



John Q. Sample
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Bringing your friends and neighbors closer.

Welcome to the new world of Hargray UNLIMITED Local Calling

At Hargray, our goal is to bring you the very best services at the greatest value possible. In that spirit, we have worked with the South Carolina Public Service Commission to expand the Local Calling Area for all Hargray customers at a fraction of the current per minute calling rates.

Goodbye Long Distance. Hello Savings!

What this means is simple. Now, you can eliminate Long Distance charges when calling from Hilton Head Island to Savannah, or from Hardeeville to Daufuskie, or from Bluffton to Pooler. We're bringing the Low Country together for one low price! (See dialing instructions in number 4 on the back side.)

Unlimited convenience for just \$2.25 per month.

Your new expanded Local Calling Area takes effect on January 1, 2008. At that time, you will be able to make UNLIMITED Local Calls for a flat monthly fee of just \$2.25, while your per minute charges throughout the Low Country (see map) will disappear forever! Unlimited Long Distance customers will see no change in their total monthly billing as a result of the new Unlimited Local Calling plan.

Hargray. One company. Connecting your world.

If you have any questions concerning your new UNLIMITED Local Calling plan, please contact Customer Care at 1-800-726-1266 or dial 611 from your home phone. We always keep the lines of communication open at Hargray! Thank you again for making Hargray the Low Country's #1 choice for Telephone, Television and Internet.

Sincerely,

Eddie Andrews
Director of Marketing, Hargray Communications

Frequently asked questions

1. Why the change in rates?

The new Unlimited Local Calling Area was designed at the request of the South Carolina Public Service Commission to address customer questions regarding per minute charges for calling the areas covered under our current Measured Extended Area Service (MEAS) plan. The new Unlimited Local Calling (Extended Area Service) (EAS) plan provides unlimited calling within the established MEAS area for a **flat** rate of \$2.25 per Residential Line, and \$4.50 per Business Line.

2. Will all customers see an increase of \$2.25 per residential line, and \$4.50 per business line?

In many cases, customers will see a reduction in their monthly charges based on their average MEAS usage. Additionally, customers who subscribed to one of the Local Service Plus plans will see a savings from the new Unlimited Local Calling plan.

3. What service areas will see the new Unlimited Local Calling plan?

Both Business and Residential customers in the Hilton Head, Bluffton and Hardeeville areas will benefit from this new Unlimited Local Calling Area.

4. How do I place calls to phone numbers within the new Unlimited Local Calling Area?

For South Carolina exchanges, dial the seven digit phone number. For Georgia exchanges, dial the area code plus the seven digit phone number. Example: (912) 201-1234. Do **not** dial 1 + the area code and phone number. This will result in Long Distance charges from your Long Distance carrier.

5. What if I already subscribe to Unlimited Long Distance?

Unlimited Long Distance customers will see no change in their total monthly billing as a result of the new Unlimited Local Calling plan. **“Unlimited Local Call Area”** will show up as an additional line item on your bill; however, your current rate for Unlimited Long Distance (ULD) will be lowered by \$2.25 for residential ULD and \$4.50 for Business ULD, ensuring your net billing remains unchanged.

6. When will the new Unlimited Local Calling plan take effect?

The new plan will take effect on your January bill.

7. Will customers who have Toll Blocking be charged for the Unlimited Local Calling plan?

Yes, customers with Toll Blocking will be charged for Unlimited Local Calling and will have the ability to make calls within the EAS service area.

8. Will the adjustment apply to each phone line in a home or business?

The Unlimited Local Calling plan is a non-optional plan covering each telephone line with a dedicated number. This will include fax and modem lines as well.

9. What areas are covered under the new Unlimited Local Calling plan?

All exchanges currently covered under the MEAS plan will now be available for unlimited calling under the new plan.

10. How will the new plan be listed on my billing statement?

A separate line item entitled **“Unlimited Local Call Area”** will appear on most customers' bills. The exception to this will be customers who have Unlimited Long Distance as a part of a Bundled Service Package.

11. Will customers who have voice service as a part of their bundle see the Unlimited Local Calling charge added to their bundle?

Yes, bundled customers who have voice lines will see the Unlimited Local Calling charge, just as you would have had MEAS charges when making calls to the included exchanges. **The flat rate plan eliminates the per minute charges.**

12. Who should you contact if you have an inquiry about this increase?

Please contact Hargray Customer Care at 1-800-726-1266 or write to the SC Office of Regulatory Staff at the address below.

State of South Carolina
Office of Regulatory Staff
PO Box 11263
Columbia, SC 29211