

A28. MULTI-ELEMENT SERVICE CHARGES

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>	<u>Sheet</u>	<u>Revision Number</u>
<b>CS A*</b>	14th	2	4th	7	1st
1	4th	2.1	2nd	8	1st
1.1	3rd	3	2nd	9	1st
1.2	1st	4	3rd	10	2nd
1.3	1st	5	1st	11	2nd
1.4	2 <sup>nd</sup>	6	1st		
<b>1.5*</b>	Original				

\* New or revised page.

---

	<u>Issued By</u>	Date Filed <u><b>APR 10 2009</b></u>
Advice Letter No. <u><b>1672</b></u>	<u>Steve C. Oldham</u>	Effective <u>APR 10 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.1 GENERAL

28.1.1 APPLICABILITY

Applicable to multi-element service charges as they apply to all residential and business exchange service and facilities, except where otherwise indicated.

28.1.2 TERRITORY

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

(T)

**28.2 RATES**

28.2.1 SERVICE CHARGES

(A) ELEMENTS FOR NEW AND ADDITIONAL SERVICE, MOVES AND CHANGES AND IN PLACE CONNECTIONS	<u>RATE</u>		<u>RSOC</u>
	<u>Business</u>	<u>Residence</u>	
(1) Service ordering: [See Special Conditions (A)(2) and (B)(2)]			
(a) For connecting new or additional service, each line or trunk -----	\$ 23.75	\$ 23.75	M1+
(b) For moving or changing existing service or adding new or additional service other than central office lines (including record changes), each service order -----	12.00	12.00	M2+
(2) Central office connection work, each line [See Special Conditions (A)(2) and (B)(3)] -----	25.25	25.25	M3+
(3) Premises visit charge * [See Special Condition (A)(2)] -----	85.25	59.50	M4+

\* Applicable only when a premises visit is required.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)  
28.2.1 SERVICE CHARGES - (Cont'd)

	<u>RATE</u>		
	<u>Business</u>	<u>Residence</u>	<u>RSOC</u>

(1) Restore to full service within the limited disconnect period of fifteen (15) days, each line	\$ 26.75	\$ 26.75	M10
--	----------	----------	-----

(2) Reserved

(C) RETURN CHECK CHARGE

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

(Continued)

	<u>Issued By</u>	Date Filed <u>FEB 14 2007</u>
Advice Letter No. <u>1334</u>	<u>Steve C. Oldham</u>	Effective <u>FEB 15 2007</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

- 28.2 RATES - (Cont'd)
- 28.2.1 SERVICE CHARGES - (Cont'd)

(D) LATE PAYMENT CHARGES

If total payment for bills dated, as set forth in A2.1.9 preceding, are not received by the Utility 31 days after the bill date or by the next bill date, the late payment charge of 1.5% will apply to the entire unpaid balance for each month or portion thereof that an outstanding balance remains. **(Exemption to late payment charge: bills under \$20.00)**

(1) BILL DATE

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

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

(2) BILL ROUND CHANGE

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

(3) DISPUTED BILLS

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

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

---

(Continued)

---

	Issued By	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)

28.2.1 SERVICE CHARGES - (Cont'd)

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

(3) DISPUTED BILLS - (Cont'd)

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

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

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

(E) VERIFICATION/INTERRUPTION

(1) Where facilities and operating conditions permit, the Utility's toll operators may verify a busy line condition and/or interrupt 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.
- To any request for such service which originates from a public or semi-public telephone service.

	<u>Rate</u>
(a) Verify busy - per call	\$ .50
(b) Interrupt call - per call	1.50

(Continued)

---

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)

28.2.1 SERVICE CHARGES - (Cont'd)

		Non- recurring <u>Charges</u>	
(F)	LABOR RATES		
	Service Fee per each occurrence	49.95	(N)
(1)	Normal Hours*		
	- Each 15 minutes or fraction thereof	\$ 19.00 (R)	(C)
			(D)
(2)	Overtime Hours#		
	- Each 15 minutes or fraction thereof	28.50 (R)	(C)
			(D)
(3)	Premium Hours**		
	- Each 15 minutes or fraction thereof	38.00 (R)	(C)
			(D)

\* Normal Hours - Monday - Friday, between 8:00 a.m. and 5:00 p.m. except holidays.

