

A10. PRODUCT GROUPING

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>
<b>CS A*</b>	<b>13th</b>	3.1.1	Original
1	4th	3.2	2nd
<b>1.1*</b>	<b>5th</b>	3.2.1	1st
<b>1.2*</b>	<b>3rd</b>	3.3	1st
2	2nd	3.4	1 <sup>st</sup>
3	3rd	4	Original
3.1	3rd	5	Original

\* New or revised page

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A10. PRODUCT GROUPING

10.1 GENERAL

10.1.1 APPLICABILITY

Applicable to tariffed features contained in the Utility's tariff schedules which the Utility may offer to its residential and business customers.

10.1.2 TERRITORY

Within the SureWest Telephone exchange area as said area is defined on map filed as part of the tariff schedules. (T)

10.1.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Utility's product line with customers and in advertisements. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current tariffed rates for each individual service. (Group names will not be included in individual product tariffs.)

10.2 RATES

		Monthly <u>Rate</u>	Non-recurring <u>Charge*</u>
(A)	CAREPAK, each line	\$ 5.85	--
(B)	COMPAK, each line	5.85	--
(C)	Advantages, each line	8.10	\$ 2.00
(D)	Family Advantage, each line	14.10	6.00
(E)	Home Office Advantage, each line	12.10	2.00

\* Non-recurring charge is in addition to the Multi-element Service Charge as set forth in Schedule A28.

(Continued)

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A10. PRODUCT GROUPING

10.2 RATES – (Cont'd)

		<u>Monthly Rate</u>	<u>Non-recurring Charge*</u>
(F)	Advantages Local, each line		
	– with Basic Voice Mail	\$ 8.10	\$2.00
	– with Enhanced Voice Mail	9.92	2.00
	– with Premium Voice Mail	14.18	2.00
(G)	Residential Unlimited, each line		
	– with Basic Voice Mail	15.51	2.00
	– with Enhanced Voice Mail	18.42	2.00
	– with Premium Voice Mail	22.68	2.00
(H)	Small Business, each line		
	– with DBS Feature Group I	2.51	--
	per Customer Group**	--	70.00
	– with DBS Feature Group II	3.80	--
	per Customer Group**	--	105.00
	– with DBS Feature Group III	2.10	--
	per Customer Group**	--	40.00
	Small Business Local/Zone Calling Plan Upgrade, additional, each line		
	– 12-Month Plan	16.95	--
	– 24-Month Plan	7.95	--
	Caller ID With Name Upgrade, additional , each line	2.00	--
(I)	Local Select Voice Mail, each line		
	– with Basic Voice Mail	8.00 (R)	2.00
	– with Enhanced Voice Mail	10.00	2.00
	– with Premium Voice Mail	14.00 (R)	2.00
	Upgrade, each additional STAR Feature from the Product Group list beyond the included two (2)	1.50	--

\*Multi-element Service Charges also apply as set forth in Schedule Cal. P.U.C. A28.

\*\*A Customer Group is defined as individual lines that share a common dialing plan.

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A10. PRODUCT GROUPING

10.2 RATES – (Cont'd)

		<u>Monthly Rate</u>	<u>Non-recurring Charge*</u>
(J)	Local Select Features Only, each line	\$8.00 (R)	--
	Upgrade, each additional STAR Feature from the Product Group list beyond the included five (5)	1.50	--
(K)	Small Business-II, each line		
	Month-to-month	39.99	\$2.00
	1 Year Plan	29.99	2.00
	2 Year Plan	29.99	2.00
	3 Year Plan	24.99	2.00
	Upgrade to Enhanced Voice Mail	2.00	2.00**
	Upgrade to Premium Voice Mail	4.00	2.00**
	Option, add Remote Activation of Call Forwarding	1.00	--

\* Multi-element Service Charges also apply as set forth in Schedule Cal. P.U.C. A28.

