoming call. Last Call Return is available under two payment options. Users who subscribe to Last Call Return at a flat rate per month receive unlimited usage. Users who do not subscribe to Last Call Return at a flat rate per month will be billed on a per-call-basis not to exceed a stated maximum per month.

Unlimited Usage Rate - \$3.99/mo. (I)

* Grandfathered rate for existing customers prior to March 11, 2003.

Material omitted now located on Original Sheet 86.1.

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)
4.1 CUSTOM CALLING SERVICES – (Cont'd)

Per Call - \$0.75/call not to exceed \$6.00/mo.

Long Distance Alert¹. Identifies incoming long-distance calls through a distinctive ring/call waiting tone.

\$3.00/mo.

Priority Call. Provides distinctive ring/call waiting tone for calls from up to ten selected numbers.

\$3.99/mo. (I)

Selective Call Acceptance. Allows the End-User to program the phone to accept only those calls from a specified list of phone numbers for up to ten phone numbers (the “Selective Call Acceptance list”). While on, the phone only calls from those in the End-User’s Selective Call Acceptance List will be accepted. All other callers will hear an announcement that the End-User is not accepting calls at this time.

\$3.99/mo. (I)

Selective Call Forwarding. Automatically forwards incoming calls originating from up to ten selected numbers to any telephone number the End-User chooses, and lets the rest ring through. Does not work with Remote Access to Call Forwarding.

\$3.99/mo. (I)

Selective Call Rejection. Allows the End-User to program up to 10 phone numbers that their phone will reject. The last call received can be added to the list whether or not the End-User knows the number. Blocked callers will hear a recording saying that their call will not be accepted.

\$3.99/mo. (I)

¹ Long Distance Alert will no longer be offered to new customers and is grandfathered for existing customers as of December 11, 2004.

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)
4.1 CUSTOM CALLING SERVICES – (Cont'd)

Six-Way Conference Calling. Allows the End-User to talk to five people in five different places at the same time.

\$5.00/mo.

Speed Calling (8). Allows the End-User to assign a one-digit number to each of up to eight of the most frequently called numbers. Speed Calling works from all phones on the premises that are connected to the line equipped with Speed Calling.

\$3.99/mo.

Speed Calling (30). Allows the End-User to assign a two-digit number to each of up to thirty of the most frequently called numbers. Speed Calling works from all phones on the premises that are connected to the line equipped with Speed Calling.

\$5.00/mo.

SureWest Disconnect Forwarding. Forwards calls placed to a disconnected number to a new number. Measured Rate and/or long distance charges may apply.

Nonrecurring Charge Recurring Charge

\$20.00

\$5.00/mo.

Three-Way Calling. Allows the End-User to talk to two people in two different places at the same time.

\$3.99/mo. (I)

Toll Restriction. Restricts originating calls to certain toll points.

\$3.99/mo. (I)

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)

4.2 DIRECTORY LISTINGS

The End-User is listed in both the published telephone book and in Directory Assistance (411). One directory listing per phone line is provided at no charge. The second and each additional directory for a phone line will be provided at the following rates:

Primary Directory listing per phone line - No Charge

Each additional directory listing -

<u>Non-recurring Charge</u>	<u>Recurring Charge</u>
\$4.75	\$0.81/mo.

Foreign Directory listing -

<u>Non-recurring Charge</u>	<u>Recurring Charge</u>
\$4.75	\$0.81/mo.

(D)
|
(D)

Line of Information. Allows the End-User to include a line of information in the White Pages indented under the Primary or an Additional Listing.

<u>Non-recurring Charge</u>	<u>Recurring Charge</u>
\$4.75	\$0.81/mo

Non-Published Number. The End-User's telephone number is not listed in the published telephone book and is not available by calling Directory Assistance.

\$1.99/mo.

(I)

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)

4.3 OPERATOR SERVICES

(D)

(D)

Operator Services are provided pursuant to the rates, term and conditions as set forth in SureWest TeleVideo Tariff Schedule Cal. P.U.C. 3-T, Section 3.5.1.

