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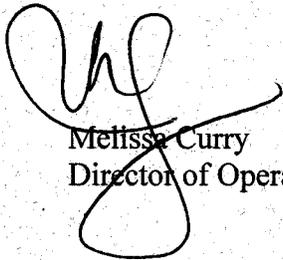
Melissa Curry  
233 N Main  
Pocatello, ID 83204  
Phone: (208) 233-6246  
Date: 7/16/09  
Re: Case Number GNR-T-03-8  
Effective Date: 6/11/03  
Commission Order: 29261

Jean Jewell  
Commission Secretary  
PO Box 83720  
Boise, ID 83720-0074

Dear Jean Jewell:

NTCH Idaho, dba Cleartalk will be merging with Syringa Wireless as of July 27th. On July 27<sup>th</sup> Syringa Wireless will take over our customer base. Syringa Wireless is already an ETC provider and will continue to offer credits to all eligible parties. Attached is a copy of the notice that was sent to all customers via mail notifying them of the merger from Cleartalk to Syringa Wireless. Also include is a copy of the press release of the merger between Cleartalk and Syringa Wireless. Cleartalk is requesting a withdrawal as an ETC carrier in our current service area. Cleartalk requests that USAC be contacted with the completed commission order verifying our withdrawal as an ETC carrier.

Sincerely,



Melissa Curry  
Director of Operations

**P 208.233.6246**  
**F 208.233.6244**

233 North Main  
Pocatello, Idaho 83204



# Attention

Due to the merger between CLEAR TALK Idaho and Syringa Wireless all CLEAR TALK Idaho customers will be transitioned to the Syringa Wireless network. There is an Urgent Software Update Required for your Phone. This Update will Provide Continued Wireless Service, and Access to Future Network Features.

Please bring your Phone to any Clear Talk Store prior to July 15th, 2009 to obtain this Important Update and to avoid Loss of Service.

Thank You for Being a Valued CLEAR TALK Customer.

# Atención

Hay una actualización urgente requerida para su teléfono. Esta actualización proporcionará servicio y tendrá acceso a las características futuras de la red.

Por favor de traer su teléfono a cual-quer tienda de CLEAR TALK antes del 15 de Julio para obtener esta actualización y no tenga problemas con su servicio.

Gracias por ser un cliente valioso para CLEAR TALK.

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As many of you have probably heard, Clear Talk Idaho will be merging with Syringa Wireless around August 1st. We are very excited about this merger as we are going to be able to offer you more features and services at lower prices. While our name is changing, our commitment to serve you remains the same.

**Listed below are some of the highlights of the newly merged company:**

1. Text messaging
2. New lower rate (\$28.31 + taxes and fees)
3. Larger local calling area
4. Nationwide calling
5. Wider selection of phones
6. More stores to serve you (18 Syringa Wireless stores in SE Idaho)
7. FREE Voice Mail That's right, Voice Mail will now be automatically included for FREE along with Caller ID and Call Waiting with your service.

**Below are a few of the features of the new and improved Voice Mail system:**

- a. Increased storage capacity from 15 to 30 messages.
- b. Ability to retrieve your voice mail messages from your e-mail.
- c. Ability to listen to and manage your voice mail using the internet/Web.

**\*\*\* As part of this upgrade your previously received voice mail messages will not be saved after July 27th, Please be sure to check your messages before.**

**Included on the back are directions on how to setup your new voice mail and instructions for some of the most commonly used features.**

# Voice Mail Guide

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Syringa Wireless Voice Mail answers missed calls and has easy to use features that let you return calls instantly, forward messages to another Syringa Wireless mail box or save them for later. Syringa Wireless Voice Mail allows you to store up to 30 messages, retrieve your voice mail messages through your e-mail, and you can also access your voice mail box through the internet / web\*.

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## Access voice mail

Press and hold 1 to autodial voice mail

or 208 + your phone prefix + 6269 example: 208-223-6269

or your phone number example: 208-223-2222 (once your voice mail box has been set up you will need to press the \* key next)

or \*86

## Set up voice mail with tutorial

First access your voice mail box (see above)

Press the 8 key

## Retrieve your messages

First access your voice mail box (see above)

Press the \* key

Press 7 to play a message

Press 4 to give the message to another user

Press 5 to keep the current message

Press 3 to discard it (once discarded, press \* to retrieve back)

## Main Menu

Press 6 to create a new message

Press 7 to play a message

Press 8 for user options

Press 4 to change greeting

Press 6 to change name

Press 7 to change pass code

Press 9 to exit



\*instructions for e-mail and web access will be supplied at a later date.

