

**General Service Agreement  
For SureWest Long Distance Customers**

**GENERAL SERVICE AGREEMENT FOR  
SUREWEST LONG DISTANCE CUSTOMERS**

Applying to the provision of Interstate and  
International Long Distance Services  
for Customer's within the operating territory of

**SUREWEST LONG DISTANCE**

in the State of California

as provided herein.

Long Distance Services are provided by means of  
wire, radio or a combination thereof.

# General Service Agreement For SureWest Long Distance Customers

## TABLE OF CONTENTS

<u>SUBJECT</u>	<u>Page Number</u>
Title .....	Title
 <u>Terms and Conditions</u>	
1. The Agreement .....	1 T&C
2. Undertaking of the Company .....	1 T&C
3. Limits of Liability .....	1 T&C
4. Temporary Suspension for Repairs .....	2 T&C
5. Errors in Transmitting, Receiving Messages .....	2 T&C
6. Facilities of Other Companies .....	2 T&C
7. Establishment & Re-Establishment of Credit .....	2 T&C
8. Deposits and Advance Payments .....	2 T&C
9. Price Changes and Notices .....	3 T&C
10. Rendering and Payment of Bills .....	3 T&C
11. Billing Disputes .....	3 T&C
12. Reason for Discontinuance of Service .....	4 T&C
13. Restoration of Service .....	4 T&C
 <u>Services and Price Guide Index</u>	
<u>SUBJECT</u>	
1. Federal Universal Service Charge (FUSC) .....	1 SPG
2. International Message Telecommunications Service (“MTS”) .....	1 SPG
2.1 Description of Service .....	1 SPG
2.1.1 Operator Services .....	1 SPG
2.2 Application of Rates .....	1 SPG
2.3 Rates .....	2 SPG
2.3.1 Non-Plan International Services .....	2 SPG
2.3.2 International Unlimited and BusinessAdvantage Calling Plans .....	2 SPG
2.4 Operator Services .....	2 SPG

# General Service Agreement For SureWest Long Distance Customers

## TABLE OF CONTENTS

	<u>Page Number</u>
3. Interstate Message Telecommunications Service (“MTS”) .....	3 SPG
3.1 Description of Service .....	3 SPG
3.2 Rate Designs .....	3 SPG
3.2.1 Direct Dial Service .....	3 SPG
3.2.2 Reserved .....	3 SPG
3.2.3 Operator Services .....	4 SPG
3.2.4 Directory Assistance .....	4 SPG
3.2.5 Verification Interrupt .....	4 SPG
3.2.6 Coin Sent Paid Service .....	4 SPG
3.2.7 Reserved .....	4 SPG
3.2.8 Optional Calling Plan .....	5 SPG
3.2.9 Toll-Free Number Service .....	5 SPG
3.2.10 Directory Assistance Listing .....	5 SPG
3.2.11 Personalized Number Service .....	5 SPG
3.3 Rates .....	6 SPG
3.3.1 Direct Dial Service .....	6 SPG
3.3.2 Reserved .....	6 SPG
3.3.3 Operator Handled Calls .....	7 SPG
3.3.4 Directory Assistance .....	7 SPG
3.3.5 Verification Interrupt .....	7 SPG
3.3.6 Coin Sent Paid Service .....	7 SPG
3.3.7 Optional Calling Plan .....	8 SPG
3.3.8 Data Calls .....	13 SPG
3.3.9 Toll-Free Number Service .....	13 SPG

# General Service Agreement For SureWest Long Distance Customers

## TERMS AND CONDITIONS

### 1. The Agreement

In this Agreement ("Agreement") "customer," "you" and "your" mean the customer of SLD services defined below, and "SLD," "Company," "we," "our," and "us" mean SureWest Long Distance. BY ENROLLING IN, USING, OR PAYING FOR THE SERVICES, YOU AGREE TO THE PRICES, CHARGES, TERMS AND CONDITIONS IN THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE PRICES, CHARGES, TERMS AND CONDITIONS, DO NOT USE THE SERVICES, AND CANCEL THE SERVICES IMMEDIATELY BY CALLING SLD AT 916-772-7000 OR 1-888-571-2400 FOR FURTHER DIRECTIONS.

