




SureWest Bill Description

Page 1 - Bill Summary

Page 1

	John Q Sample	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Account ID</td> <td>1234567-0001</td> </tr> <tr> <td>Bill Date</td> <td>January 3, 2008</td> </tr> </table>	Account ID	1234567-0001	Bill Date	January 3, 2008						
Account ID	1234567-0001											
Bill Date	January 3, 2008											
<div style="border: 1px solid gray; padding: 5px; width: fit-content;">Account Summary</div>	<p>PREVIOUS CHARGES 12/19/2007 Payment Received – Thank You No Balance Owning</p>	<p>\$162.14 162.14CR \$0.00</p>										
<div style="border: 1px solid red; padding: 5px; width: fit-content;"> <p>Please make sure to regularly monitor the UPS (uninterruptible power supply) battery in your APC unit and replace it when necessary to protect from power outages. For more details, go to surewest.com/support and search 'battery replacement'.</p> </div>	<p>CURRENT CHARGES</p> <table style="width: 100%;"> <tr><td>SureWest Telephone</td><td style="text-align: right;">45.41</td></tr> <tr><td>SureWest Broadband – Internet</td><td style="text-align: right;">31.57</td></tr> <tr><td>SureWest Broadband – Digital TV</td><td style="text-align: right;">86.28</td></tr> <tr><td>SureWest Broadband – Discounts</td><td style="text-align: right;">5.41CR</td></tr> <tr><td>SureWest Long Distance</td><td style="text-align: right;">12.96</td></tr> </table>	SureWest Telephone	45.41	SureWest Broadband – Internet	31.57	SureWest Broadband – Digital TV	86.28	SureWest Broadband – Discounts	5.41CR	SureWest Long Distance	12.96	
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SureWest Broadband – Discounts	5.41CR											
SureWest Long Distance	12.96											
	<p>CURRENT CHARGES DUE BY February 1, 2008</p>	<p>\$170.81</p>										
	<p>TOTAL DUE</p>	<p>\$170.81</p>										
	<p>Basic Service Amount due this bill \$29.18 <i>Late Payment charges may apply. See pages 2 and 3 for details.</i></p>											
	<div style="border: 1px solid red; padding: 5px;"> <p>Questions about this bill or your account? Go to www.surewest.com/support/ and access information about understanding your bill from the Accounts and Billing section.</p> <p>For Assistance Please Contact Us At</p> <ul style="list-style-type: none"> · Customer Care : (916) 786-6161 or 1-866-SUREWEST · Technical Support : 611 or (888) 639-1611 · Online Support : www.surewest.com/support/ </div>											
	<p style="text-align: center;">See reverse to learn how to sign up for Automatic Payments</p> <p style="text-align: center;">PLEASE DETACH AND RETURN WITH YOUR PAYMENT</p>											
<p>Please make check or money order payable to SureWest and put your account number on the check.</p> <p><input type="checkbox"/> Check here and see reverse for address correction</p>	<div style="border: 1px solid red; padding: 5px;"> <p>Due Date: February 1, 2008</p> <p>Account ID: 1234567-0001</p> <p>TOTAL DUE: \$170.81</p> <p>Amount Enclosed: _____</p> </div>											
<p>  SureWest P.O. Box 30697 Los Angeles, CA 90030-0697 </p>	<p>  *951236540077* John Q Sample 8150 INDUSTRIAL AVE Roseville, CA 95678-6540 </p>											
<p>000001234567000100000000000123456</p>												