\*\* The \$2.00 Non-recurring Charge applies the each Small Business-II product group regardless of Voice Mail selected. Further, the \$2.00 Non-recurring Charge applies to Voice Mail upgrades following the initial installation of the product group.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS

(A) **CAREPAK**

A Product Group consisting of three STAR Features, Call Waiting, Call Hold and Call Forwarding with Inside Wire Maintenance. The Star Features within this package do not qualify for a Star Feature discount. This product grouping is available to residence customers only. Refer to Schedule Cal. P.U.C. No A24.3 (A) for descriptions and A24.3 (D) for limitations of STAR features. Refer to Schedule Cal. P.U.C. No A20.3 for Special Conditions pertaining to Inside Wire Maintenance.

(B) **COMPAK**

A Product Group consisting of three STAR Features; Call Waiting, Call Forwarding, Call Return and one Advanced Feature, Remote Activation of Call Forwarding. The Star Features within this package do not qualify for a Star Feature discount. This product grouping is available to residence customers only. Refer to Schedule Cal. P.U.C. No. A24.3 (A) and (B) for descriptions and A24.3 (D) for limitations of STAR and Advance features.

(C) **Advantages**

A Product Group consisting of three STAR features, Call Waiting/Cancel, Caller ID (Number Only), Anonymous Call Rejection, and Economy Voice Mail. The Star features within this package do not qualify for a Star Feature discount. This product grouping is available to residence customers only. Refer to Schedule Cal. P.U.C. No A24.3 (A) for descriptions and A24.3 (D) for limitations of STAR features. Refer to Schedule Cal. P.U.C. No A9.3.1 (A) for limitations, and A9.3.1 (B) for description of Voice Mail Services.

(T)

(D) **Family Advantage**

A Product Group consisting of two STAR features, Call Waiting/Cancel, Caller ID (Number Only), one Advanced feature, Multiple Directory Number (MDN), and Basic Voice Mail with Voice Mail Group Architecture (VMGA). VMGA will allow the MDN to be recognized and partitioned away from the primary directory number's Voice Mailbox. The Star features within this package do not qualify for a Star Feature discount. This product grouping is available to residence customers only. Refer to Schedule Cal. P.U.C. No A24.3 (A) and (B) for descriptions and A24.3 (D) for limitations of STAR and Advance features. Refer to Schedule Cal. P.U.C. No. A9.3.1 (A) for limitations, and A9.3.1 (B) for description of Voice Mail Services.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(E) **Home Office Advantage**

A Product Group consisting of three STAR features, Call Waiting/Cancel, Caller ID (Number Only), Call Forwarding, one Advanced feature, Remote Activation of Call Forwarding, and Basic Voice Mail. The STAR feature discount does not apply to the STAR features within this product grouping. This product grouping is available to residence customers only. Refer to Schedule Cal. P.U.C. No. A24.3 (A) and (B) for descriptions and A24.3 (D) for limitations of STAR and Advance features. Refer to Schedule Cal. P.U.C. No A9.3.1 (A) for limitations, and A9.3.1 (B) for description of Voice Mail Services. (T)

(F) **Advantages Local**

(1) DESCRIPTION

A product grouping consisting of two (2) STAR features; Call Waiting/Cancel, Caller ID (Number Only), a choice of any one (1) of three (3) Regular Mailbox Services; Basic, Enhanced, or Premium, and one (1) SingleAccess voice mail feature. SingleAccess features beyond the first number are provided at the regular tariffed rate shown in Schedule Cal. P.U.C. No. A9.2.5 (E). The STAR features within this product grouping do not qualify for a STAR Feature discount. (T)

(2) CONDITIONS

- (a) This product grouping is available to residence, including ULTS, customers only.
- (b) Refer to Schedule Cal. P.U.C. No. A24.3(A) for descriptions of STAR features and No. A24.3 (D) for limitations of STAR features.
- (c) Refer to Schedule Cal. P.U.C. No. A9.3.1 (B) for descriptions of Voice Mail Services and No. A9.3.1 (A) for limitations of Voice Mail Services.
- (d) Refer to Schedule Cal. P.U.C. No. A9.3.1 (B) for a description of the SingleAccess voice mail feature and No. A9.3 (A)(16) for limitations and requirements of the SingleAccess voice mail feature.
- (e) When subscribing to additional STAR features not included within this product group, each additional STAR feature will receive a 35% discount.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(G) **Residential Unlimited**