"Service or Services" means: (1) the SLD state-to-state and international consumer telecommunications services you are enrolled in, use or pay for that SLD provided to you under tariffs filed with the Federal Communications Commission as of July 31, 2001; and (2) any new or additional SLD state-to-state and international consumer telecommunications services that you enroll in, use or pay for after July 31, 2001.

### 2. Undertaking of the Company

The Company undertakes to provide Interstate and International Message Telecommunications Service in accordance with the terms and conditions set forth in this Agreement. In case a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of message telecommunications service shall take precedence over all others.

The service provided under this Agreement shall not be used for an unlawful purpose or used in an abusive manner. Abusive use includes the use of the service of the Company for a call or calls, anonymous or otherwise, in a manner reasonably expected to frighten, abuse, torment, or harass another.

Interstate and International Message Telecommunications Service may be used to transmit communications of the customer in a manner consistent with the terms of this Agreement and the policies and regulations of the California Public Utilities Commission.

### 3. Limits of Liability

The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law. In the event an error or omission is caused by the gross negligence of the Company, the Company shall be limited to and in no event exceed the sum of \$2,000.

The Company's liability, for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services furnished by the Company, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service, said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.

The Company is not liable for any act or omission of any other communications utility which furnishes a portion of a service. The Company is not liable for damages associated with service which it does not furnish.

The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from or combining with, or using in connection with facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provide by the Company.

The Company shall in no event be liable for interruptions, delays, errors, or defects in transmission, or failure to transmit when caused by acts of God, fire, war, riots, government authorities, or other causes beyond its control.

# **General Service Agreement For SureWest Long Distance Customers**

## **4. Temporary Suspension for Repairs**

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the customers who may be affected reasonable notice as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable, at times that will cause the least inconvenience.

When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

## **5. Errors in Transmitting, Receiving Messages**

The Company shall not be liable for errors in transmitting, receiving or delivering messages by telephone over the facilities of the Company and connecting utilities.

The Company shall not be liable for errors in translating, transmitting, receiving or delivering messages by telephone or telecommunications devices for the deaf (TDDs) over the facilities of the Company, connecting utilities or through the California Relay Service.

## **6. Facilities of Other Companies**

Certain services are offered by the Company subject to the availability of suitable facilities from the Local Exchange Utility. In order to provide such service(s), the Company will incur charges and/or liabilities in the Local Exchange Utility's Access Tariff. Such service(s) will not be provided if facilities cannot be obtained from the Local Exchange Utility because of a condition over which a customer has control (e.g. hazardous locations, etc.) violates a regulation in the Local Exchange Utility's Access Tariff.

## **7. Establishment and Re-Establishment of Credit**

The Company reserves the right to examine the credit record and check the references of all applicants and customers.

The Company may examine the credit profile/record of any applicant prior to accepting the service order or customer's deposit. These shall not in themselves obligate the Company to provide services or to continue to provide service, if a later check of applicant's credit record demonstrates that, in the opinion of the Company, provision of service is contrary to the best interest of the Company.

## **8. Deposits and Advance Payments**

The Company reserves the right to require a deposit or usage prepayment equal to at least one (1) month's usage of the customer's previous carrier and up to two (2) months of estimated usage based upon the Company's determination of the customer's credit worthiness. In the event that customer's usage of the service in any given month exceeds its deposit, the Company reserves the right to increase the amount of the deposit to equal three (3) times the customer's highest monthly usage of the service.

The Company will compute simple interest on deposits at the rate of 7/12 of one (1) percent per month for each full month deposits are held. In the event of cancellation, the deposit plus accumulated interest will be applied toward the customer's final bill and any remainder will be returned within thirty (30) days after the service is discontinued. All deposits will be returned to customers at the end of one (1) year if payments have been made for one (1) full year on a prompt and timely basis.

## **General Service Agreement For SureWest Long Distance Customers**

### 9. Price Changes and Notices

The Company may change the prices and charges for the Services from time to time. The Company may decrease prices without providing advance notice. Increases to prices or charges for the Services are effective no sooner than fifteen (15) days after we posted within this document or the related international SLD documents on our website at <http://www.surw.com/regulatory/>. Increases to charges that recover our costs associated with government programs are effective no sooner than three (3) days after we post the increases on our Web site. The Company will provide further notices of increases to the prices and charges as follows:

For the Service covering direct-dialed calls under the state-to-state basic schedule and the state-to-state and international calling plans, the Company will notify you of these increases by bill message or other notice. For operator-assisted calls or calling card calls, the Company will provide you the prices and charges upon request at the time you make a call or at the time you receive a collect call.

