



April 22, 2013

Dear Grand River Mutual Telephone Member:

Thank you for being a loyal Grand River Mutual customer. As your local telecommunications provider, our mission is to provide excellent service at reasonable rates. Due to changes in the Federal Communications Commission's (FCC) requirements, phone companies must increase basic residential phone service rates to the national urban benchmark of \$14.00 per line or give up a portion of federal Universal Service funding. The Universal Service Fund (USF) support allows rural phone companies to provide the same advanced communications services available in urban areas. We have elected to offset a portion of the FCC mandated increase by reducing the monthly fee for caller id and the voice mail primary package to \$3.95 each.

Effective June 1, 2013 the monthly charge for a residential line will be \$14.00. Bundled service rates will also change. Please refer to the chart below for details of the changes.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Residential Line	\$10.00	\$14.00
Home Run Bundle 120 min	\$32.95	\$33.95
Home Run Bundle 240 min	\$41.95	\$42.95
Home Run Bundle 360 min	\$50.95	\$51.95
Home Run Bundle 600 min	\$69.95	\$70.95
Home Run Bundle 1020 min	\$101.95	\$102.95
Grand Slam Bundle 120 min	\$70.77	\$73.95
Grand Slam Bundle 240 min	\$78.95	\$82.95
Grand Slam Bundle 360 min	\$87.95	\$91.95
Grand Slam Bundle 600 min	\$104.95	\$108.95
Grand Slam Bundle 1020 min	\$135.95	\$138.95
SuperNet 15 Bundle 120 min	\$85.00	\$87.95
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95

By bundling your services, you will average a 16% monthly savings. For example, for \$73.95 you would receive GRM Broadband, SecureIT Plus virus protection, basic phone service, voice mail, caller id, enhanced call waiting, voice mail to email and 120 minutes of nationwide long distance. That equals a \$183.48 savings per year when compared to our stand alone service rates! Please note that the bundle package pricing does not include the federal, state and local taxes and surcharges.

If you would like to sign up for a bundle package, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office. Thank you for your business! Grand River Mutual Telephone Corporation is proud to be your local service provider.

Respectfully,

Ron Hinds  
General Manager



April 22, 2013

Dear Grand River Mutual Telephone Member:

Thank you for being a loyal Grand River Mutual Telephone Corporation customer. We've had the privilege of serving your community for over 60 years. As your local telecommunications provider, our mission is to provide excellent service at reasonable rates. Due to changes in the Federal Communications Commission's (FCC) requirements, we must raise rates for basic business telephone service to \$17.00 per line. At the same time we implement this change, we have elected to eliminate the \$1.00 monthly charge for touch tone service, and to reduce the monthly fee for caller id and the voice mail primary package to \$3.95 each.

**Effective June 1, 2013 the monthly charge for a basic business line will be \$17.00.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Basic Business Line	\$13.09	\$17.00
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

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**Effective June 1, 2013 the monthly charge for a basic business line will be \$17.00.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Basic Business Line	\$13.51	\$17.00
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

Thank you for your business! Grand River Mutual Telephone Corporation is proud to be your local service provider.

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	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Basic Business Line	\$13.93	\$17.00
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

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**Effective June 1, 2013 the monthly charge for a basic business line will be \$17.00.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Basic Business Line	\$14.35	\$17.00
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

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**Effective June 1, 2013 the monthly charge for a basic business line will be \$17.00.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Basic Business Line	\$14.76	\$17.00
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

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Thank you for being a loyal Grand River Mutual Telephone Corporation customer. We've had the privilege of serving your community for over 60 years. As your local telecommunications provider, our mission is to provide excellent service at reasonable rates. Due to changes in the Federal Communications Commission's (FCC) requirements, we must raise the rate for business key system trunk access lines to \$25.50 per month. At the same time we implement this change, we have elected to eliminate the \$1.00 monthly charge for touch tone service, and to reduce the monthly fee for caller id and the voice mail primary package to \$3.95 each.

**Effective June 1, 2013 the monthly charge for a business key system trunk access line will be \$25.50.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Key System Trunk Access	\$19.64	\$25.50
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

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**Effective June 1, 2013 the monthly charge for a business key system trunk access line will be \$25.50.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Key System Truck Access	\$20.27	\$25.50
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

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**Effective June 1, 2013 the monthly charge for a business key system trunk access line will be \$25.50.** Please refer to the chart below for details of the changes that you will see on your June statement.

	<u>Current Monthly Charge</u>	<u>New Monthly Charge Effective 6/1/2013</u>
Key System Trunk Access	\$20.89	\$25.50
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

If you have questions about how these changes will affect your monthly telephone statement, please contact your local business office by calling 777 from any GRM phone line. You may also call 1-800-451-2301 for the Princeton office, or 1-800-551-1930 for the Bethany office.

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**Effective June 1, 2013 the monthly charge for a business key system trunk access line will be \$25.50.** Please refer to the chart below for details of the changes that you will see on your June statement.

	Current Monthly Charge	New Monthly Charge Effective 6/1/2013
Key System Trunk Access	\$22.14	\$25.50
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

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	<u>Current Monthly Charge</u>	<u>New Monthly Charge Effective 6/1/2013</u>
Key System Trunk Access	\$21.52	\$25.50
Caller ID	\$5.95	\$3.95
Voice Mail Primary Package	\$4.95	\$3.95
Touch Tone	\$1.00	\$0.00

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