Page 1 - Bill Descriptions

1	Name	Name of person to whom the service is provided.
2	Account ID Bill ID	The unique number that allows SureWest to quickly identify your account and process your requests in a timely manner. This number consists of your Account ID plus your Bill ID. Some customers could have more than one bill or start with bill 0002.
3	Bill Date	Date your bill was produced.
4	Previous Charges	This line item is a balance forward of either a credit or debit on services used during the previous bill period.
5	Payment and/or Adjustments Received	Amount of money paid and/or adjustments made, along with the date paid or adjusted.
6	No Balance Owing or Unpaid Balance Past Due - Please Pay	Balance Due. The difference between "Previous Charges" and "Payment Received."
7	Current Charges	Itemized amount owed for SureWest service, long distance companies, and other providers of service that are billed through SureWest. See 7a through 7g below.
7a	SureWest Broadband - Telephone (if applicable)	Summary of your SureWest Broadband - Telephone regulated monthly charges, additions, or changes made during the month. This includes discounts, calling plans, usage, and taxes and surcharges. Details are provided in the Monthly Charges, Fractional Charges, and Miscellaneous Charges/Credits section of your bill.
7b	SureWest Broadband - Digital Phone	Summary of your SureWest Broadband - Digital Phone monthly charges, additions, or changes made during the month.
7c	SureWest Broadband - Internet (if applicable)	Summary of your SureWest Broadband - Internet monthly charges, additions, or changes made during the month.
7d	SureWest Broadband - Digital TV (if applicable)	Summary of your SureWest Broadband - Digital TV monthly charges, additions, or changes made during the month.
7e	SureWest Equipment	Includes additional or replacement equipment, such as modems, remote controls, and phones.
7f	SureWest Broadband - Discounts (if applicable)	This is your bundled InfiniAccess Discount.
7g	SureWest Long Distance	Total charges for your long distance (InterLATA) company or companies. Details are provided in the long distance call detail section of your bill.
8	Service News	Information regarding various charges and/or services available may appear in the area under "Account Summary."
9	Current Charges Due By	Date your current charges are due for the current bill.
10	Total Due	Sum of your previous charges and current charges.
11	Basic Service Amount Due This Bill	Minimum amount due to avoid interruption of your telephone service.
12	Late Payment Charges	See Late Payment Charge section on page 2 of your bill for details.
13	For Assistance Please Contact Us At	If you have questions, our website address and the appropriate telephone numbers are printed on your bill for quick reference.
14	Please Pay This Amount	Your remittance stub should be detached and returned with a check or money order. The remittance stub has your account ID-Bill ID, name, and total due to guarantee that your payment is applied correctly.



John Q Sample

Account ID	1234567-0001
Bill Date	January 3, 2008

<p>SureWest Telephone</p>	<p>MONTHLY CHARGES January 3, 2008 – February 2, 2008</p> <p>Non-Published Service 1.99</p> <p>SURCHARGES</p> <p>CA Advanced Services Fund Surcharge 0.01 California High Cost Fund B Surcharge 0.01 Consumer Dividend 0.09CR Rate Surcharge 0.20 Universal Lifeline Telephone Surcharge 0.03</p> <p>TAXES</p> <p>911 State Tax 0.01 Citrus Heights City Tax 0.05 Federal Excise Tax 0.06</p> <p>Subtotal for SureWest Telephone Service 2.27</p>	
<p>916 555-5555</p>	<p>SERVICE LOCATION 8150 Industrial Ave Roseville</p> <p>MONTHLY CHARGES January 3, 2008 – February 2, 2008</p> <p>Access Line(s) – Unmeasured 18.90 Interior Wiring Maintenance Plan 2.00 **Voice Mail: Basic Mailbox 6.60 SingleAccess Voice Mail (000)000-0000 1.50 **Call Waiting/Cancel 3.75 **Caller ID with Name Display 5.95 **Residential Zone Calling Plan 19.95 **Local Select DISCOUNT 28.70CR Network Access for Interstate Calling 6.50</p> <p>SUREWEST TELEPHONE SERVICE AREA CALLS</p> <p>Service Area Calls 1.75</p> <p>SURCHARGES</p> <p>CA Advanced Services Fund Surcharge 0.08 California High Cost Fund A Surcharge 0.05 California High Cost Fund B Surcharge 0.08 California Relay Service and Communications Devices Funds 0.06 CaliforniaTeleconnect Fund Surcharge 0.05 Consumer Dividend 1.16CR CPUC Funding Surcharge 0.06 Federal Universal Service Surcharge 0.66 Intralata Billing Surcharge 0.01CR Rate Surcharge 2.59 Universal Lifeline Telephone Surcharge 0.39</p> <p>TAXES</p> <p>911 State Tax 0.14 Citrus Heights City Tax 0.87 Federal Excise Tax 1.08</p> <p>Subtotal for (916) 555-5555 43.14</p> <p>SUREWEST TELEPHONE TOTAL \$45.41</p>	

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Page 3 - Bill Detail Descriptions

15	Service Location	This is the address where your services are being used.
16	Monthly Charges (SureWest Telephone)	Itemized list of the SureWest Telephone service/features to which you subscribe.
17	Surcharges	Charges required or allowed by law (California Public Utilities Commission, federal, state, and/or local government).
17a	California High Cost Fund/California Advanced Services Fund Surcharges	Provides funding which allows for provision of telephone and advanced service at reasonable rates to customers in outlying areas.
17b	California Relay Service and Communications Devices Funds	Funds a special trust account that provides certified blind, deaf, and disabled persons in California with special telecommunications equipment at no charge.
17c	California Teleconnect Fund Surcharge	State levied. Funds telecommunications services for qualifying schools, libraries, hospitals, health clinics, and community-based organizations at reduced rates.
17d	Consumer Dividend	PUC mandated refund.
17e	CPUC Funding Surcharge	Assists in funding the California Public Utilities Commission, which regulates utilities.
17f	Federal Universal Service Surcharge	Charge that provides funding to help keep local telephone service rates affordable for all customers.
17g	Rate Surcharge	Surcharges to adjust billing per CPUC Decision 97-12-045.
17h	Universal Lifeline Telephone Surcharge	CPUC levied. Funds a program that enables low-income households to have basic telephone services.
18	Taxes	
18a	911 State Tax	Provides funds to public agencies operating 911 services.
18b	Federal Excise Tax	Assessed by the federal government and applied as a percentage on monthly charges, local usage, and toll telephone service.
18c	Subtotal for...	Subtotal of all monthly charges for the specific phone line.



