

**A21. INTEGRATED SERVICE**

**LIST OF EFFECTIVE SHEETS**

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

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
8th	<b>CS A*</b>	1st	5	1st	11
3rd	1	1st	6	1st	12
3rd	2	1st	7	1st	13
4th	<b>3*</b>	1st	8	2nd	14
1st	3.1	1st	9	2nd	<b>15*</b>
1st	4	1st	10	2nd	16

\* New or revised page

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	<u>Issued By</u>	<u>Date Filed</u> <u>Aug 01 2008</u>
<u>Advice Letter No.</u> <u>1529</u>	<u>Steve C. Oldham</u>	<u>Effective</u> <u>Aug 01 2008</u>
<u>Decision No.</u> _____	<u>President – CEO</u>	<u>Resolution No.</u> _____

**A21. INTEGRATED SERVICE**

**21.1 GENERAL**

**21.1.1 APPLICABILITY**

Integrated Service (IS) is a local telecommunications service that provides integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis over Digital Business Service lines or Individual Business/Residence Basic Exchange Access lines utilizing Integrated Service Digital Network (ISDN) architecture.

**21.1.2 TERRITORY**

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

**21.2 RATES**

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	<u>RSOC</u>
21.2.1 BASIC FEATURE PACKAGES: [See Special Conditions (A) & (B)]			
(A) FEATURE PACKAGE A - (1B+D) 1B Channel - Circuit Switched Voice D-Channel Signaling - Each	\$15.30	\$100.00	DBSISPA ISPA
(B) FEATURE PACKAGE B - (1B+D) 1B Channel - Circuit Switched Voice D-Channel Packet Switching Data - Each	18.55	100.00	DBSISPB ISPB
(C) FEATURE PACKAGE C - (2B+D) 2B Channels - Circuit Switched Voice D-Channel Signaling - Each	16.30	100.00	DBSISPC ISPC
(D) FEATURE PACKAGE D - (2B+D) 2B Channels - Circuit Switched Voice D-Channel Packet Switching Data - Each	19.55	100.00	DBSISPD ISPD

\* Provisioned over a Digital Business Service Line or Individual Business and Residence Exchange Access Line.

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Issued By	Date Filed	<u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	Effective	<u>OCT 24 2003</u>
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A21. INTEGRATED SERVICE

21.2 RATES - (Cont'd)

21.2.1 BASIC FEATURE PACKAGES - (Cont'd)

Basic Feature Packages include Bridging, Delay and Abbreviated Ringing, Intercom\*, Incoming Call Line Identification\*, Key System Coverage for Analog Lines, Manual Exclusion (Privacy), Outgoing Call Line Identification\*, Three (3) Primary Directory Number Appearances, Two (2) Shared Directory Number Appearances, and Time and Date Display. [See Special Condition (B)(1)]

Basic Feature Packages B and D include Fast Select Initial/Accept, Flow Control Parameter Negotiation, Incoming Calls Barred, Three (3) Logical Channels, Outgoing calls Barred, and Throughout Class Negotiation. [See Special Condition (B)(2)]

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	<u>RSOC</u>
21.2.2 DEDICATED DATA FEATURE PACKAGES: [See Special Conditions (A) & (B)]			
(A) FEATURE PACKAGE E - (OB+D) D-Channel Packet Switching Data D-Channel Signaling Three (3) Logical Channels -Each	\$28.25	\$ 80.00	DBSISPE ISPE
(B) FEATURE PACKAGE F - (1B+D) B-Channel Packet Switching Data D-Channel Signaling Sixteen (16) Logical Channels -Each	121.50	95.00	DBSISPF ISPF
21.2.3 ATTENDANT FEATURE PACKAGE# [See Special Condition (C)] 1B Channel - Circuit Switched Voice D-Channel Signaling -Each	20.80	475.00	DBSISAP ISAP

\* Features not provided with Individual Business and Residence Exchange Access Lines.

# This package available only with Digital Business Service.

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A21. INTEGRATED SERVICE

21.2 RATES - (Cont'd)

		<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	(T)
21.2.4	<b>OPTIONAL FEATURES: [See Special Condition (D)]</b>			
	(A) ADDITIONAL CALL APPEARANCES -Each	\$ .50	\$10.00	
	(B) ADDITIONAL TERMINAL TO A MULTIPOINT BRI  -Each	3.00	48.00	
	(C) CIRCUIT-SWITCHED DATA -Each	2.30	35.00	
	(D) PACKET-ADDITION LOGICAL CHANNEL* -Each	2.00	15.00	
	(E) PACKET-CLOSED USER GROUP* -Each Group	3.00	60.00	
	-Each Member	1.00	7.00	
	(F) PACKET-PERMANENT VIRTUAL CIRCUIT* - Each	3.00	85.00	
	(G) SECONDARY-ONLY NON SHARED DIRECTORY NUMBER - Each	3.00	25.00	
	(H) IS ROUTING DIRECTORY NUMBER - Each	3.00	2.00 (R)	(T)

\* Available only with Feature Packages with Packet Switched Data capabilities.