Any notice the Company may give to a customer will be by written notice mailed to the customer's billing address or to such address as may be subsequently given by the customer to the Company.

Notices from a customer to the Company may be given verbally by the customer or any authorized agent or by written communications mailed to the Company's business office.

Bill inserts, bill annotations, and/or notices shall be sent to customers by standard mail.

### 10. Rendering and Payment of Bills

Billing periods are monthly. The billing date is dependent on the billing cycle assigned to the customer. Bills are due and payable upon receipt. The total invoiced amount must be paid within fifteen (15) days of the invoice date. The Company may elect to give Customer written notice that after five (5) days from such notice, or after such longer period as the Company provides, Customer's right to continued use of the Service shall be suspended until all payments have been made in full and the Company shall have the right to take such steps as are necessary to terminate Customer's access to the service. Customer's service may be terminated if service is not paid by the 45th day past the billing date.

If payment is not received by the next bill date, the late payment charge of 1.5 percent will apply to the entire unpaid balance for each month or portion thereof that an outstanding balance remains. (Exemption to the late payment charge: bills under \$20.00)

Bills may be paid by mail, by telephone or in person at the business office of the Company. Also, for residential customers, by one-time or monthly recurring online bill payments. All charges for services are payable only in U.S. currency. Payments may be made by cash, check, debit or credit card, money order or cashiers check.

The Company is not responsible for local telephone charges incurred by the Customer in gaining access to the Company's network.

A bill shall not include any previously unbilled charge for service furnished prior to three (3) months immediately preceding the date of the bill, except charges for collect calls, credit card calls, third-party calls, and "Error file" calls (those which cannot be billed, due to the unavailability of complete billing information to the Company) which shall have a six-(6-)month backbilling period. In cases of toll fraud, a backbilling period of three (3) years will apply.

Payments returned for insufficient funds/closed accounts will incur a \$20.00 special handling fee.

## **General Service Agreement For SureWest Long Distance Customers**

### 11. Billing Disputes

If a billing dispute is resolved in favor of the Company, late payment charges will apply to amounts withheld pending settlement of the dispute. Late payment charges are calculated as set forth in 10. preceding.

If a billing dispute is resolved in favor of the customer and the disputed amount has been paid by the customer, the Company will refund any overpayment. In addition, the Company will pay to the customer penalty interest on the overpayment. When a claim is filed within 90 days of the due date, the penalty interest period shall begin on the payment date. When a claim is filed more than 90 days after the due date, the penalty interest period shall begin from the date of the claim or the date of overpayment, whichever is later.

The penalty interest period shall end on the date that the Company actually refunds the overpayment to the customer. The penalty interest rate shall be computed as described in 10. preceding.

### 12. Reason for Discontinuance of Service

Customers may have service discontinued by giving notice of their desire on or before its effective date.

Service may be denied to the customer providing the bill has not been paid and the customer has been given due notice as described in 10. preceding. The Company will not initiate service denial on any Saturday, Sunday or legal holiday or at any time during which business offices are not open to the public.

Service will be discontinued for: a) Abandonment of service; b) Fraudulent or unauthorized use; c) Violation of this Agreement.

### 13. Restoration of Service

If service is restricted or disconnected for non-payment, service will be re-established only upon receipt of payment of all charges due which includes charges for services and facilities during the period of suspension, which may include a service restoral fee. If the customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check.

# General Service Agreement For SureWest Long Distance Customers

## SERVICES & PRICE GUIDE

### 1. Federal Universal Service Charge (FUSC)

The surcharge is only applicable to the minutes of use for Interstate and International direct dialed calls, calling card calls, toll-free number calls and data service calls. Contact the Business Office to find out the current rate.

### 2. International Message Telecommunications Service ("MTS")

#### 2.1 Description of Service

International Message Telecommunications Service consists of the furnishing of switched message telephone service between the Company's operating centers in the United States and all points listed in Section 2.3 following. Such service is available twenty-four (24) hours a day, seven (7) days a week.

The Company maintains an operating center in Roseville, California.

#### 2.1.1 Operator Services

Operator Services are provided for calls that require operator assistance. Rates for operator handled calls are set forth in Section 2.4.