# Overtime Hours - Monday - Friday at hours other than Normal Hours and all day Saturday, except holidays.

\*\* Premium Hours - All hours on Sunday and holidays observed by the Utility.

(Continued)

---

	<u>Issued By</u>	Date Filed <u><b>JUL 01 2008</b></u>
Advice Letter No. <u><b>1505</b></u>	<u>Steve C. Oldham</u>	Effective <u><b>JUL 01 2008</b></u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)  
 28.2.1 SERVICE CHARGES - (Cont'd)

(G) Equal Monthly Installment Billing (N)

When credit for a Residence Class of Service customer (the “customer”) is established, as set forth in Schedule Cal. P.U.C No. 2.1.6, and when that customer incurs at least \$50.00 in Multi-Element and/or Non Recurring Charges on a single service order, heretofore referred to as “the qualifying service ordering charges,” the customer may elect the option of Equal Monthly Installment Billing for the charges associated with that specific service order. Equal Monthly Installment Billing will bill qualifying service ordering charges over three (3) equal and consecutive monthly installments. The first installment begins on the first bill cycle following the installation of the service(s). A one-time Billing Installment Fee will apply in full to the initial bill of the three equal monthly installment cycle.

	<u>Non- recurring Charges</u>	
Billing Installment Fee per each selected service order	\$9.99	(N)

(Continued)

	<u>Issued By</u>	Date Filed <u>APR 10 2009</u>
Advice Letter No. <u>1672</u>	<u>Steve C. Oldham</u>	Effective <u>APR 10 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)  
28.2.2 APPLICATION OF SERVICE CHARGES

		<u>RATE ELEMENTS</u>			
		<u>ORDER</u>	<u>LINE</u>	<u>VISI</u>	
		<u>M1</u>	<u>M2</u>	<u>M3</u>	<u>T</u> <u>M4</u>
(A)	NEW AND ADDITIONAL SERVICE [See Special Condition (B)(1)]				
(1)	Individual or party line service, first line, PBX or toll terminal trunk-----	X	-	X	X
(2)	Additional individual or party line service on the same order, each line, PBX or toll terminal trunk-----	X	-	X	-
(3)	In-place connection of individual or party line service, no changes, each line, PBX or toll terminal trunk [See Special Condition (B)(6)(a)]-----	X	-	X	-
(4)	Off-premises extension service: (Each address visited - different buildings)				
	Continuous property-----	-	X	-	X
	Non-continuous property -----	-	X	X	X
(5)	Add Custom Calling Service feature, each line-----	-	X	-	-
(6)	Supersedure, each account-----	X	-	-	-
(7)	Secretarial line -----	-	X	X	-
(8)	Business answering line -----	X	-	X	X
(9)	Voice Mail Services				
	Regular Mailbox -----	-	X	-	-
	Stand Alone Mailbox-----	X	-	X	-
	Information Tree-----	X	-	X	-
(10)	Conference Connection Service -----	X	-	X	-
(11)	Product Grouping-----	-	X	-	-

(Continued)

---

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)

28.2.2 APPLICATION OF SERVICE CHARGES - (Cont'd)

		<u>RATE ELEMENTS</u>				
		<u>ORDER</u>		<u>LINE</u>	<u>VISIT</u>	
		<u>M1</u>	<u>M2</u>	<u>M3</u>	<u>M4</u>	
(A) NEW AND ADDITIONAL SERVICE - (Cont'd)						
(12)	Public Access Line Service-----	X	-	X	X	
(13)	OLS (When ordered on a subsequent order)-----	-	X	-	-	
(14)	Optional Zone Calling Plan	-	X	-	-	(N)

(Continued)