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A21. INTEGRATED SERVICE

- 21.2 RATES - (Cont'd)
- 21.2.4 OPTIONAL FEATURES - (Cont'd)

		<u>Monthly</u> <u>Rate</u>	<u>Non-</u> <u>Recurring</u> <u>Charge</u>	<u>RSOC</u>
21.2.4	OPTIONAL FEATURES: [See Special Condition (D)]			
	(I) MODEM POOLING, EACH LINE			
	(1) Outgoing Access	\$ .25	--	DBSISMPO
	(2) Incoming/Outgoing Access	3.25	--	DBSISMP
	(3) Usage*		<u>Usage Charge</u>	
	- Holding time per minute of usage or fraction thereof		\$ 0.0302	

\*Modem usage charge is in addition to usage charges as defined in other tariff schedules.

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A21. INTEGRATED SERVICE

**21.3 SPECIAL CONDITIONS**

21.3.1 INTEGRATED SERVICE (IS)

(A) RATE REGULATIONS

- (1) Integrated Services (IS) is a local telecommunications service that provides integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis over Digital Business Service Lines and/or Individual Business/Residence Basic Exchange Access Lines utilizing Integrated Services Digital Network (ISDN) architecture. The Rates and Charges are in addition to those of Digital Business Services and Basic Exchange Access Lines.
- (2) Each phone equipped with a shared directory number must have its own line (Primary Directory Number).

(B) RESPONSIBILITY OF THE CUSTOMER

The customer is responsible for providing compatible premises equipment in order to utilize the IS offering. All customer provided equipment used to interface with IS service is required to conform with the Technical Reference Specification as used by the Utility and found in the following Technical References:

<u>Subject</u>	<u>Technical Reference</u>	<u>Source</u>
Basic Rate Interface (BRI)	AT&T 235-900-301	1-800-432-6600
Customer Premises Planning Guide	AT&T 533-700-100	1-800-432-6600

(C) LIMITATIONS

- (1) Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.
- (2) Line Extensions, either on-premises or off-premises, are not offered with IS services.
- (3) This service is only available where central office or cable facilities are available and operating conditions permit.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.1 INTEGRATED SERVICE (IS) - (Cont'd)

(C) LIMITATIONS - (Cont'd)

- (4) The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Integrated Services. Credit adjustments for interruptions of service will be made in accordance with the provisions outlined in Schedule A2, Rule 14, "Interruptions and Failures of Service."

21.3.2 FEATURE/SERVICE DESCRIPTION

(A) FEATURE PACKAGES

(1) Feature Package A, (1B+D):

Provides the ability to originate and terminate voice switched calls of a 64 kbps "B" Channel and signaling messages over the 16 kbps "D" channel.

(2) Feature Package B, (1B+D):

Provides the ability to originate and terminate voice switched calls over a 64 kbps "B" channel and X.25 packet-switch data calls over the 16 kbps "D" channel.

(3) Feature Package C, (2B+D):

Provides the ability to originate and terminate voice switched calls over two (2) 64 kbps "B" channels and signaling messages over the 16 kbps "D" channel.

(4) Feature Package D, (2B+D):

Provides the ability to originate and terminate voice switched calls over two (2) 64 kbps "B" channels and X.25 packet-switch data calls over the 16 kbps "D" channel.

(5) Feature Package E, (OB+D):

Provides the ability to transport simultaneous X.25 packet-switched data calls over the 16 kbps "D" channel. A maximum of fifteen (15) logical channels can be assigned.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(A) FEATURE PACKAGES - (Cont'd)

(6) Feature Package F, (1B+D):

Provides the ability to transport simultaneous X.25 packet-switched data calls over the 64 kbps "B" channel. A maximum of 126 logical channels can be assigned.

(B) PACKAGE FEATURES DEFINITIONS:

(1) Voice Features:

(a) Bridging:

Allows the user to connect onto a currently active call by pressing the active call appearance button on the Multi-button Key Telephone set and going off-hook. Bridging is inhibited if Manual Exclusion is activated at a Multi-button Key Telephone set engaged in the active call.

(b) Delay and Abbreviated Ringing:

Alerts a Multi-button Key Telephone set for a predetermined interval before ringing another designated Multi-button Key Telephone set.

