



March 9, 2009

Dear Valued Customer:

Thank you for being a loyal and valued customer of Heartland Communications Internet Services, Inc. (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.

**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

We encourage you to select a new provider as soon as possible to avoid any lapse in service, and we are pleased to recommend Vision Communication Internet Services (VCI). VCI is a locally owned and operated Internet and Telephone service provider. Their services, pricing and contact information are provided as a trusted choice that you may want to consider for your Internet and Telephone services.

Your Customer Agreement states that "there will be no refunds for pre-paid monthly services." This means that if you terminate your services before April 1st, you will not be billed for the month of April, but if you terminate your services after April 1<sup>st</sup>, you will be billed for the entire month of April.

Your final HCIS statement (services for the month of May) will be mailed in mid April, and payment in full is expected by May 1, 2009.

If you have contractually agreed to pay in advance for Quarterly, Semi-annual, or Annual services of any kind, you have already received your final invoice from HCIS. If you are current on your account balance, your services are considered paid through May 31<sup>st</sup>. If you are pre-paid past May 2009, you will be credited by check for these months.

Again, we thank you for your patronage. We pledge to deliver quality service and support for the products that you purchased through May 31<sup>st</sup> and to assist you in the transition of your services to a quality provider of your choice.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Brian Glover".

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

\*The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20054, and include in your comments a reference to the § 63.71 Application of Heartland Communications Internet Service, Inc./Aero Communications LLC.