

We're Here For You

To learn more about Alltel, visit alltel.com.

We'll be happy to answer any questions about your wireless service or account changes. Please contact us in any way that's convenient for you.

Call

Our customer service representatives are available by calling 1-800-545-3950 or *611 from your wireless phone.

Click

Questions can be submitted 24/7 at alltel.com.

Write

You may contact us in writing at:

Alltel
General Correspondence
Building 4, Fifth Floor
One Allied Drive
Little Rock, AR 72202-2099



Service Transition Guide

**Important changes to
your wireless service.**



Welcome to Alltel

We're proud to welcome you! Beginning **July 29, 2007**, your wireless service will be transitioned from Midwest Wireless to the Alltel Wireless network and billing systems. What does that mean for you? While you will experience some changes as summarized in the enclosed Service Transition Guide, our goal is to make the transition as smooth and easy as possible.

A Friendly Reminder

Friendly Reminder boxes are included in the enclosed guide to show where you need to take action, but please thoroughly review all of the information as your wireless service may be affected. Unless otherwise stated, the included information is effective beginning with your first Alltel bill after July 29.

If you have any questions regarding this information, please call 1-800-545-3950; or to find a location near you, visit our store locator at alltel.com.

We look forward to serving you for many years to come.

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Easy Account Management

Alltel offers easy and convenient options to manage your wireless account. With the click of a mouse or touch of a button, you can access important information, such as recent payments or a copy of your last bill. Even making changes to your account, like adding new features or changing your address, can be accomplished quickly and easily online.

Beginning July 29, choose any of the options below for convenient control of your wireless account.

Online

My Account provides you the control to manage your account online. You'll get the information you need at a glance, while saving time, money and paperwork. With My Account, you can:

- View, pay and even print your bill online
- Add or change features on your account
- Check minutes of use
- Update account information, such as your billing address
- View rate plan, coverage map, features and monthly charges
- Reset your voice mail password

When you receive your first Alltel bill, simply visit alltel.com/myaccount to enroll.

From Any Phone

Call 1-800-alltel-1 or *611 (a free call) from your wireless phone for fast, convenient access to the following:

- Check account balance and last six payment amounts
- Get voice mail instructions or reset password
- Request a copy of your last bill
- Check minutes of use and text messaging usage
- Make a bill payment

From Your Wireless Phone

Use your wireless phone for free, quick, anytime access to the following:

- Check minutes of use—dial #668 (#MOU)
- Check your balance or pay your bill—dial #729 (#PAY)
- Connect to emergency personnel—dial 911

Payment Information

Account Number and Payment Remittance

- You will begin receiving an Alltel bill, and your account number and payment remittance address will change. This information will be listed on the first page of your bill.
- The new addresses for submitting payments are:

Iowa Customers:

Alltel
P.O. Box 96019
Charlotte, NC 28296-0019

Minnesota Customers:

Alltel
P.O. Box 79033
Phoenix, AZ 85062-9033

Wisconsin Customers:

Alltel
P.O. Box 9001905
Louisville, KY 40290-1905

Personal Online Banking

If you currently pay your wireless bill through your personal bank, please be sure to change electronic payment information and/or notify your bank of the change to Alltel in order to receive proper and timely credit for payments.

Electronic Billing with Alltel

You'll have the option to manage your wireless account online. **My Account** is an easy, convenient, secure tool that combines online billing with even more features. When you receive your first Alltel bill, simply visit alltel.com/myaccount to register for Alltel's **My Account** online service.

A Friendly Reminder

Change your electronic
payment information
when you receive your
first Alltel bill.

Automatic Bank Draft and Credit Card Draft

- If you use automatic bank draft or credit card draft services to make payments, your information will be transferred and no action is necessary to continue these automatic payments. **However, the draft date is now 20 days after your bill date.** When you receive your first Alltel bill, you'll have the flexibility to change your draft date through My Account. Simply visit alltel.com/myaccount for details.
- If you do not wish for Alltel to continue to draft your account, please contact us at 1-800-545-3950.
- If you do not use automatic bank draft or credit card draft services and are interested in using them, you can sign up for Alltel's Auto Pay when you receive your first Alltel bill. Auto Pay is a FREE service that allows you to automatically pay your Alltel bill from your checking account or with your credit card.

- To sign up for Auto Pay, visit alltel.com/myaccount or call 1-800-545-3950. You can sign up for Auto Pay or change your payment information at any time.