(1) DESCRIPTION

A product grouping consisting of the Residential Zone Calling Plan, two (2) STAR features; Call Waiting/Cancel, Caller ID (Number Only), a choice of any one (1) of three (3) Regular Mailbox Services; Basic, Enhanced, or Premium, and one (1) SingleAccess voice mail feature. SingleAccess features beyond the first number are provided at the regular tariffed rate shown in Schedule Cal. P.U.C. No. A9.2.5 (E). The STAR features within this product grouping do not qualify for a STAR Feature discount.

(2) CONDITIONS

- (a) This product grouping is available to residence, including ULTS, customers only.
- (b) Refer to Schedule Cal. P.U.C. No. A13.3 (C) for descriptions and limitations of the Residential Zone Calling Plan.
- (c) Refer to Schedule Cal. P.U.C. No. A24.3 (A) for descriptions of STAR features and No. A24.3 (D) for limitations of STAR features.
- (d) Refer to Schedule Cal. P.U.C. No. A9.3.1 (B) for descriptions of Voice Mail Services and No. A9.3.1 (A) for limitations of Voice Mail Services.
- (e) Refer to Schedule Cal. P.U.C. No. A9.3.1 (B) for a description of the SingleAccess voice mail feature and No. A9.3 (A)(16) for limitations and requirements of the SingleAccess voice mail feature.

(H) **Small Business**

(1) DESCRIPTION

- (a) The Small Business product grouping consists of a choice of any one (1) of three (3) DBS Feature Groups; Group I, Group II, or Group III, and the STAR feature Caller ID (Number Only). This product group can be upgraded to Caller ID With Name. The STAR feature within this product grouping does not qualify for a STAR Feature discount.

Material omitted now located on Original Sheet 3.1.1.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(H) **Small Business** – (Cont')

(1) DESCRIPTION – (Cont'd)

- (b) The Small Business product grouping offers the option of subscribing to a discounted Small Business Local/Zone Calling Plan. The Small Business Local/Zone Calling Plan is available as either 1) a 12-Month Plan to coincide with the Small Business product grouping's minimum 12-month term, or 2) a further discounted 24-Month Plan. Rates for the Small Business Local/Zone calling Plans are shown in Schedule Cal. P.U.C. No. A10.2(H).
- (L)  
(T) (L)  
(T) (N)  
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(N)

(L) Material formerly located on 2nd Revised Sheet 3.1.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(H) Small Business – (Cont'd)

(2) CONDITIONS

- (a) The Small Business product grouping is available to Business customers having a maximum of, up to and including, fifteen (15) access lines. (C)
- (b) This product grouping requires subscription to DBS as described in Schedule Cal. P.U.C. No. A8.
- (c) Customers with SuperTrunk or Primary Rate Interface service are excluded from subscribing to this product grouping.
- (d) Refer to Schedule Cal. P.U.C. No. A13.2 (C) for descriptions and limitations of the Small Business Local/Zone Calling Plan.
- (e) Refer to Schedule Cal. P.U.C. No. A24.3 (A) for descriptions of STAR features and No. A24.3 (D) for limitations of STAR features.
- (f) Refer to Schedule Cal. P.U.C. No. A8.2.4 for descriptions of DBS Feature Groups and No. A8.3 (D) for limitations of features.
- (g) Customer must commit to a 12-month term for the Small Business product grouping. The 12-month term commences upon the installation, or on the establishment date of the customer's first Small Business product grouping. Additional Small Business product groups added within the first Small Business product group's 12-month term are considered to be under the first group's term. In the event of early termination, for each Small Business product grouping terminated, the customer will be charged an early termination fee equal to 100% of the monthly rate of the Small Business product grouping times the months remaining in the 12-month term. The discounted Small Business Local/Zone Calling Plan is not subject to early termination and may be removed at any time during the 12-month term of the Small Business product grouping. Upon completion of the customer's 12-month term commitment, the Small Business product grouping, and if subscribed to, the discounted Small Business local/Zone Calling Plan will continue on a month-to-month basis until such time the customer terminates the Small Business product grouping, accordingly, no early termination fee will apply.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(H) Small Business – (Cont'd)

