

Happy 10th Birthday...blogging???



It has been 10 years since Jorn Barger started gathering links to items he liked, adding some of his own comments, and putting them on a website.

On December 23, 1997 on his Robot Wisdom site, he wrote: "I decided to start my own web page, logging the best stuff I find as I surf on a daily basis." The Oxford English Dictionary says his statement is the root of the word "weblog," now referred to as blog.

Others were doing similar things at the same time, but Barger announced what he was doing and has been named as the first blogger. By June 2007, Technorati counted 89.4 million blogs, but most spell check programs don't recognize the word.

Blogs have evolved from being mainly a series of links to including more lengthy and opinionated writings. Some of

them should probably never be stated, but expressing opinions is what a blog is all about.

Today, blog surfing is made easier by software or websites known as news aggregates or readers. They include Google reader (google.com/reader), Bloglines (bloglines.com), and Netvibes (netvibes.com). Instead of going from one blog to the next, you simply sign into the site where you store a list of blogs to be tracked. The reader scans the list for new entries. Once you have a collection of blogs you are tracking, you can sort them into different categories.

Internet Support Number Changes

On November 12, 2007 we consolidated all of our internet and web support to one telephone number. jamadots® internet customers now need to call (866) 514-4742 in order to speak with internet support personnel. Customers that wish to contact internet support via e-mail may do so by e-mailing HelpDesk@24HourSupport.com.

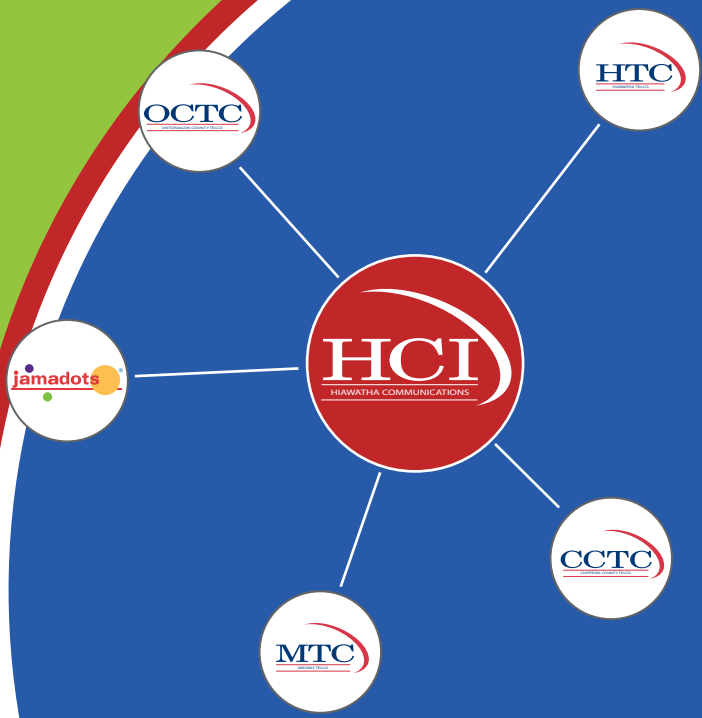
Services that will be supported at this telephone number include high-speed (DSL) internet and dial-up internet and their complementing peripheral services such as e-mail, virus and spam filtering services known as emScan, web mail and web hosting services.

Customers should continue to contact their local office to speak with a Customer Service Representative regarding changes to their service subscription levels, billing inquiries and to report technical issues related to local telephone, long distance, Calling Features and Voice Mail.



Did you know?

Hiawatha Communications, Inc. is the locally owned and operated holding company, located in Munising, Mich. that oversees operations for four ILECS (Incumbent Local Exchange Carriers) across the Upper Peninsula of Michigan. HCI is also the parent company of jamadots®. These ILECs, under the HCI umbrella, include Hiawatha Telephone Company (Munising, Mich.), Chippewa County Telephone Company (Brimley, Mich.), Ontonagon County Telephone Company (Ontonagon, Mich.) and Midway Telephone Company (Watton, Mich.). When combined under the umbrella the companies represent the sixth largest ILEC in the state of Michigan behind the likes of AT&T, CenturyTel, Frontier and other large local exchange carriers. Services provided by HCI companies include local and long distance voice, dial-up and high-speed internet, calling features, voice mail and web hosting services. For further information regarding the HCI family of companies and services offered please contact any of our local offices.