Pay by Phone

You may dial #PAY (#729) – free from your wireless phone – to pay your bill with electronic check, debit card or credit card.

Billing Information

Bill and Payment Due Dates/Late Fees

- Your “Bill Date” may change. Your bill cycle end date is listed as “Bill Date” on the front page of your monthly bill. Usage is calculated through 11:59 p.m. on the day of this bill cycle end date.
- Your bill due date is 20 days past the “Bill Date” and is listed as “Payment Due” on the front page of your Alltel bill. It is important to note that the new due date may be earlier than your current due date. A late fee of \$5 will be assessed on any unpaid past due balance. Failure to pay by the “Payment Due” date may result in interruption of service. If service is interrupted due to non-payment, a reconnection charge of up to \$35 will be assessed when service is reactivated. Recurring monthly fees will continue to be charged during the time of service interruption. If you choose to temporarily suspend your service, recurring monthly fees will continue to be charged during the time of suspension.

Call Rating

- Calls made on holidays are billed at rates according to your wireless calling package.
- International dialing is available. Rates can be found at alltel.com/personal/wireless/plans.
- Unanswered outgoing calls lasting 30 seconds or more are billed in one-minute increments. The length of a call is measured from the time it is initiated (for example, pressing the SND key) until it is ended (for example, pressing the END key).
- Your calls will be rated in the following order:
 - Feature minutes (such as Mobile-to-Mobile)
 - Wireless plan minutes
 - Promotional minutes

A Friendly Reminder

Check for a new due date on your first Alltel bill.

- Shared minutes will be combined and allocated on a first-come, first-served basis to all wireless numbers available to share the minutes.
- If a call begins in one rating period and ends in another, it may be listed as two separate call types on your bill. For example, if a call begins in the “Anytime” period and ends in the “Off Peak” period, this call will be listed as two call types on your bill.

Mobile-to-Mobile

If you have the Mobile-to-Mobile feature, your Mobile-to-Mobile coverage area will expand from your Midwest Wireless network calling area to include calls to and from all Alltel customers while in your rate plan coverage area. Mobile-to-Mobile minutes apply to calls between Alltel customers that begin and end in your calling plan area. Call Forwarding, Directory Assistance and Voice Mail calls are excluded.

Roam Indicator

Depending on where you travel, your phone may display an indicator while roaming. The roam indicators are shown as either flashing or solid icons, such as, “▲” or “R.”

- Please be assured your rate plan coverage area and billing will NOT change—the roaming indicators displayed on your phone will only look different.
- Charges for calls will continue to be based on your rate plan coverage area.

America’s Only Network Quality GuaranteeSM

Alltel offers America’s Only Network Quality Guarantee. You stay connected or we pay you back. As an Alltel customer, you will receive an automatic one-minute credit for any dropped voice call on the Alltel network.

Not available on prepaid plans. No action is required by the customer to receive the credit. Total dropped calls will be reflected in the detailed billing section of your current month’s billing statement. Dropped calls will not be credited when outside the Alltel network. Program may be discontinued at the discretion of Alltel.

Federal Universal Service Fee

The Federal Universal Service Fee (USF) is now a calculated amount determined by applying the FCC contribution factor as set in DA 06-571, which changes quarterly. According to FCC regulations, the interstate portion of wireless charges is calculated using the Wireless Interstate Safe Harbor percentage. The Federal Universal Service Fee is charged to ensure all consumers have access to telecommunications services at affordable prices and to assist schools, libraries, low-income and rural health care customers with obtaining telecommunications services.

Regulatory Administrative Fee

Some accounts have been charged a monthly Regulatory Surcharge of \$1—this charge will no longer apply. However, all accounts will be charged a monthly Regulatory Administrative Fee of up to \$1.70, which will be listed as the “Regulatory and Admin. Fee” in the “Other Charges and Credits” section of your bill.

Bill Messages

Be sure to read the message areas on your Alltel bill, as they notify you of important changes and information.

Services & Features

Wireline Caller ID Display

- Currently, your calls include your wireless phone number and reflect a generic description, such as “Midwest Wireless” or “Wireless Customer” on landline Caller ID units. By August 3, your name will display as the caller along with your wireless phone number.
- Please check the name associated with each phone number when you receive your Alltel bill. This information appears beside the wireless phone icon under the “Wireless” section of your bill. If this information is incorrect, please write the word “Correction” along with the name and the appropriate mobile number in the comments section of your remittance slip, and return it with your payment. This will enable us to provide the correct name and number to landline Caller ID providers.