(c) Intercom:

Allows the customer to originate a call using only the intercom feature button. Each intercom feature button is associated with an intercom group. For automatic intercom, there can be a maximum of four (4) intercom feature buttons per set. This feature is available only with Digital Business service.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(B) PACKAGE FEATURES DEFINITIONS - (Cont'd)

(1) Voice Features - (Cont'd)

(d) Incoming Call Line Identification:

Provides calling party data on calls originated from analog and digital line within the same customer group. This feature is available only with Digital Business Service. Feature consists of two main functions:

- Calling Number Delivery:

Transmits data on an incoming call from the originating line to the terminating station set. A called party receives the Directory Number of the calling party and the date and time of the call at various stages during the call.

- Directory Number Privacy:

Prevents delivery of the Directory Number to the calling party. There are two types of service, "all-call" and "per-call" Directory Number Privacy. In the "all-call" mode, the Directory Number is not sent unless the user precedes the call with an activation code. In the "per-call" mode, to prevent the delivery of the Directory Number the user would have to precede the call with an activation code.

(e) Key System Coverage of Analog Lines:

Allows an analog station set to share calls with the IS station set.

(f) Manual Exclusion (Privacy):

Allows the customer to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(B) PACKAGE FEATURES DEFINITIONS - (Cont'd)

(1) Voice Features - (Cont'd)

(g) Outgoing Call Line Identification:

Provides the party originating the call with information about the called party within the same customer group. This feature is available only with Digital Business Service.

(h) Primary DN Appearances:

Provides for three (3) appearances (i.e. telephone button and lamp) of the primary directory number on the station equipped with compatible premises equipment.

(i) Shared DN Appearances:

Provides for two (2) appearances of a Directory Number other than the Primary Directory Number assigned to the station equipped with compatible premises equipment.

(j) Time and Date Display:

Displays the time and date.

(2) Data Features:

(a) Fast Select:

Allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

(b) Fast Select Acceptance:

Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(B) PACKAGE FEATURES DEFINITIONS - (Cont'd)

(2) Data Features - (Cont'd)

(c) Flow Control Parameter Negotiation:

The data window size and the maximum packet size is negotiated automatically during an X.25 data call. This can be pre-subscribed (fixed) or it can be established on a per-call basis.

(d) Incoming Calls Barred:

Prohibits a data terminal from terminating an incoming packet-switched call.

(e) Logical Channels:

Provides for three (3) outgoing logical channels for a packet switching user.

(f) Outgoing Calls Barred:

Prohibits a data terminal from originating outgoing packet-switched calls.

(g) Throughout Class Negotiation:

Allows the calling data terminal to request specific throughout classes (bits/seconds) in the call request packet for both directions of data transmission.

(C) ATTENDANT PACKAGE FEATURES:

The basic attendant package provides pick-up, answer, hold, transfer, and monitors the status of lines within a group. The attendant has higher priority for accessing WATS and other types of trunks and can set up multi-way voice conversations. This feature is only available with Digital Business Service.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.4 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(C) ATTENDANT PACKAGE FEATURES - (Cont'd)

(1) Busy Verification of Lines and Trunks:

Allows an attendant to determine whether a line or trunk within the same customer group is busy or idle.

(2) Call Splitting:

Allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

(3) Call-through Tests:

Allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

(4) Camp-on:

Allows incoming calls that the attendant attempts to complete to a busy station to be held waiting until the station becomes idle. A "call waiting" indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated.

(5) Direct Station Selection/Busy Lamp Field:

Allows the attendant to check the status of a directory number in the attendant's business group. It also allows the attendant to access a number displayed by a Busy Field Lamp with a single keystroke.

(6) Direct Trunk Group Selection:

Allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(C) ATTENDANT PACKAGE FEATURES - (Cont'd)

(7) Emergency Access to ISDN Attendant:

Allows a station user to dial an emergency access code to gain immediate access to the attendant.

(8) Emergency Override:

Allows the attendant to complete incoming calls to stations that; are busy from setting the make-busy key; have a series completion or multi-line hunt arrangement; have Call Forwarding activated or terminating restrictions.

(9) Incoming Call Identification:

Allows the attendant to identify the type of facility over which an incoming call to the attendant was routed.

(10) Interposition Transfer:

Allows the attendant to transfer a call or to place a call to another attendant in the attendant's group by dialing the DN assigned to that position. No hunting (or queuing) occurs if the attendant is busy on that DN.

(11) Night Service:

Routes calls directed to the attendant to a different location. This feature can be activated and deactivated from a designated IS attendant console. The user can select one of the following options for routing.