#### 2.2 Application of Rates

The charges for the [Company's International Message Telecommunications Service](#) will depend upon the minutes of usage and location. All usage rates will be applied in one-(1-)minute increments. Any portion of a one-(1-)minute increment will be rounded upward to the next minute.

# General Service Agreement For SureWest Long Distance Customers

## 2. International Message Telecommunications Service (“MTS”) (Cont’d)

### 2.3 Rates

#### 2.3.1 Non-Plan International Services

#### 2.3.2 Unlimited and BusinessAdvantage Calling Plan International Rates

### 2.4 Operator Services

#### (A) Usage Rates

Usage rates for operator handled calls will be rated on a per minute of use basis at the rates listed in Section 3.3.

#### (B) Surcharges

The following surcharges apply to all operator handled calls:

(1) Collect Station-to-Station	\$5.00
(2) Collect Person-to-Person	\$8.00
(3) Person-to-Person	\$8.00
(4) Station-to-Station	\$5.00
(5) Third Party Person-to-Person	\$8.00
(6) Third Party Station-to-Station	\$5.00

#### (C) International Directory Assistance \$5.00

# General Service Agreement For SureWest Long Distance Customers

## 3. Interstate Message Telecommunications Service (“MTS”)

### 3.1 Description of Service

- (A) Interstate MTS is direct dial interexchange service. Interstate MTS utilizes switched access facilities to both originate and terminate the call. The customer will use one of two dialing patterns to gain access to the Company’s network.
- The customer’s who have selected SureWest Long Distance as their primary interexchange carrier will have their line(s) programmed by the local telephone company to automatically route 1+ Interstate calls to the Company’s network.
  - Customers may use SureWest Long Distance as a casual caller, by dialing 10111 followed by the 10-digit telephone number to be called where such access is allowed.
- (B) Customers may terminate Interstate MTS calls to all locations outside the state of California. Operator Assistance and Directory Assistance are available to Interstate MTS customers.

### 3.2 Rate Designs

#### 3.2.1 Direct Dial Service

- (A) Direct Dial Service is a measured non-distance sensitive, non-time of day sensitive calling plan for business and residential customers and casual callers. Rates for Direct Dial Services are set forth in Section 3.3 following.
- (B) After the first 30 seconds, all business usage rates will be applied in six-(6-)second (1/10th of one minute) increments. Any portion of a six-(6-) second increment, after the first 30 seconds, will be rounded upward to the next increment. Calls under 30 seconds will be rounded to 30 seconds.
- (C) All residential usage rates will be applied in one-(1-)minute increments. Any portion of a one-(1-)minute increment will be rounded upward to the next minute.

#### 3.2.2 Reserved

# General Service Agreement For SureWest Long Distance Customers

## 3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

### 3.2 Rate Designs (Cont’d)

#### 3.2.3 Operator Services

Operator Services are provided for calls that require operator assistance. Rates for operator handled calls are set forth in Section 3.3.3 following.

#### 3.2.4 Directory Assistance

(A) Directory Assistance Service provides the calling party with the requested telephone number and address information. Directory Assistance Service will advise the customer if the requested telephone number cannot be found or if the number is non-published.

(B) Rates for Directory Assistance Services are set forth in 3.3.4 following.

#### 3.2.5 Verification Interrupt

Where facilities and operating conditions permit, the Company’s toll operators may verify a busy line condition and/or interrupt a conversation in progress at the calling party’s request. The operator will notify the customer at the time the request is made of the applicable charges. No charge will apply to the following:

When the operator finds the called number to be out of order.

To place a call to or from any public agency whose responsibility it is to provide or render emergency aid.

#### 3.2.6 Coin Sent Paid Service

Payphone Service Providers using SureWest Long Distance service will be charged as described in Section 3.3.6 following for coin sent paid calls. The charges will be applied on a per minute basis, operator handled surcharge as applicable, plus tax.

#### 3.2.7 Reserved

# General Service Agreement For SureWest Long Distance Customers

## 3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

### 3.2 Rate Designs (Cont’d)

#### 3.2.8 Optional Calling Plan

- (A) Optional Calling Plan is available to residence subscribers of SureWest Long Distance.
- (B) Direct dialed Interstate Residential Interexchange Service calls are discounted as described in Section 3.3.7 of this Agreement.
- (C) A monthly rate is applied per account as designated in Section 3.3.7 of this Agreement.