Contact us:

HTC 108 W. Superior Street Munising, MI 49862 906.387.9911 800.562.9741	CCTC 9984 W. State Street; P.O. Box 309 Brimley, MI 49715 906.248.3211 888.225.2873	OCTC 618 River Street Ontonagon, MI 49953 906.884.9911 800.562.7113	MTC 11697 State Hwy M-28; P.O. Box 97 Watton, MI 49970 906.355.2300 877.317.5960
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A quarterly update for our customers.

HCI Newsletter Welcome to the Inaugural Issue

Welcome to the "Inaugural" edition of the Hiawatha Communications, Inc. (HCI) newsletter "in the Loop". Beginning with this publishing, it is our goal to better educate and inform you, our customers, friends and relatives, about telecommunications related issues that may interest you. You can expect to find a fresh newsletter inserted in your bill on a quarterly basis. Some of the areas we intend to focus on include:

- Government Relations (both legislative and regulatory) - We will keep you in the loop as we describe how proposed new rules and laws may affect you. We'll also let you know where we stand in support or opposition to proposals that are on The Hill.
- Community Relations - Our ability to connect (on a local level) with our communities is what separates HCI from other communications providers in our service areas. We believe that we have a fundamental responsibility to support, from within, those communities in which we work, live, shop and play. And although it would be difficult to discuss all of our activities and our charitable efforts in all of the communities we service, we will attempt to highlight some of the major

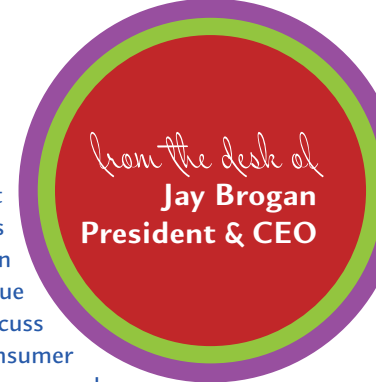
initiatives and causes supported at corporate and individual employee levels.

- Products and Services - We're planning to offer you an inside look at the products and services you either currently subscribe to or plan to in the near future. We will share tips, tricks and instructions that will help you to unleash your services into enhanced communications products that will better allow you to stay in touch with those within your circle. We will also set the record straight as we debunk common myths about internet service and also explore the differences and benefits associated with different communications products such as traditional landline versus wireless and VoIP services.
- Employee Focus - We invite you to get to know your local communications provider better as we provide inside access to our employees. Who are they? What do they do in their spare time? What do they like most about working for a progressive and locally owned communications provider? How do they support the communities they call home?
- Much, much more.

To get things started off, in this first issue we will discuss the new consumer protection rules recently adopted by the FCC and how they impact you. In addition we will also take a brief look at the Phone Tax Bill which was recently defeated in the state House.

We are excited to begin bringing you current and relevant news topics to keep you up-to-date on the ever changing telecommunications landscape. We encourage you to provide your feedback related to this quarterly publication. We hope that this newsletter spurs conversation and contributes to a greater understanding of the diverse range of issues facing the communications industry and the products and services that can enhance the means by which you choose to communicate. Feedback can be mailed or phoned in to your local office or you may e-mail us at info@jamadots.com.

Once again Welcome. We hope you find the information contained within helpful and beneficial.



In this issue:

- >>From the Desk of the CEO:
 -HCI Newsletter Inaugural Issue
 - >>New FCC Customer Privacy Rules
 - >>Internet Support Telephone Number Changes
 - >>Meet the Team: Jay Brogan
 - >> Did you know?: What is HCI?

CUSTOMER ACTION REQUIRED

FCC Adopts New Privacy Rules for Customer Phone Call Records

As a result of a 2005 petition filed by Electronic Privacy Information Center (EPIC), the Federal Communications Commission (FCC) adopted new rules in early June 2007 to strengthen the security of consumers' phone records. On Thursday, December 6, 2007, the Office of Management and Budget (OMB) issued its approval of the new rules, at which time the FCC released a public notice establishing the effective date of the new rules as December 8, 2007.

Effective with that ruling is the newly established requirement that a password is now needed if you want to get your account information from us over the phone. If you, as a customer, do not provide a password, we now have two options: (i) mail the information to you, the account holder, at your address of record with us; or (ii) we can call you at the telephone number on record. The new safeguards also require that we notify you immediately when there are changes made to your passwords, addresses or online accounts.

