



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

October 27, 2014

Dear Residential Telephone Customer,

Over the last two years, we have shared information with you about the new rules and regulations placed on us by the Federal Communications Commission (FCC). 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 had to increase rates June 1, 2013. Each year the rate was scheduled to be increased in June, but the FCC postponed the increase for 2014 until December 1. In addition, they have scheduled future rate increases that skip 2015 and revert back to the June 1 date beginning June 1, 2016. The new local service rate for residential customers effective December 1, 2014 will be \$16.00.

Customers who have the "Local and Long Distance" plan will see no rate increase as a result of the \$2.00 increase in local service rates, because Green Hills will offset the increase within the calling plan. 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 increase 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



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Dear Business Telephone Customer,

Over the last two years, we have shared information with you about the new rules and regulations placed on us by the Federal Communications Commission (FCC). The new rules set "benchmark" rates for residential local service. The benchmark is set each year by the FCC. Green Hills was above the benchmark for 2012, but had to increase rates for June 1, 2013. Each year the rate was scheduled to be increased in June, but the FCC postponed the increase for 2014 until December 1. In addition, they have scheduled future rate increases that skip 2015 and revert back to the June 1 date beginning June 1, 2016. The new local service rate for residential customers will be \$16.00, an increase of \$2.00, and the business rate will increase by the same amount to \$19.00 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