A Friendly Reminder

Check the name associated with each phone number on your first Alltel bill to ensure accurate Caller ID display.

- If your wireless number is currently blocked from appearing on landline Caller ID units, this functionality will continue. If this information is not currently blocked and you want to block it, the following dialing options are available:

- **Permanent Block: *65 + Send**

- **Unblock Permanent Block: *85 + Send**

- **Per-Call Block: *67 + Number + Send**

- **Unblock Per-Call Block: *82 + Number + Send**

Caller ID name delivery from wireless to landline phones and blocking options may not be available in all areas.

Voice Mail

The wireless voice mail system in your area will be upgraded to Alltel service. The keystrokes used to navigate through your voice mail will remain the same. Messages stored in your current voice mailbox will be stored in your Alltel voice mailbox.

Call Forwarding

Please note that the codes to activate and cancel Call Forwarding features will be as follows:

- **Immediate Call Forwarding directs calls to another phone number. Your wireless phone will not ring, and calls will be forwarded immediately.**

Activate: *72 + 10-digit phone number

Cancel: *720

- **No Answer Transfer forwards your calls when you can't answer your wireless phone.**

Activate: *71 + 10-digit phone number

Cancel: *710

Many wireless plans include Call Forwarding features. Minutes associated with forwarded calls will be deducted from your wireless plan minutes, and applicable toll charges will apply.

Directory Assistance

Alltel Directory Assistance is available by dialing 411 from your wireless phone. Directory Assistance includes access to movie listings, driving directions and more, and is provided at \$1.50 per call plus airtime while in your home area. Roaming charges plus airtime will also apply when you call 411 from outside of the Alltel network.

Roadside Assistance

Mr. Rescue roadside assistance is offered for \$3 per month. Mr. Rescue gives you peace of mind by providing free towing service (up to \$50), flat tire, lock out assistance and more—up to six times each year. Simply call 1-800-alltel-1 (1-800-255-8351) or visit My Account to sign up. Beginning July 30, subscribers to roadside assistance service may access services by dialing #TOW from their wireless phone or by calling 1-877-387-8766.

Insurance

Protect your wireless investment and get total handset protection if your phone isn't working for any reason such as loss, theft, damage or electrical/mechanical malfunction, after the manufacturer's warranty expires. If you are not currently enrolled in handset insurance and would like more information, please call 1-800-723-3360.

Text and Picture Messaging

- If you subscribe to a Midwest Wireless text message package or use pay-per-use text messaging, your text messaging service and rates will not change.
- You may send text messages to other Alltel customers from your wireless phone or through your computer using one of the following options:
 - From the Internet—access the site **message.alltel.com** and enter the Alltel customer's 10-digit wireless number. Follow the instructions to enter and send your message.
 - From your e-mail—send a short message to an Alltel customer using their **10-digit wireless number@message.alltel.com** (for example, 5075551212@message.alltel.com).
- To check text messaging totals, log in to My Account at alltel.com/myaccount or dial #668 (MOU) from your wireless phone.

Picture/Video Messaging

- Beginning July 27, 2007, new photos or videos can be stored online through Access My Pics at **accessmypics.com**. **If you have photos or videos stored on Scrap Book, you must retrieve and/or copy these saved pictures by July 27, or they will be lost.**
- With Access My Pics, you can upload your photos from your phone and computer, create your own photo blog to share, store your pictures and videos, order prints and more.
 - If your phone is not capable of receiving picture messages, you may access photos at **<http://mymedia.axcess.net>**.
 - E-mail-to-phone multimedia messaging (picture and video) will not be available but is coming soon.
- Alltel offers convenient packages, which include text, instant, picture and video messages. Visit **alltel.com/axcess** for more information.

Access features only available for use in Alltel digital wireless & roaming partner markets. Airtime, text messaging &/or kilobyte charges may apply when downloading or using features. All Access features may not work on all phones or in all areas. See alltel.com/axcess for details.

Group Text Messaging Service (UPOC)

For text chat and free access to thousands of communities of every interest, visit upoc.com.

Privacy Policy

We do not collect individually identifiable information from you unless you provide it to us. We collect, maintain and use customer information as necessary to provide the most helpful and targeted products and services to meet your needs.

We do not sell, rent or license customer data without express consent.

The privacy policy is posted online at **alltel.com**.

A Friendly Reminder

**Remember to retrieve
stored images from
Scrap Book by July 27.**