	<u>Issued By</u>	Date Filed <u><b>FEB 25 2004</b></u>
Advice Letter No. <u><b>916</b></u>	<u>Brian H. Strom</u>	Effective <u><b>APR 05 2004</b></u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT SERVICE CHARGES

28.2 RATES - (Cont'd)

28.2.2 APPLICATION OF SERVICE CHARGES - (Cont'd)

		<u>RATE ELEMENTS</u>			
		<u>ORDER</u>	<u>LINE</u>	<u>VISI</u>	
		<u>M1</u>	<u>M2</u>	<u>M3</u>	<u>T</u> <u>M4</u>
(B)	SUBSEQUENT CHANGES [See Special Condition (B)(1)]				
	(1) Change class, type or grade of service	-	X	X	-
	(2) Change telephone number	-	X	X	-
	(3) Change of Custom Calling feature, each line	-	X	-	-
	(4) Other change of line	-	X	X	*X
	(5) Restoral charge (See Service Charges (B) Limited Disconnect Service Charges)	-	-	-	-
	(6) Charges for changing referral number for extended automatic intercept service	-	X	X	-
	(7) Changes to Voice Mail Services	-	X	-	-
	(8) Changes to Conference Connection Service	-	X	-	-
(C)	CUSTOMER SERVICE CENTER - Individual Residence or Business Exchange Service [See Special Conditions (B)(1) and (C)]				
	(1) Individual line service, each line	X	-	X	-

\* Applicable only when a premises visit is required.

(Continued)

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.2 RATES - (Cont'd)

28.2.2 APPLICATION OF SERVICE CHARGES - (Cont'd)

(D) OUT OF HOUR - PREMIUM TIME APPOINTMENTS

Customer requested premium time appointment for premises visit work -

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

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

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

(E) APPLICATION OF LABOR RATES

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

**28.3 SPECIAL CONDITIONS**

(A) MULTI-ELEMENT SERVICE CHARGES

- (1) Multi-element service charges for service connection, changes and in-place connection charges are applied to individual and party line residence, business service, semi-public service, and all other services provided by the Utility.

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

(Continued)

---

	<u>Issued By</u>	<u>Date Filed</u> <b>SEP 10 2003</b>
<u>Advice Letter No.</u> <b>839</b>	<u>Brian H. Strom</u>	<u>Effective</u> <b>OCT 24 2003</b>
<u>Decision No.</u> _____	<u>President - CEO</u>	<u>Resolution No.</u> _____

A28. MULTI-ELEMENT CHARGES

28.3 SPECIAL CONDITIONS - (Cont'd)

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

(2) Multi-element service charges include three basic elements

(a) Service Ordering

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

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

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

(b) Central Office Connection Work

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

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

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

---

(Continued)

---

	<u>Issued By</u>	Date Filed <u><b>SEP 10 2003</b></u>
Advice Letter No. <u><b>839</b></u>	<u>Brian H. Strom</u>	Effective <u><b>OCT 24 2003</b></u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.3 SPECIAL CONDITIONS - (Cont'd)

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

(2) Multi-element service charges include three basic elements - (Cont'd)

(c) Premises Visit Charge

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

The following is not subject to the Premises Visit Charge:

An authorized customer-provided telephone connected by the customer.

(B) RATE REGULATIONS

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

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

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

(2) Except as otherwise shown, one service ordering charge applies to each service order issued for each customer request for service and work as shown in charges above. Only one service ordering charge applies for all items included on that service order.

(Continued)

---

	<u>Issued By</u>	Date Filed <u><b>SEP 10 2003</b></u>
Advice Letter No. <u><b>839</b></u>	<u>Brian H. Strom</u>	Effective <u><b>OCT 24 2003</b></u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