(2) CONDITIONS – (Cont'd)

- (h) When the customer elects to subscribe to the Small Business Local/Zone Calling Plan at the 24-Month Plan rate, either at the time of initial subscription time of the Small Business product grouping or during the term of the customer's existing Small Business product grouping, the customer then commits to a 24-month term for the Small Business product grouping. The 24-month term begins upon subscription to the 24-Month Plan of the Small Business Local/Zone Calling Plan. In the event of early termination of the Small Business product groups for each Small Business product grouping terminated, the customer will be charged an early termination fee equal to 100% of the monthly rate of the Small Business product group times the months remaining in the 24-month term. The Small Business Local/Zone Calling Plan is not subject to early termination and may be removed at any time during the 24-month term of the Small Business product grouping. Upon completion of the customer's 24-month term commitment the customer may either; 1) recommit to a new 24-month term commitment for the Small Business product group and Small Business Local/Zone Calling Plan, 2) elect to continue the Product Group, and optionally the Small Business Local/Zone Calling Plan priced at the 12-Month Plan rate, but on a month-to-month basis, or 3) exit from the Small Business product grouping without penalty.
- (i) Termination liability will not apply to the Small Business product group customer if their service grows beyond fifteen (15) lines; accordingly, that customer is no longer eligible for the Small Business product group. (C)

(Continued)

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(I) **Local Select Voice Mail**

(1) DESCRIPTION

A Product Group consisting of the Residential Zone Calling Plan, a choice of any one (1) of three (3) Regular Mailbox Services; Basic, Enhanced, or Premium, one (1) SingleAccess voice mail feature, and a choice of any two (2) STAR Features from the following list of sixteen (16) features: Call Forwarding, Call Waiting/Cancel, Three-Way Calling, Customer Changeable Speed Calling – 8 Code Capacity or 30 Code Capacity, Call Hold, Call Transfer, Repeat Dialing, Call Return, Priority Ringing, Selective Call Acceptance, Selective Call Rejection, Selective Call Forwarding, Caller ID (Number Only), Anonymous Call Rejection, Caller ID with Name.

(2) CONDITIONS

- (a) This Product Group is available to Residence Service Customers only, which includes Universal Lifeline Telephone Service.
- (b) Refer to Schedule Cal. P.U.C. No. A13.3 for descriptions and limitations of the Residential Zone Calling Plan.
- (c) Refer to Schedule Cal. P.U.C. No. A9.3.1 (B) for descriptions of Voice Mail Services and No. A9.3.1 (A) for limitations of Voice Mail Services.
- (d) Refer to Schedule Cal. P.U.C. No. A24.3 (A) for descriptions of STAR Features and No. A24.3 (D) for limitations of STAR Features.
- (e) The STAR Features within this Product Group do not qualify for a STAR Feature discount. Additional STAR Features beyond the two included in this Product Group are available at a discounted rate; see available STAR Features listed in the Description section above. STAR Features subscribed to by customers of this Product Group that are not included in the list of available features will receive a 35% discount.

(N)  
|  
(N)  
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(C)  
|  
(C)

Material omitted now located on 1st Revised Sheet 3.4.

