



Green Hills Telephone Corporation

7926 NE State Route M, P.O. Box 227
Breckenridge, MO 64625
PHONE: (660) 644-5411 FAX: (660) 644-5464
www.greenhills.net

Serving the area since 1952

May 1, 2013

Dear Residential Telephone Customer,

During the last year, we have shared information with you about the new rules and regulations placed on us by the Federal Communications Commission (FCC). In July of last year, a new charge, "Access Recovery Charge (ARC)", was added to your bill at the rate of \$.50 per month. This charge will be increased by \$.50 each year on July 1 until it reaches a total of \$3.00 per month.

In addition, the new rules set "benchmark" rates for residential local service. The benchmark is set each year by the FCC. Although Green Hills was above the benchmark for 2012, it must increase rates for June 1, 2013. The new local service rate for residential customers will be \$14.00.

Customers who have the "Unlimited Local and Long Distance" plan will see no rate increase as a result of the \$1.00 increase in local service rates. In addition, on July 1, 2013, Green Hills will reduce the rate for the "Unlimited Local and Long Distance Plan" by \$0.50 to offset the increase in the access recovery charge. Thus, the net effect of the \$1.50 increase in local rates and the ARC is zero for customers who subscribe to the "Unlimited Local and Long Distance Plan."

In order to afford this offset, we will eliminate the "Unlimited" aspect of the plan and cap it at 1,500 minutes per month with a \$.04 per minute charge for calling over 1500 minutes. Ninety-seven percent (97%) of customers in this plan use less than 1,500 minutes per month, so this will not affect them. In addition, customers will be allowed to exceed or "burst" over the base minutes of 1,500, up to 1,750 minutes during one month each calendar year. Customers will need to contact our office to get credited for the overage charges for the burst allowance period. These changes to the long distance plan will be effective June 1, 2013.

For those customers who currently have a different Green Hills plan, (i.e., Local Reach, One Rate, Reach Out, or Volume Discount), we ask that you contact our office to discuss the benefits of changing your plan to the new Local and Long Distance plan so you may also offset the local service and ARC increases against your long distance.

If you have questions, please contact one of our customer service representatives Monday thru Friday, 8:00 a.m. to 4:30 p.m., at 644-5411.

Sincerely,
Green Hills Telephone



7926 NE State Route M, P.O. Box 227
Breckenridge, MO 64625
PHONE: (660) 644-5411 FAX: (660) 644-5464
www.greenhills.net

Green Hills Telephone Corporation

Serving the area since 1952

May 1, 2013

Dear Business Telephone Customer,

During the last year, we have shared information with you about the new rules and regulations placed on us by the Federal Communications Commission (FCC). If you recall, in July of last year a new charge, "Access Recovery Charge (ARC)", was added to your bill at the rate of \$.50 per month for single-line business and a \$1.00 per month for multi-line business customers. This charge will be increased by \$.50 or \$1.00 respectively each year on July 1 until both reach a total of \$3.00 per month.

In addition, the new rules set "benchmark" rates for residential local service. The benchmark is set each year by the FCC. These rates are expected to increase again next year. Green Hills was above the benchmark for 2012, but is now faced with increasing rates for June 1, 2013. The new local service rate for residential customers will be \$14.00, an increase of \$1.00, and the business rate will increase by the same amount to \$17.00 per month.

If you have questions, please contact one of our customer service representatives Monday thru Friday, 8:00 a.m. to 4:30 p.m., at 644-5411.

Sincerely,
Green Hills Telephone