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For Immediate Release

## **Syringa Wireless and Clear Talk Merge to Offer More to Customers**

**15 June 2009 - Pocatello, ID** – Syringa Wireless LLC and Clear Talk Idaho announce that the two companies will merge operations in late July, 2009. The newly integrated company will be better positioned to meet the demands of the dynamic wireless telecommunications market.

The companies will operate under the name Syringa Wireless. Mike Hunsaker, current General Manager of Syringa Wireless, will stay on as General Manager of the new combined operation. "This merger will enable both companies to evolve in this rapidly changing environment," said Larry Curry, President of Clear Talk Idaho. "Subscribers will have greater choices in service options and enhanced calling features."

Plans are to continue to operate 13 Syringa Wireless retail locations along with 5 of the original Clear Talk stores. The company will retain current staff.

Charles Creason, Chairman of the Board of Directors for Syringa Wireless, noted that the companies have been conversing since 2002, and have built a strong mutual respect for each other. "This merger is a statement demonstrating our fundamental goal to offer advanced and affordable mobile wireless products to southern and eastern Idaho," Creason said.

The merger agreement was reached on May 1, 2009, with the transition starting immediately thereafter. The two companies will be working jointly to provision each Clear Talk subscribers' phone with software upgrades needed to transition to the Syringa Wireless Network in late July.

Syringa Wireless is currently investing in additional network upgrades; this investment will increase coverage and augment service areas. These network upgrades will be completed by fall of 2009. Additional investments have been made into a more advanced customer management platform known as Smart Box, which will offer a timelier sales and activation process. Syringa Wireless has also invested into a national purchasing group called Associated Carrier Group (ACG). ACG will provide a wider selection of the latest phones coming to market.

Clear Talk subscribers will see their monthly service rate drop from \$32.95 to \$30.00 per month. Syringa Wireless unlimited local plan will also include voicemail and call waiting at no additional charge. Former Clear Talk Subscribers will also experience an increased coverage area, increased calling area, a new voicemail

platform, and new calling features such as SMS (text messaging), MMS (picture messaging) WAP (internet), and access to more retail stores (18).

Current Syringa Wireless customers will also experience a more robust home network area, access to more retail stores (18) and a local customer care center.

"We want this transition to be as smooth as possible for the customer. We are working diligently to create a positive customer experience during this transitional phase and into the future." said Mike Hunsaker, General Manager, Syringa Wireless.

#### **About Clear Talk:**

Clear Talk incorporated as NTCH is a privately held wireless telephone carrier that first deployed in Grand Junction Colorado in 1999. Clear Talk opened their Idaho market in 2001. Clear Talk operates under the basic principle that wireless telecommunication service should be simple and affordable. Currently Clear Talk provides telecommunication services in five other states outside of Idaho with plans to build out networks in two additional markets in Washington and South Carolina. NTCH is a vertically integrated company managing business activities which include everything from spectrum investments, the development-construction and marketing of multi-tenant towers, cell site installation and collocation construction services for tenants, to operating wireless networks. More information is available at: <http://www.cleartalk.net>

#### **About Syringa Wireless:**

Syringa Wireless originally started as a consortium of five long standing Idaho ILEC/CLEC companies. Original ownership included: Direct Communications established in 1954, Filer Mutual Telephone established in 1909, Silver Star Communications established in 1948, Albion Telephone Company (ATC) established in 1929 and Project Mutual Telephone (PMT) established in 1916. Syringa Wireless' unique company ownership has yielded a service network built and customized to the people and communities of southern and eastern Idaho. Syringa Wireless is one of 10 other members in the Rural Independent Network Alliance (RINA). RINA provides a variety of operating systems and platforms including switching, SMS, MMS, nation wide roaming, Qualcomm® Brew®, and RIM® BlackBerry® mobile services. Services offered include traditional agreement plans and convenient pay as you go offerings. More information is available at: <http://www.syringawireless.com>

#### Contact information:

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[lsargeant@syringawireless.com](mailto:lsargeant@syringawireless.com)

Phone 208-478-7464

200 S. Main Pocatello, Idaho 83204

[www.syringawireless.com](http://www.syringawireless.com)

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