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(J) **Local Select Features Only**

(x)

(1) DESCRIPTION

A Product Group consisting of the Residential Zone Calling Plan, and a choice of any five (5) STAR features from the following list of sixteen (16) features: Call Forwarding, Call Waiting/Cancel, Three-Way Calling, Customer Changeable Speed Calling – 8 Code Capacity or 30 Code Capacity, Call Hold, Call Transfer, Repeat Dialing, Call Return, Priority Ringing, Selective Call Acceptance, Selective Call Rejection, Selective Call Forwarding, Caller ID (Number Only), Anonymous Call Rejection, Caller ID with Name.

(2) CONDITIONS

- (a) This Product Group is available to Residence Service Customers only, which includes Universal Lifeline Telephone Service.
- (b) Refer to Schedule Cal. P.U.C. No. A13.3 for descriptions and limitations of the Residential Zone Calling Plan.
- (c) Refer to Schedule Cal. P.U.C. No. A24.3 (A) for descriptions of STAR features and No. A24.3 (D) for limitations of STAR features.
- (d) The Star features within this Product Group do not qualify for a Star Feature discount. Addition STAR feature subscribed to beyond this Product Group will receive a 35% STAR feature discount.

(x) Correction

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(K) **Small Business-II**

(N)

(1) DESCRIPTION

- (a) The Small Business-II product group consists of one (1) each of the following: (1) Basic Exchange Access Business Service with a Flat Rate Individual Primary Line (Roseville Base Rate Area or Citrus Heights District Rate Area), having all Special Conditions as defined in Schedule Cal. P.U.C. No. A3.3; (2) Basic Regular Mailbox Service, as described in Cal. P.U.C. No. A9; (3) a total of five (5) STAR Custom Calling Services: Call Forwarding, Call waiting/Cancel, Three-way Calling, Call Transfer, and Caller ID with Name, all of which are described in Cal. P.U.C. No. A24. This product group provides an upgrade path from the standard Basic Regular Mailbox Service to either Enhanced or Premium Regular Mailbox Service, as described in Cal. P.U.C. No. A9. Further, this product group provides the option of adding the Advanced Custom Calling Service, Remote Activation of Call Forwarding, as described in Cal. P.U.C. No. A24.

(2) CONDITIONS

- (a) The STAR features within this product group are not eligible for the STAR Feature discount, as described in Cal. P.U.C. No. A24.2(C). However, additional STAR features added to this product group will automatically receive a 35% STAR feature discount while the product group is subscribed to by the customer.
- (b) This product group is available to Business customers having a maximum of fifteen (15) access lines.
- (c) The Small Business-II product group is available as a month-to-month service and without any term commitment, or as a one, two, or three year term plan with term commitment.

(N)

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A10. PRODUCT GROUPING

10.3 SPECIAL CONDITIONS – (Cont'd)

(K) **Small Business-II** – (Cont'd)

(N)

(2) CONDITIONS – (Cont'd)

- (d) When the customer elects to subscribe to the Small Business-II product group as either a one, two, or three-year term plan, either at time of initial subscription, or by converting the customer's active Small Business-II product group from month-to-month service to a term plan, the customer commits to the selected term plan and that term begins at time of the new subscription, or conversion to a term plan.
- (e) Additional Small Business-II product groups added by the customer during the initial and active product-group term will be under that term plan and will expire at the same time of the first group. The customer may elect to upgrade to a longer term, when applicable, which will apply to all members of the product group.
- (f) In the event of early terminating a Small Business-II product group, for each product group terminated, the customer will be charged an early termination fee equal to 100% of the monthly rate of the Small Business-II product group multiplied by the number of months remaining in the term. The month-to-month Small Business-II product group is not subject to early termination and may be removed at any time. Upon completion of the customer's selected term commitment, the customer may either; 1) recommit to a new term commitment for the Small Business-II product group, 2) elect to continue the product group on a month-to-month basis at a monthly rate matching the expired term rate, but without the assurance of rate stability, or 3) exit from the Small Business-II product grouping without penalty.
- (g) Termination liability will not apply to the Small Business-II product group customer if their service grows beyond fifteen (15) lines. Accordingly, the customer will no longer be eligible for the Small Business-II product group.

(N)

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