



Dear Valued Customer,

Thank you for being a loyal and valued customer of Heartland Communications Internet Services (HCIS). The service and support of your Internet and telephone services has been a priority of HCIS for many years, and we sincerely value our business relationship with you.

However, the focus of HCIS is changing, and we have made the business decision to eliminate our retail residential services, and effective May 31, 2009, we will no longer support Retail Residential Phone or Internet services.

These retail services include:

- Dial-Up Internet Service
- Residential Phone Service, including VoIP Phone Service
- Residential Phone and DSL Service
- Residential Web Hosting and eMail Service

HCIS will continue to sell, service and support all commercial fiber optic data and telephony services..

If you currently use a combination of fiber based and copper based services, we will continue to support the services provided over AT&T copper lines until May 31, 2009. At that time, we will begin a complete cost analysis of our business. And as part of this analysis, we will be contacting you to discuss your needs, your contract, and options related to the potential elimination of copper based services.

Again, we thank you for your patronage. We pledge to continue to deliver quality support for our products and services, and we look forward to continuing our business relationship and meeting any future needs you may have.

Sincerely,

A handwritten signature in blue ink that reads "J. Brian Glover". The signature is written in a cursive style with a long horizontal line extending from the end.

J. Brian Glover  
General Manager, Heartland Communications Services, Inc.