



102 3rd St. P.O. Box 127 Alma, MO 64001
Office: (660) 674-2297 Fax: (660) 674-2613

May 24, 2012

Dear Alma Telephone Customer:

Thank you for being a customer of Alma Telephone Company. This message is to notify you that, pursuant to an Order of the Federal Communications Commission, effective June 1st, Alma will be raising its local rate for residential customers to \$10.00 per month, and for business customers to \$15.00 per month.

On November 18, 2011, the FCC entered an order changing the design of the Federal Universal Service fund, and changing the ability of the Missouri Public Service Commission to set local rates and access rates. On May 14, 2012 the FCC entered an order requiring Alma's new \$10 residential local rate to be in effect by June 1, 2012. We apologize for the short notice. While we don't like to increase rates, the news is not all bad.

Alma's local rates have been at their present \$6.50 level since January 1, 1988. This will be our first local rate increase in over 24 years. During that time Alma has built a state of the art fiber network to your homes. Alma's local rate of \$6.50 has been a great bargain. We are not aware of any carrier that charges only \$6.50 for a network that provides you with state of the art broadband capability for voice and data-based services. For your convenience of comparing our rates we have enclosed an example of a neighboring exchange provider's bill for March 2012 services.

Alma has been able to provide you with the best network in Missouri because the federal government designed the Federal Universal Service Fund to contribute to the higher cost of providing service in rural areas. In addition the Missouri Public Service Commission has kept Alma's access rates (charges to long distance carriers and wireless carriers completing calls on Alma's network) in an appropriate balance with Alma's local service rates.

An example outlining the new bill rates are enclosed, if you have any questions regarding these changes, please contact our business office at 660-674-2297. Thank you for your business.

Sincerely,

Adolf L. Heins
Interim Manager

Enclosures: (2)

Account Name:
Account Number:

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Bill Date: Feb. 22, 2012

Important Notices and Information:

should be notified within 90 days after the) Bill Date of any billing discrepancies on your statement.

FREE Enrollment! With My Account service, you can update your billing information, view and pay your bill and much more. Visit us online at /myaccount.

Carrier Changes and Information

LINE NUMBER	LOCAL TOLL CARRIER	LONG DISTANCE CARRIER
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Payments and Adjustments

Payments

Payment Received - Feb. 04, 2012 - Thank You

Total Payments and Adjustments

Local Services Detail

Local Service from FEB 22 to MAR 21

Recurring Charges

1 Pty Residence Line	11.99	
Subscriber Line Charge - Interstate	6.50	
Total Local Exchange Services		18.49

** Basic Voice Mail	
Call Forward N/A Fixed Pak	0.00
** Call Fwd Busy Fix Pak	0.00
Message Wait Indicator	0.00
Message Wait Visual	0.00
Voice Mail Services	

Total Optional Features/Services

Total Recurring Charges

Total Current Charges For

Taxes, Fees and Surcharges

Federal Excise Tax	0.59
LAFAYETTE 911 Surcharge	1.80
LAFAYETTE Sales Tax	0.44
MISSOURI Relay Missouri Surcharge	0.11
MISSOURI Sales Tax	1.16
MISSOURI Universal Service Fund Surcharge	0.03

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July 1, 2012 Rate Change

Rate Element	Rate
Basic (Residential)	\$10.00
Subscriber End User Charge (SLC)	6.50
Relay MO	.11
9-1-1	1.50
State Tax	.97
Fed Tax	.50
Total:	\$19.58

Rate Element	Rate
Basic (Single Line Business)	\$15.00
Subscriber End User Charge (SLC)	6.50
Relay MO	.11
9-1-1	2.25
State Tax	1.26
Fed Tax	.65
Total:	\$25.77

Rate Element	Rate
Basic (Multi- Line Business)	\$15.00
Subscriber End User Charge (SLC)	9.20
Relay MO	.11
9-1-1	2.25
State Tax	1.42
Fed Tax	.73
Total Per Line:	\$28.71