#### 3.2.9 Toll-Free Number Service

##### (A) Description

Toll-Free Number Service provides line termination to a business or residential line. Toll-Free Number Service terminates on a local access line, eliminating the need for a dedicated line. The service provides for directly dialed telephone calling via the public switched network from anywhere in the United States including Puerto Rico and the U.S. Virgin Islands. Calls may also originate from Canada.

- (1) Up to five (5) toll-free numbers may be associated with one (1) local access line.

#### 3.2.10 Directory Assistance Listing

- (A) Toll-Free Number Service customers may list their toll-free number in the AT&T 800 Directory Assistance Service (1-800-555-1212) through SureWest Long Distance. Rates for listing in the AT&T 800 Directory Service are found in 3.3.9(D) of this Agreement.
- (B) Toll-Free Number Service customers may list their toll-free number in SureWest Telephone Directory Assistance (411) through SureWest Long Distance. Rates for listing in SureWest Telephone’s Directory Assistance are found in Section 3.3.9(D) of this Agreement.

#### 3.2.11 Personalized Number Service (PNS)

- (A) Personalized Number Service (PNS) provides the customer with a toll-free number containing the digits the customer has specifically requested or with a telephone number selected through a customer requested search of available telephone numbers. The charges set forth in Section 3.3.9(E) of this Agreement apply if the specifically requested number or search selected number is available. The charge will not apply if the customer’s requested number is not available.
- (B) Customers will be offered a choice of three available numbers. Any additional searching will be considered as a PNS and will be charged accordingly.

# General Service Agreement For SureWest Long Distance Customers

3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

3.2 Rate Designs (Cont’d)

3.2.11 Personalized Number Service (PNS) (Cont’d)

- (C) All PNS telephone numbers are subject to availability and provided at the discretion of the Company. The customer has no proprietary right to the number.
- (D) If the Company finds it necessary to change the customer’s personalized telephone number, the customer will be granted a refund of the non-recurring charge.
- (E) Rates for Toll-Free Number Service are in Section 3.3.9 of this Agreement.

3.3 Rates

3.3.1 Direct Dial Service

(A) Interstate Business Interexchange Service

First 30 seconds	\$0.070
Each additional 6 seconds	\$0.014

(B) Interstate Residential Interexchange Service

First minute	\$0.14
Each additional minute	\$0.14

3.3.2 Reserved

# General Service Agreement For SureWest Long Distance Customers

## 3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

### 3.3 Rates (Cont’d)

#### 3.3.3 Operator Handled Calls

The following surcharges and usage rates apply to all operator handled calls.

##### (A) Operator Handled Surcharge

(1) Collect Station-to-Station	\$1.05
(2) Collect Person-to-Person	\$3.15
(3) Person-to-Person	\$3.15
(4) Station-to-Station	\$1.05
(5) Third Party Person-to-Person	\$3.15
(6) Third Party Station-to-Station	\$1.05

##### (B) Usage Rates

###### Interstate Business and Residence

- First minute	\$0.14
- Each additional minute	\$0.14

#### 3.3.4 Directory Assistance

(A) Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator handled surcharge(s). Person-to-Person and collect calls to Directory Assistance are not permitted.

- Each direct dialed call	\$1.10
---------------------------	--------

(B) Directory Assistance Call Completion charge is in addition to the direct dialed call charge for Directory Assistance.

- Directory Assistance Call Completion	\$0.80
--	--------

#### 3.3.5 Verification Interrupt

##### (A) Verify Busy

- Per call	\$2.00
------------	--------

##### (B) Interrupt Call

- Per call	\$4.00
------------	--------

#### 3.3.6 Coin Sent Paid Service

##### Interstate Calls

- First minute	\$0.20
- Each additional minute	\$0.20

# General Service Agreement For SureWest Long Distance Customers

## 3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

### 3.3 Rates (Cont’d)

#### 3.3.7 Optional Calling Plans

##### (A) Business

###### (1) BusinessAdvantage 8.8, Interstate Component

This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. The interstate component of the BusinessAdvantage 8.8 plan cannot be purchased separately. The monthly rate is waived when the customer is actively subscribed to a qualifying SureWest Telephone plan. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(C) for conditions and limitations.