(a) Fixed:

Calls are routed from the major directory number to a pre-selected night station. Routing is controlled by the Utility and can be changed by a service order.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(C) ATTENDANT PACKAGE FEATURES - (Cont'd)

(11) Night Service - (Cont'd)

(b) Flexible:

The IS attendant uses Call Forwarding-Variable to arrange routing.

(c) Trunk Answer from Any Station:

Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When night service is activated, trunk queuing and automatic callback are automatically cancelled, and the attendant can originate calls.

(12) Originating Permission (Class of Service) DISPLAY:

Identifies the originating permissions of lines that have been routed to the attendant. The permissions that the switch can display are; Unrestricted; Toll Restricted; Semi-Restricted; and Fully Restricted.

(13) Position Busy:

Allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. The attendant can remove the position busy condition at any time.

(14) Through Dialing:

Allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(C) ATTENDANT PACKAGE FEATURES - (Cont'd)

(15) Timed Reminder:

Provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

(16) Trunk Group Indicators:

Allows the attendant to monitor the level of traffic on customer selected trunk group. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

(17) Trunk Identification:

Provides a display of the trunk and member number of the incoming or outgoing trunk in use at the request of the attendant.

(D) OPTIONAL FEATURES:

(1) Additional Call Appearances:

Allows additional Call Appearances of the customer's Primary and/or Shared Directory Numbers.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(D) OPTIONAL FEATURES - (Cont'd)

(2) Additional Terminals to a Multi-point BRI:

Allows the user to add up to a maximum of eight (8) terminals to a single BRI, seven (7) more than is currently provided in Feature Packages A through D.

(3) Circuit Switch Data:

Allows users to originate and terminate circuit switch data calls over a 64 kbps "B" channel.

(4) Packet-addition Logical Channel:

Provides an additional originating only outgoing logical channel for a packet switching user. Allows the customer to assign up to 15 logical channels for D-Channel packet switching and 126 logical channels for B-Channel packet switching.

(5) Packet-closed User Group:

Allows users to establish sub-networks within which the members of the closed user group can communicate. Communication with users, external to the closed user group is not permitted. A user can belong to multiple closed user groups.

(6) Packet-Permanent Virtual Circuit:

Allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing.

(7) Secondary-only Non-shared DN:

A directory number that appears on only one (1) terminal.

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A21. INTEGRATED SERVICE

21.3 SPECIAL CONDITIONS

21.3.2 FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

(D) OPTIONAL FEATURES - (Cont'd)

- (8) IS Routing Directory Number: (T)

Allows users to establish/assign a unique "D" and/or "B" Packet Switch Directory Number.

- (9) Modem Pooling:

Provides the ability for the customer subscribing to X.25 packet-switched services to transmit data to and receive data from non-ISDN architecture destination via non-dedicated Central Office based dial-up asynchronous transmission data facility pool connections. The customer can select one of the following options for connection:

- (a) Outgoing Access

Allows only the customer (ISDN user) to establish connection.

- (b) Incoming/Outgoing Access

Allows connections for transmitting and/or receiving data to be initiated by either the ISDN users or non-ISDN users.

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A21. INTEGRATED SERVICE

**A21.4 SUREWEST TELEPHONE TECH ED PROGRAM**

(T)

(A) WAIVER OF CHARGES

The Monthly Rate for up to five (5) Integrated Service Basic Feature Packages shall be waived for a period of one (1) year for Public Schools (K-12), Public Libraries and Private Schools (K-12) serving 100 or more students and which are registered with the Department of Education participating in the SureWest Telephone Tech ED Program. The waiver period shall begin on the date of installation and continue for twelve (12) months at which time the customer may elect to disconnect or continue the service at the prevailing tariff rates and charges.

(T)

(T)

(B) CREDIT FOR SERVICE

Schools and libraries that qualify for SureWest Telephone's Tech Ed Program, may choose, in lieu of the waiver of charges, a \$3,000 credit to be applied towards additional ISDN services that would include Business Lines associated with ISDN Basic Feature Packages, Digital Business Lines associated with ISDN Basic Feature Packages, ISDN Basic Feature Packages, Non-Recurring Charges associated with ISDN service, IntraLATA Toll and ZUM Charges associated with the Tech Ed Program and made from telephone lines associated with the Tech Ed Program, or Frame Relay Service.

(T)

(C) SPECIAL CONDITIONS

(1) The Services provided under this program are to be used for video and data applications.

(2) The waiver of charges shall begin on the date of installation of the selected service and conclude twelve (12) months from that date.

(3) The credit of \$3,000 must be used within one year of the installation of the selected service.

(4) All SureWest area public schools (K-12), public libraries and private schools (K-12) serving 100 or more students and which are registered with the Department of Education that would like to participate must submit a written request and a copy of their plan for the introductions of technology into the curriculum no later than February 7, 1998.

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