John Q Sample

Account ID	1234567-0001
Bill Date	January 3, 2008

SureWest Telephone 916 555-5555	ZONE 3									
	Call Detail									
	Date	Called To		Mins	PC	S	I	Time	Charges	
	46	1/2/2008	SACRAMENTO, CA xxx xxx-xxxx	6	Z	ED	6	1	9:45P	0.00
	47	1/3/2008	SACRAMENTO, CA xxx xxx-xxxx	2	Z	DD	6	1	4:07P	0.00
	48	1/3/2008	SACRAMENTO, CA xxx xxx-xxxx	5	Z	DD	6	1	4:09P	0.00
	49	1/4/2008	SACRAMENTO, CA xxx xxx-xxxx	12	Z	DD	6	1	1:48P	0.00
		49 calls		309 minutes						
	Subtotal for (916) 555-5555								0.00	
916 555-5555	SERVICE AREA CALLS									
	Call Detail									
	Date	Called To		Mins	PC	S	I	Time	Charges	
	1	12/31/2007	DIR ASST, CA 916 Local	0	D	8	1	2:54A	0.45	
	2	12/31/2007	DIR ASST, CA 916 411	0	D	8	1	2:59A	0.45	
	3	12/31/2007	ELK GROVE, CA xxx xxx-xxxx Completed via DIRECTory Assistance	1	ND	8	1	3:01A	0.05	
	4	12/31/2007	Call Complete, CA xxx xxx-xxxx	0	D	8	1	3:01A	0.80	
		4 calls		1 minutes						
	Subtotal for (916) 555-5555								1.75	
CALL PLAN SUMMARY										
Z Calls re-rated for Residential Zone Calling Plan										
SureWest Broadband – Internet	MONTHLY CHARGES									
	January 3, 2008 – February 2, 2008									
	High Speed Internet: Up to 6 Mb May 19, 2007 Promotion: \$29.95 for 12 Months								42.99 13.04CR	
	SURCHARGES									
	Federal Universal Service Surcharge								1.53	
	TAXES									
	Citrus Heights City Tax								0.04	
	Federal Excise Tax								0.05	
	Subtotal for SureWest Broadband – Internet Service								31.57	
	SUREWEST BROADBAND – INTERNET TOTAL								\$31.57	
SureWest Broadband – Digital TV	MONTHLY CHARGES									
	January 3, 2008 – February 2, 2008									
	Digital Encore Basic Service, Digital Choice, DMX Encore/Encore Thematics								64.99	
	Digital Set-top Box with Remote Control Additional – Digital Set-top Box w/Remote (2 @ 5.99)								11.98	
	TIVO Receiver								9.99	

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19	SureWest Broadband - Internet Monthly Charges	This section contains a summary of your data services and associated costs and/or credits.
20	SureWest Broadband - Digital TV Monthly Charges	This section contains a summary of your Digital TV services and associated costs and/or credits.



John Q Sample

Account ID	1234567-0001
Bill Date	January 3, 2008

20	SureWest Broadband – Digital TV	May 19, 2007 Promotion: \$49.99 for 12 Months	15.00CR
	PAY PER VIEW/VIDEO ON DEMAND CHARGES		
		Hostel: Part II 12/30	3.95
		Moonlight Mile 12/25	2.95
	TAXES		
		Cable Franchise Fee	4.15
		Citrus Heights City Tax	1.35
		Sales Tax–Sacramento	1.92
		Subtotal for SureWest Broadband – Digital TV Service	86.28
		SUREWEST BROADBAND – DIGITAL TV TOTAL	\$86.28
21	<p>If you feel SureWest has not solved the problem or answered your complaint satisfactorily, you may contact the cable television franchising authority: Write: Sacramento Metropolitan Cable Television Commission, 901 H Street, Suite 206, Sacramento, CA 95814; Telephone: (916) 874-6661; Web site: www.sacmetrocable.tv</p>		
22	SureWest Broadband – Discounts	DISCOUNTS	
		InfiniAccess Discount	5.06CR
	TAXES		
		Cable Franchise Fee	0.19CR
		Citrus Heights City Tax	0.06CR
	Sales Tax–Sacramento	0.10CR	
	Subtotal for SureWest Broadband – Discounts Service	5.41CR	
	SUREWEST BROADBAND – DISCOUNTS TOTAL	\$5.41CR	
23	SureWest Long Distance 916 555-5555	SERVICE LOCATION 8150 Industrial Ave Roseville	
	MONTHLY CHARGES January 3, 2008 – February 2, 2008		
		National Unlimited Select	12.00
		Subtotal for (916) 555-5555	12.00
		SUREWEST LONG DISTANCE TOTAL	\$12.00