Monthly Rate per account

(a) Month-to-month	\$5.95
(b) With corresponding SureWest Telephone Plan	Waived

Direct Dialed Interstate Calls

- First 18 seconds	\$0.0264
- Each additional 6-second increment	\$0.0088

###### (2) BusinessAdvantage 3.9, Interstate Component

This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. The interstate component of the BusinessAdvantage 3.9 plan cannot be purchased separately. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(D) for conditions and limitations.

Monthly Rate per account

(a) Month-to-month	\$49.95 *
(b) 2-year plan	\$24.95 *
(c) 3-year plan	Waived

Direct Dialed Interstate Calls

- First 18 seconds	\$0.0117
- Each additional 6-second increment	\$0.0039

\* The recurring monthly rate will be waived for new and continuous subscription to the plan, for new customers that subscribe to a Business Advantage 3.9 month-to-month or 2-year plan between July 25, 2007, and September 28, 2007.

# General Service Agreement For SureWest Long Distance Customers

3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

3.3 Rates (Cont’d)

3.3.7 Optional Calling Plans (Cont’d)

(A) Business (Cont’d)

(3) California Unlimited, Interstate Component

This plan is available to SureWest Telephone or SureWest Telephone dba SureWest Broadband small business customers with fifteen (15) lines or less and actively subscribes to a qualifying SureWest Telephone or SureWest Broadband service. The interstate component of the California Unlimited plan cannot be purchased separately. A monthly rate applies to each Business line subscribing to the California Unlimited plan. A one-(1-)year term agreement is required. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(E) for conditions and limitations.

Direct Dialed Interstate Calls

- First 30 seconds	\$0.044
- Each additional 6-second increment	\$0.0088

(4) National Unlimited, Interstate Component

This plan provides unlimited nationwide 50-state calling, including unlimited calling to Puerto Rico, U.S. Virgin Islands, and American Samoa. The interstate component of the National Unlimited plan cannot be purchased separately. A monthly rate applies to each Business line subscribing to the National Unlimited plan. A one-(1-)year term agreement is required. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. The conditions for this plan are the same as those described in the California Unlimited plan. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(H) for conditions and limitations.

Monthly Rate per Business Line	\$10.00
--------------------------------	---------

# General Service Agreement For SureWest Long Distance Customers

3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

3.3 Rates (Cont’d)

3.3.7 Optional Calling Plan (Cont’d)

(B) Residential

(1) Basic Residential Optional Plan, Interstate Component

This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(A) for conditions and limitations.

Monthly Rate per Residential Line	\$4.95
Direct Dialed Interstate Calls	
- First Minute	\$0.07
- Each Additional Minute	\$0.07

(2) Discounted Residential Plan, Interstate Component

The Discounted Residential Plan is available to residential customers actively subscribed to SureWest Long Distance for both IntraLATA and InterLATA calling. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(B) for conditions and limitations. The Discounted Residential Plan monthly rate will automatically apply when Plan conditions are met, and upon disconnection of any required Plan features, the Discounted Residential Plan will convert to standard Direct Dial Service rates, as designated in Section 3.3.1(B) of this Agreement.

Monthly Rate per Residential Line	\$2.95
Direct Dialed Interstate Calls	
- First Minute	\$0.07
- Each Additional Minute	\$0.07

# General Service Agreement For SureWest Long Distance Customers

## 3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

### 3.3 Rates (Cont’d)

#### 3.3.7 Optional Calling Plan (Cont’d)

##### (B) Residential (Cont’d)

##### (3) California Unlimited, Interstate Component

This plan is available to the SureWest Telephone residential customer when actively subscribed to a qualifying SureWest Telephone package. The interstate component of the California Unlimited plan cannot be purchased separately. A monthly rate applies to each residential line subscribing to the California Unlimited plan. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(E) for conditions and limitations of the California Unlimited optional plan.

Direct Dialed Interstate Calls

- First 18 seconds	\$0.0176
- Each additional 6-second increment	\$0.0088

##### (4) National Unlimited, Interstate Component

This plan provides unlimited nationwide 50-state calling, including unlimited calling to Puerto Rico, U.S. Virgin Islands, and American Samoa. This plan is available to SureWest Telephone residential customers when actively subscribed to a qualifying SureWest Telephone-offered package. The interstate component of the National Unlimited plan cannot be purchased separately. A monthly rate applies to each residential line subscribing to the National Unlimited plan. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. The conditions for this plan are the same as those described in the California Unlimited plan. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(H) for conditions and limitations.

