



November 1, 2017

Dear Valued Customer:

Effective December 1, 2017 the \$3.00 Residential ARC will no longer be listed on your bill and the Residence Basic Service charge will be \$23.50. Your total monthly charges will not increase; the two charges will be added together and listed as Residence Basic Service.

Please review the example below.

Sample of Current Billing

| | |
|---|-------|
| Residential Phone Service (xxx-xxx-xxxx) | |
| <i>Recurring Charges (Nov 01 – Nov 31)</i> | |
| *Residence Basic Service | 20.50 |
| <i>Taxes, Fees, and Surcharges</i> | |
| ARC Residential | 3.00 |

Sample of Future Billing

| | |
|---|-------|
| Residential Phone Service (xxx-xxx-xxxx) | |
| <i>Recurring Charges (Dec 01 – Dec 31)</i> | |
| *Residence Basic Service | 23.50 |
| <i>Taxes, Fees, and Surcharges</i> | |

All local, state, and federal taxes or surcharges will continue to be itemized on each monthly bill. If you have questions concerning these changes, please call the GRM Networks® business office.

Thank you for being a loyal GRM Networks® customer. As your local communications provider, we strive to continually provide excellent service at reasonable rates. We appreciate your business.

Respectfully,

Ron Hinds
Chief Executive Officer