



Diversified Communications Company is Single Source for Wireline, Wireless & Broadband Billing

HickoryTech is the largest Minnesota-based telecommunications company and the 30th largest in the U.S. HickoryTech is listed on the Nasdaq as HTCO. Our strength is our ability to understand the needs of operating companies within the communications industry because we are one.

Industry deregulation brought significant competitive pressures to communication providers. HickoryTech has always searched for ways to do its job better and more reliably. Our job, as an operating company, is to bridge the distance that separates people and to bring them together through technology. We recognize that your business needs and requirements as a service provider are very similar to our needs and requirements.

Over 430 employees strong, we have the experience, expertise and the resources to successfully bring to market this technology in a user-friendly solution. We continue to be alert to changing industry conditions and adjust our course to best serve the needs of our customers. Customer satisfaction is our highest priority.

The billing and customer management solutions we develop to run our own day-to-day operations are proven solutions, which we take pride in offering externally to telecom service providers across North America. HickoryTech is your single source for wireless, wireline, IP and broadband billing and customer management solutions.

Information Solutions Division

The Information Solutions Division develops and implements technology-based business solutions in support of the HickoryTech business plan. It then markets SuiteSolution, modular customer management and billing solution, including Carrier Access Billing, to voice and broadband service providers throughout North America.

Software Clients

HickoryTech provides software and services with the U.S. and Canada to:

- Incumbent Local Exchange Carriers (ILECs)
- Competitive Local Exchange Carriers (CLECs)
- Wireless Service Providers
- Cooperatives
- IP Service Providers
- Broadband Service Providers
- Cable & Digital TV Providers
- Toll Resellers

Market Focus

Our product direction and focus is providing the highest quality billing and customer management products and services for competitive wireline, wireless, broadband/Internet and video service providers.



Lane Nordquist
*Vice President of HickoryTech
& President of Information
Solutions Division*

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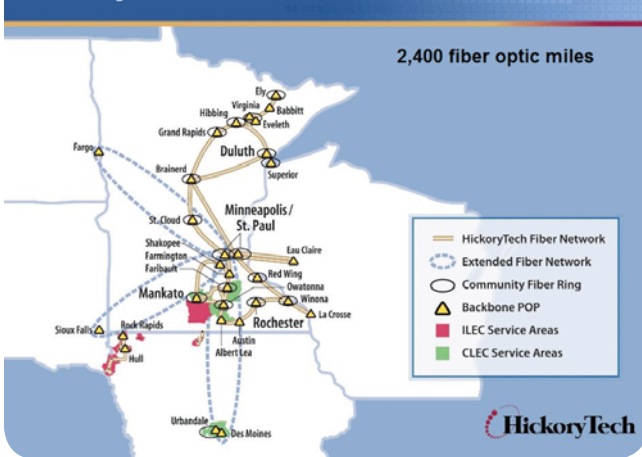
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HickoryTech Service Area



About HickoryTech

Established in 1898 and headquartered in Mankato, Minnesota, HickoryTech is a diverse business choosing to serve entire communities of residential and business customers. Our full array of products and integrated services satisfy the needs of customers of all sizes -- from small and medium-sized businesses to enterprise multi-office organizations over a regional fiber network.

The **Telecom Sector**, our oldest operating business with facilities-based operations in Minnesota and Iowa, offers local voice, long distance, high-speed internet, data, digital TV and IP networking services to residential and business customers. This sector operates two incumbent ILECs and multiple CLEC initiatives.

The **Eventis Sector** provides IP-based voice, data and integrated fiber network solutions to businesses across a five-state region. Eventis, is a Cisco Systems gold partner, the highest level of certification for network integrators.

For over 40 years, HickoryTech's **Information Solutions Division** has provided technology-based business solutions in support of internal and external customers across North America. Its primary objectives include development, implementation, and marketing of customer management and billing products, developing the IT support infrastructure for the corporation, leading the corporate initiative of becoming web centric.



Billing and Customer Management Products

Modular in design, HickoryTech's SuiteSolution® bills for today's bundled voice and broadband communication services. SuiteSolution introduces operational efficiencies in billing procedures and processes that result in documented savings of time and money. Its streamlined system for ordering customer services means reduced time to deliver those service to your customers.

More than simply a billing system, SuiteSolution supports the business activities associated with acquiring and retaining customers in competitive markets.

SuiteSolution is available in-house or as a service bureau.

To succeed in a competitive market, providers should ask themselves the following questions when evaluating a billing system:

Does the system allow a one-to-one relationship with the customer?

Does the system allow the introduction of creative pricing strategies easily and cost-effectively?

Will the system protect my investment from technical obsolescence?

Does the system provide superior auditability?

Does the system interface easily with third-party products?

Is the system easy to operate?

Call toll free
877.974.8325
to discuss how your needs
can be met by HickoryTech

Experience the online SuiteSolution® demonstration at www.hickorytech-is.com.