20	SureWest Broadband - Digital TV Monthly Charges	This section contains a summary of your Digital TV services and associated costs and/or credits.
21	Cable TV Franchise Administration Information	This is your Cable TV Franchise administration information provided for your convenience.
22	SureWest Broadband - Discounts	This is your bundled InfiniAccess discount.
23	SureWest Long Distance	An itemized list of charges from your long-distance company or companies. If you subscribe to a calling plan, the monthly charge associated discount will print in this section of your bill, along with taxes and surcharges, and regulatory fees if applicable.



John Q Sample

Account ID	1234567-0001
Bill Date	January 3, 2008

SureWest Long Distance 916 555-5555	LONG DISTANCE Call Detail							
	Date	Called To		Mins	PC	S I	Time	Charges
	1 12/17/2007	AUBN MAIN, CA xxx xxx-xxxx		0.3	N ED	8 5	6:52P	0.00
	2 12/18/2007	AUBN MAIN, CA xxx xxx-xxxx		2.2	N DD	8 5	8:30A	0.00
	3 12/18/2007	AUBN MAIN, CA xxx xxx-xxxx		10.6	N DD	8 5	8:34A	0.00
	4 12/18/2007	AUBN MAIN, CA xxx xxx-xxxx		1.5	N DD	8 5	8:47A	0.00
	5 12/18/2007	AUBN MAIN, CA xxx xxx-xxxx		4.9	N DD	8 5	8:49A	0.00
	6 12/18/2007	AUBN MAIN, CA xxx xxx-xxxx		2.0	N DD	8 5	8:54A	0.00
	7 12/21/2007	NORTHBROOK, IL xxx xxx-xxxx		2.2	N ED	J 2	6:42P	0.00
	8 12/22/2007	AUBN MAIN, CA xxx xxx-xxxx		1.5	N ND	8 5	6:19P	0.00
	9 12/27/2007	ELK GROVE, CA xxx xxx-xxxx		6.4	N ED	8 5	8:04P	0.00
	10 12/31/2007	SNJS SOUTH, CA xxx xxx-xxxx		1.3	N ND	8 2	2:19A	0.00
	11 12/31/2007	NORTHBROOK, IL xxx xxx-xxxx		18.6	N ED	J 2	6:20P	0.00
	12 1/3/2008	SANTA ROSA, CA xxx xxx-xxxx		1.7	N DD	8 2	4:33P	0.00
		12 calls		53.2	minutes			
	Subtotal for (916) 555-5555							0.00
	CALL PLAN SUMMARY							
	N Calls re-rated for National Unlimited Select							
	SURCHARGES							
	CA Advanced Services Fund Surcharge							0.02
	Calif High Cost Fund B Surcharge							0.02
	California High Cost Fund A Surcharge							0.01
	California Relay Service and Communications Devices							0.02
	California Teleconnect Fund Surcharge							0.01
	CPUC Funding Surcharge							0.01
	Federal Carrier Universal Service Contribution							0.41
	Universal Lifeline Telephone Surcharge							0.09
	TAXES							
	911 State Tax							0.04
	Citrus Heights City Tax							0.31
	Federal Excise Tax							0.02
	<p>WE COULDN'T DO IT WITHOUT YOU! SureWest Long Distance contributes 1% of the money received for direct dialed national calls to the SureWest Foundation. This donation supports non-profit, charitable organizations in OUR community.</p>							
	SureWest Long Distance TOTAL							\$0.96

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24	SureWest Long Distance	An itemized list of charges from your long-distance company or companies. If you subscribe to a calling plan, the monthly charge associated discount will print in this section of your bill, along with taxes and surcharges, and regulatory fees if applicable.
25	Call Plan Summary	If you subscribe to a calling plan, such as National or California Unlimited this section serves as a legend letting you know what letter or symbol is being used to indicate the discounted or included calls within the plan.