(N)

(N)

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)

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(D)

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)

(D)

(D)

4.4 DIRECTORY ASSISTANCE

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. Up to two requests may be made on each call to Directory Assistance Service. No call allowance applies.

4.4.1 A Directory Assistance Charge applies for each call, regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number, except as follows:

(D)

- Requests for telephone numbers of non-published service.
- Requests in which the Directory Assistance Operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.

Material omitted now located on Original Sheet 93.1.

(Continued)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)

4.4 DIRECTORY ASSISTANCE – (Cont'd)

4.4.1 (Cont'd)

▪ Physically impaired – A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:

(N)

▪ Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.

▪ An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.

▪ A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.

(N)

4.4.2 When a customer dials Directory Assistance directly, the following charge applies for the requests in 916, 530, and 209 area codes:

(L)

(T) (L)

\$0.45/call

Requests for calls outside 916, 530, and 209 area codes are subject to National Directory Assistance (NDA) rates, term and conditions.

(N)

(N)

(L) Material formerly located on Original Sheet 93.

(Continued)

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COMPETITIVE LOCAL CARRIER

- 4. MISCELLANEOUS SERVICES – (Cont'd)
- 4.4 DIRECTORY ASSISTANCE – (Cont'd)

4.5 NATIONAL DIRECTORY ASSISTANCE (NDA) SERVICE

National Directory Assistance (“NDA”) Service provides customers the name, address, telephone number, and code of telephone subscribers outside the 916, 530, and 209 area codes. The NDA information may include Directory Assistance information for anywhere in the United States except for listings that are non-published, non-listed or not found.

- 4.5.1 NDA Service is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Company may designate.
- 4.5.2 NDA charges apply whether or not a number or listing information is provided, including requests for numbers that are non-published, non-listed or not found.
- 4.5.3 NDA charges will not apply when the request results in the calling party receiving a wrong number, provided the calling party reports the wrong number to the Company.
- 4.5.4 Customers will be charged for each NDA call. A maximum of two requests for listings will be allowed per call.
- 4.5.5 A customer may request both an NDA listing and a listing located within the Customer’s local Directory Assistance area on the same call. The Customer will be charged an NDA per-call charge and a per-call charge for the local Directory Assistance area request.

(D)
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(D)

(T)
(T)

(Continued)

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4. MISCELLANEOUS SERVICES – (Cont'd)

4.5 NATIONAL DIRECTORY ASSISTANCE (NDA) SERVICE – (Cont'd)

4.5.6 Charges for NDA are not applicable to calls from residential customers who have requested exemption from the Directory Assistance Charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap.

4.5.7 The Company is not liable for any errors or omissions whether arising through negligence or otherwise in the information furnished and the Customer shall save the Company harmless against all claims that may arise from the use of such information.

4.5.8 When a customer dials NDA directly, the following charge applies:

\$1.10/call (I)

(D)

(D)

4.5.10 Directory Assistance With Call Completion gives a customer the option of completing a call to the telephone number received from the Directory Assistance Operator or NDA Operator without hanging up and originating a new call. A call completion charge component is added in addition to the Directory Assistance per-call charge or the NDA per call charge if the Customer accepts the offer.

(T)

(T)

Local DA Service Call Completion: \$0.80/call

(D)

(D)

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COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES – (Cont'd)

4.6 MISCELLANEOUS CHARGES

4.6.1 Non-recurring Charges

Additional Telephone Outlet Installation. A non-recurring charge that applies when the Company installs a new or additional telephone outlet using existing home wiring.

\$19.95/outlet

Service Change Fee. A service change fee applies whenever the Customer adds, upgrades, or otherwise orders a change to existing service that does not require a premises visit.

\$4.95/service change order

Suspend/Restore Fee. A connection charge will apply when the Company reconnects services that have been temporarily disconnected.

\$26.75/line

(I)

Telephone Installation.* A non-recurring charge applies when the Company installs new telephone service using existing home wiring.

Residential Service
\$99.95/line

Business Service

\$49.00/line
\$85.25/premises visit

* Telephone Installation will be waived for end-users who subscribe to SureWest TeleVideo Internet and/or Video services.

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