In early December, we sent all residential and business customers a letter with instructions on how to establish your new password and security questions. This letter contained account specific information that we use to temporarily authenticate each account holder over the phone. If you have not already done so, please contact us so that we may update our records with this additional information. Please have this letter handy when contacting us. If you have misplaced this letter we can either mail you a new letter or you can stop by our local offices and establish this information with a government issued photo identification. By establishing this information now you will be able to avoid unnecessary delays in acquiring any CPNI related account information in the future. We appreciate your cooperation in this both required and urgent matter.

CPNI - Why the New Rules?

Telephone companies collect information such as the numbers you call and when you call them (called Customer Proprietary Network Information (CPNI)). Both Congress and the FCC impose requirements on telephone companies about how they can use CPNI and what they must do to protect it from disclosure. Specifically, the Telecommunications Act forbids telecom companies from using or disclosing CPNI without customer approval, unless required by law or as permitted by certain exceptions.

Despite these rules, using a practice known as "pretexting," records have been obtained, and, in some cases, offered for sale on the Internet. The Electronic Privacy Information Center (EPIC) pointed out in its petition to the FCC that led to this Order, that numerous websites advertise the sale of personal telephone records. Pretexting became a household term following the high-profile case in which Hewlett-Packard Co. admitted that investigators it hired used false identities to obtain telephone records of directors, employees and journalists in 2006.

To curb pretexting, Congress recently passed a law making it a crime punishable by fine or imprisonment of up to 10 years to obtain CPNI from a telephone company, including Voice over Internet Protocol (VoIP) service providers, by making false or fraudulent statements, providing fraudulent documents, or accessing customer records without prior authorization through the internet or fraudulent computer-related activities. The law also prohibits the unauthorized sale or transfer of CPNI or the purchase or receipt of such information with knowledge that it was obtained fraudulently or without authorization.

The Order explicitly notes that it "is directly responsive to the actions of data brokers, or pretexters, to obtain unauthorized access to CPNI." It is the hope of the FCC that the additional privacy safeguards created by the Order will sharply limit pretexters' ability to obtain unauthorized access to CPNI.

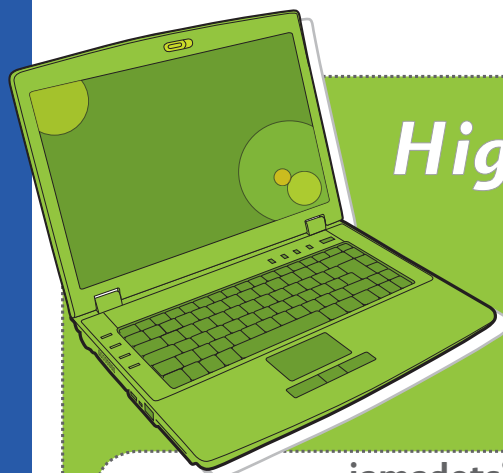


Thank You for Hanging Up on the Phone Tax

On December 12, 2007 the Michigan House voted to reject HB 4852. The bill, introduced by state Rep. George Cushingberry (D-Detroit), would have imposed a massive tax increase on consumers in the form of a \$1.35 per month surcharge on every phone subscriber. The "Emergency Telephone Enabling Act," would have saddled taxpayers with nearly \$200 million in new taxes on our land phones and cell phones.

Some in the House claimed the funds from this tax would go toward upgrading Michigan's 911 services, but a separate Senate bill would have funded those services without raising taxes. When will state leaders learn that further increasing taxes in any form hinders efforts to both diversify and recruit new industry to Michigan?

We would like to thank those who were so aggressively involved in opposing this unfair, anti-consumer and unnecessary additional tax burden. This is truly a victory for Michigan residents, businesses and telecom providers.



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Meet the Team Employee Profile

Name:

James P. Brogan III (Jay)

Job Title:

President and CEO

Years with the company:

14 yrs. - Ontonagon County Telephone Co.
8 yrs. - Hiawatha Communications, Inc.

Family Facts:

Wife:

Maureen

Children:

James IV (Jake) - 15; Joe - 13; Paige - 11

Hobbies and Special Interests:

Watching my kids' sports games, hunting, fishing, golf, snowshoeing

Clubs / Civic Involvement:

Rotary

Munising Memorial Hospital - Board of Directors

Telecommunications Association of Michigan - Board of Directors

Michigan Exchange Carriers Association - Board of Directors

Good Shepherd Lutheran Church member

Proudest Accomplishments:

I am proud of the fact I have worked in so many different areas of our business.

What do you like best about your job and working for HCI?

I enjoy working with my fellow employees and I enjoy the sense of accomplishment when we tackle a tough issue.

What is your favorite website?

<http://detroit.tigers.mlb.com>