Monthly Rate per Residential Line	\$10.00
-----------------------------------	---------

##### (5) Select 6, Interstate Component

The Select-6 optional calling plan is available to the SureWest Telephone residential customer when actively subscribed to a qualifying SureWest Telephone-offered package and when actively subscribed to SureWest Long Distance for both IntraLATA and InterLATA calling. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(F) for conditions and limitations. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. The Select-6 usage rates will automatically apply when the plan conditions are met, and upon disconnection of any required plan feature, the Select-6 plan will convert to standard Direct Dial Service rates, as designated in Section 3.3.1(B) of this Agreement.

Direct Dialed Interstate Calls

- First Minute	\$0.06
- Each Additional Minute	\$0.06

# General Service Agreement For SureWest Long Distance Customers

3. Interstate Message Telecommunications Service (“MTS”) (Cont’d)

3.3 Rates (Cont’d)

3.3.7 Optional Calling Plan (Cont’d)

(B) Residential (Cont’d)

(6) California Unlimited Select, Interstate Component

The interstate component of this plan provides a discounted usage rate for direct dialed interstate calls. This plan is available to the SureWest Telephone residential customer when actively subscribed to a qualifying SureWest Telephone package. The interstate component of the California Unlimited Select plan cannot be purchased separately. A monthly rate applies to each residential line subscribing to the California Unlimited Select plan. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(G) for conditions and limitations of the California Unlimited Select optional plan. Upon disconnection of any required plan feature, California Unlimited Select plan will convert to standard Direct Dial Service rates, as designated in Section 3.3.1(B) of this Agreement.

Direct Dialed Interstate Calls

- First 18 seconds	\$0.0176
- Each additional 6-second increment	\$0.0088

(7) National Unlimited Select, Interstate Component

This plan provides unlimited nationwide 50-state calling, including unlimited calling to Puerto Rico, U.S. Virgin Islands, and American Samoa. This plan is available to the SureWest Telephone residential customer when actively subscribed to a qualifying SureWest Telephone offered package. The interstate component of the National Unlimited Select plan cannot be purchased separately. A monthly rate applies to each residential line subscribing to the National Unlimited Select plan. This plan cannot be used in conjunction with other discounts or calling plans offered by the Company. The conditions for this plan are the same as those described in the California Unlimited Select plan. Refer to SureWest Long Distance Schedule CAL. P.U.C. 1-T 3.3.2(H) for conditions and limitations.

Monthly Rate per Residential Line \$4.00

Save/use our number promotion

Between January 23, 2008, and December 31, 2008, inclusive, current SureWest Telephone Residential service customers that call to disconnect their telephone service and that are escalated to Level 2 will be offered and receive promotional pricing of \$0.00 for one month on the National Unlimited Select, Interstate Component as set forth above, if offer is accepted. Customer must already be subscribed to the service. New SureWest Telephone Residential Service customers that call to port their telephone number in from another provider and instead, establish a new number will also receive this promotional pricing for one month. After receiving the promotional pricing for one month, the customer will be billed at the regular monthly rate for the subscribed National Unlimited Select, Interstate Component. The Residential service customer assumes no term commitment relating to this promotional offering.

Customer is responsible for any applicable surcharges and taxes that may apply.

## General Service Agreement For SureWest Long Distance Customers

### 3. Interstate Message Telecommunications Service ("MTS") (Cont'd)

#### 3.3 Rates (Cont'd)

##### 3.3.8 Data Calls

###### Direct Dialed Interstate Calls

- First minute \$0.21
- Each additional minute \$0.21

##### 3.3.9 Toll-Free Number Service

###### (A) Toll-Free 5.9

- (1) Monthly Rate - per Toll-Free Number \$4.99

- (2) Usage Rates

- First 18 seconds \$0.0177
- Each additional 6-second increment \$0.0059

###### (B) Toll-Free 3.9

- (1) Monthly Rate - per Toll-Free Number \$19.99

- (2) Usage Rates

- First 18 seconds \$0.0117
- Each additional 6-second increment \$0.0039

###### (C) Reserved

###### (D) Directory Assistance Listings

- Monthly Rate - per toll-free number listed in SureWest Telephone Directory Assistance \$5.50
- Monthly Rate - per toll-free number listed in AT&T 800 Directory Service \$20.00

###### (E) Personalized Number Service

- Non-Recurring Charge \$20.00