- (3) The multi-element central office connection work charge applies to each exchange line provided or worked on, including local and foreign exchange service, and to each exchange line extended to an off-premises address on non-continuous property. A premises visit charge also applies to each premises if the off premises address is on non-continuous property.
- (4) Multi-element service charges do not apply in connection with:
  - (a) Public (non-guarantee) telephones.
  - (b) Changes necessary to conform with requirements of Cal. P.U.C. Schedule 2, Rule No. 18, "Customer's Private Service Not For Public Use."
  - (c) Changes required for the maintenance of service.
  - (d) Company initiated number changes as provided for in Cal. P.U.C. Schedule 2, Rule No 17(C).
  - (e) Directory listing changes from non-published to published service. Change of name due to marriage or divorce, legal name change, change address only, or change bill name when the customer (individual or concern) remains the same.
  - (f) Utility initiated service orders.
  - (g) Changes to a high grade of service, when such service was ordered initially, but a lower grade was installed due to a Utility facility shortage.
  - (h) A rearrangement, or change initiated by the Utility, or required on account of a change in class, type, or grade of service.

---

(Continued)

---

	<u>Issued By</u>	Date Filed <u><b>SEP 10 2003</b></u>
Advice Letter No. <u><b>839</b></u>	<u>Brian H. Strom</u>	Effective <u><b>OCT 24 2003</b></u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

(4) Multi-element service charges do not apply in connection with - (Cont'd)

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

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

(a) Supersedure

Charges as set forth in this schedule are applicable, and include a change of primary listing and/or billing when required. Refer also to Cal. P.U.C. Schedule 2, Rule Nos. 1 and 20 for definitions and supersedure of service.

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

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

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

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

(4) Merger of partnerships or corporations.

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

(Continued)

---

	<u>Issued By</u>	Date Filed <u><b>SEP 10 2003</b></u>
Advice Letter No. <u><b>839</b></u>	<u>Brian H. Strom</u>	Effective <u><b>OCT 24 2003</b></u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

(5) Multi-element charges apply in connection with - (Cont'd)

(b) (Cont'd)

(6) Change in billing arrangement for government accounts.

(6) In-place connections - initial or subsequent

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

(1) An order for service may comprehend new service or an addition to an existing service arrangement as set forth in Schedule Cal. P.U.C. No. 2, Rule No. 3.

(2) In-place connection charges are not applicable upon discontinuance of a public telephone service, on the initiative of the Utility, and the immediate connection of semi-public telephone service using the in-place instrumentality.

(b) Changes

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

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

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

(C) SPECIAL CONDITIONS APPLICABLE TO CUSTOMER SERVICE CENTER

(1) Customer Service Center provides an alternate method of establishing, changing or disconnecting individual residence and business exchange service.

(2) Except as provided in this schedule, the rates, charges and special conditions of other tariff schedules are applicable for services furnished.

(Continued)

---

	<u>Issued By</u>	Date Filed <u><b>SEP 10 2003</b></u>
Advice Letter No. <u><b>839</b></u>	<u>Brian H. Strom</u>	Effective <u><b>OCT 24 2003</b></u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.3 SPECIAL CONDITIONS - (Cont'd)

(D) LIMITATIONS

(1) A change of location from one premises to another will be treated as a disconnection and a new installation including where a customer occupies a new premises and vacates the premises in which his telephone service was installed.

(2) Limited disconnect service allows customers who have been temporarily disconnected to have limited out-going call capability. These calls are restricted to 9-1-1 emergency services and the Utility's business office.

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

(3) The customer shall be responsible for installation, changes, re-termination, rearrangement, activation, move or removal and maintenance of any inside wiring and associated jack(s) on the customer's side of the Standard Network Interface for Individual, Two-party and Four-party Services.

28.4 SUREWEST TELEPHONE TECH ED PROGRAM

(T)

(A) WAIVER OF CHARGES

The Monthly Rate for up to five (5) business lines associated with 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)

(Continued)

---

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____

A28. MULTI-ELEMENT CHARGES

28.4 SUREWEST TELEPHONE TECH ED PROGRAM - (Cont'd) (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 introduction of technology into the curriculum no later than February 7, 1998. (T)

---

(Continued)

---

	<u>Issued By</u>	Date Filed <u>SEP 10 2003</u>
Advice Letter No. <u>839</u>	<u>Brian H. Strom</u>	Effective <u>OCT 24 2003</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____