

BLUE EARTH VALLEY TELEPHONE COMPANY
d/b/a BEVCOMM

TELEPHONE SERVICES CATALOG
Applicable in the State of Iowa

Effective
December 1, 2014

EXPLANATION OF SYMBOLS

- (C) - Change in regulation or condition which affects a rate or charge
- (D) - Discontinued regulation, condition, rate or charge
- (I) - Increase in rate or charge
- (N) - New regulation, condition, rate, or charge
- (R) - Reduction in rate or charge
- (T) - Change in text only -- no change in regulation, condition, rate or charge
- (NA) - This service is Not Available at this time

These Tariffs cancel and supersede all other Tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this Tariff.

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GENERAL RULES AND REGULATIONS

A. APPLICATION

1. GENERAL

- a. The Rules and Regulations specified herein apply to the intrastate services and facilities furnished by the hereinafter referred to as the Company. Failure on the part of the customers to observe these Rules and Regulations of the Company, after due notice of such failure, the Company has the option to discontinue service.
- b. In the event of a conflict between these General Rules and Regulations and any conditions contained in the General Exchange Tariffs and the Local Exchange Tariffs, the rate and condition contained in the specific tariff shall prevail.
- c. These Tariffs cancel and supersede all other Tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this tariff.

GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

- a. The Company's obligation to furnish exchange and toll telephone service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for such facilities, except as provided for in Part V, Line Extensions.

2. Allowance for Failure of Service

- a. The Company does not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the customer, an adjustment will be made in the amount of the charges for that portion of the service rendered inoperable. Any adjustment shall apply only if the interruption continues beyond twenty-four (24) hours after first noted by the Company. Adjustment will be made in the form of a bill credit. No other liability shall in any case attach to the Company.

3. Adjustment of Charges

- a. In the adjustment of charges for overbilling by the Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period or amount for which overbilling cannot be fixed from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three-year period.

4. Directory Errors and Omissions

- a. Claims for damages due to errors or omissions in directory listings will be limited to prorated charges for the customer service that is affected.
- b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing for the directory period in which the error or omission occurs.

GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

5. Transmitting Messages

- a. The Company does not transmit messages, but offers the use of its facilities, where available, for communications between parties, subject to the rules, regulations and conditions specified in this Tariff.

6. Use of Connecting Company Lines

- a. Facilities of other companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the facilities of other companies, the Company does not assume any liability for any action of the connecting company.

7. Defacement of Property

- a. The Company shall exercise care in all work done on a customer's property. No liability shall attach to the Company by reason of any defacement or damage to the customers' property resulting from the existence of the Company's instruments, apparatus and associated wiring on such property, or by the installation or removal thereof, unless such defacement or damage is the result of the negligence of the Company, or its employees.

8. Customer Premises Equipment

- a. The Company shall not be responsible for any loss or damage, nor for failure or impairment of service in connection with customer-provided facilities unless caused solely by the negligence of the Company. The Company's liability is limited to that provided in the General Rules and Regulations of this tariff.

GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

- a. Customer-premises equipment may be connected to facilities of the Company under the provisions provided in [Part VIII of this Tariff](#).

2. Unauthorized Attachments or Connections

- a. The Company shall not be required to attach its facilities to facilities not owned and installed by it, nor shall facilities not furnished by the Company, be attached to or connected with facilities furnished by the Company, unless provided for elsewhere in the tariffs. In case any such unauthorized attachment or connections is made, the Company shall have the right to disconnect the same or to suspend the service during the continuance of such attachment or connection or to terminate the service.
- b. Customer-premises equipment, not connected as provided for in [Part VIII of this tariff](#), shall be considered an unauthorized attachment or connection.

3. Use of Customer Service

- a. Customer telephone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.
- b. Customers who subscribe to pay telephone service may resell such local exchange service to users of their customer-provided coin or non-coin pay telephone equipment. The company is not responsible for the confidentiality of service between customers and their users.
- c. Customers may subscribe to resale or shared services under terms and conditions located in [Part IV of this tariff](#).

GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Continued)

4. Use of Party Line Service

- a. Applications for party line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customers on the same line. When the duration or number of messages sent or received by a party-line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Company shall have the right to require the customer to contract for a higher grade of service.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

- a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to one month's exchange rate. If a deposit is required by the company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.
- b. Requests from customers for additional service may be made orally. No advance payment will be required. A move from one geographic location to another (outside move) within the same exchange is not considered to terminate the contract; orders for such moves may be made orally.
- c. "Minimum contract periods and termination of service are covered elsewhere in Part II of this tariff."

GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

2. Telephone Numbers

- a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business. Except for non-payment of yellow page advertising, when customers are assigned a new number within the exchange, the former working number intercept shall provide the new number to a calling party for not less than 60 days or until the issuance of a new directory.

3. Alterations

- a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's facilities; the customer agrees to pay the Company's charges for such changes.

4. Payment for Service

- a. The customer is required to pay all rates and charges for local, exchange services and facilities, and for toll messages (including collect toll messages which have been accepted at the customer's telephone).

5. Maintenance and Repairs

- a. All expense of maintenance and repair of regulated services or facilities provided by the Company will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's facilities not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided elsewhere in this tariff.

6. Unusual Installation Costs

- a. Where special requirements of the customer involve unusual construction or installation, the customer may be required to pay additional costs as provided elsewhere in this tariff.

GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

7. Furnishing Party-Line Service

- a. Party-line service within the Local Base Rate Area may be furnished as set forth in this Company's Local Exchange Tariffs.
- b. Party-line service beyond the Local Base Rate Area may be furnished as set forth in the Company's Local Exchange Tariffs.
- c. Rural multi-party service may be furnished only beyond the local Base Rate Area and within the Exchange Area, as set forth in this Company's Local Exchange Tariffs.

8. Service Interruption

- a. When facilities in a given area are interrupted, service to existing customers shall be reestablished in accordance with categories of precedence in the order listed below.
 - 1) Category 1 - Public safety and health:
Official federal, state, county and municipal government agencies protecting the public safety and health; private organizations and persons engaged primarily in protecting the public safety and health, such as physicians, hospitals, ambulance service, volunteer fire departments, American Red Cross, licensed protective patrols and armored cars and similar agencies.
 - 2) Category 2 - Carriers and utilities:
Contract carriers, common carriers, and public utilities (exclusive of taxicabs and livery service), for communications other than correspondence of the general public.
 - 3) Category 3 - Other public services:
Emergency repair organizations, not included in Category 1, protecting health and property; press associations, newspapers and broadcasting stations.
 - 4) Category 4 - Physically handicapped:
Persons who, because of physical handicaps, operate specifically-equipped vehicles and are unable to leave such vehicles without assistance.

GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

8. Service Interruption

a. (Continued)

5) Category 5 - Industrial

Gas or oil producing or drilling operations; producers and distributors of fuel and lumber and other construction materials and equipment; food processing distribution and storage organizations; producers of substantial quantities of food, business concerns engaged in construction of housing and industrial or public works; taxicabs and livery service.

6) All other facilities not covered above.

GENERAL RULES AND REGULATIONS

E. TELEPHONE DIRECTORIES

1. Distribution and Publication
 - a. The Company will normally publish and distribute a directory annually containing the serving exchange listings for each Central Office Access Line without charge. Additional directories may be furnished at the discretion of the Company. Directories containing listings for other areas may be provided at a nominal charge.
2. Ownership and Use
 - a. Directories furnished to customers remain the property of the Company and are provided to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories.
3. Directory Listings
 - a. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit
 - a. The Company is not obligated to provide service to any individual or firm that owes for service previously rendered by the Company at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Company obligated to continue to provide service to any individual or firm whose credit with the Company is or becomes doubtful, in the opinion of the Company. Applicants for telephone service who are required to make a deposit may be required to pay in advance of installation, the service connection, installation and/or construction charges. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:
 - 1) By furnishing credit references acceptable to the Company.
 - 2) By means of a cash deposit.

GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

2. Amount of Deposits

- a. The amount of deposit required shall not be more than the maximum charge for two months local exchange service plus two months estimated toll service or as may reasonably be required by the Company in cases involving service for short periods or special occasions. The Company may require the customer to increase the amount of the deposit at any time, if the charges billed against the customer are found to warrant such an increase.
- b. If toll usage is abnormal, the Company may require a new deposit, or an increase in the deposit to guarantee payment of a bill.
 1. For customers with at least six consecutive months of service, abnormal usage of toll service is at least a twenty-five percent increase in monthly toll charges which amounts to at least twenty dollars. To determine the increase, comparison shall be to the customer's average monthly toll during not less than the prior three months.
 2. For customers with less than six consecutive months of service, abnormal usage of toll service is when one month's toll charges exceeds the deposit attributable to toll by at least twenty dollars.
- c. A deposit may be made at any Company business office or authorized agent.
- d. The Company will maintain records which show the name and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Unclaimed deposits shall be disposed of in accordance with law.
- e. A receipt of deposit will be furnished to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by the Company records.

GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

3. Deposits and Collection Practices

- a. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills; nor constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills regardless of the fact that such customer has made a deposit with the Company to secure payment of such bills, or has furnished the Company with a guarantee in writing for such bills.

4. Interest to be Paid on Deposits

- a. Interest compounded annually, shall be _____% per annum. Interest shall be paid for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the customer's account or to the date the customer's bill becomes permanently delinquent.

5. Discontinuance of Service for Failure to Establish Credit

- a. Service may be discontinued for failure to establish or maintain credit, as set forth in F.1. above, twelve days after the Company has mailed notice requiring the customer to do so.

6. Service Charge for Reconnection

- a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges as defined in Part VI of this tariff shall apply.

7. Deposit Refunds

- a. The deposit shall be refunded or credited to the customer after not more than 12 consecutive months of prompt payment or 11 timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.

8. Criteria for Procurement of Deposits

- a. Abnormal Toll Usage as set forth in F.2.b
- b. False credit information
- c. Unsatisfactory credit history

GENERAL RULES AND REGULATIONS

G. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:
 - a. In offices, stores, factories, mines, and all other places of a strictly business nature.
 - b. In boarding houses, except as noted under G.2. below, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries and other similar institutions.
 - c. At residence locations when the customer has no regular business access line service and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature. This may be indicated by advertising either by business cards, newspapers, handbooks, billboards, circulars, motion picture screens, or other advertising media, such as on vehicles, etc. When such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
 - d. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under G.2. below.
2. Residence rates apply at the following locations:
 - a. In a private residence where business listings are not provided.
 - b. In private apartments of hotels, rooming house, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
 - c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.
 - d. In college fraternity or sorority houses where individual access line service is provided.

GENERAL RULES AND REGULATIONS

H. CONSTRUCTION AND INSTALLATION CHARGES

1. General

- a. Lines will be extended in accordance with provisions specified in the Line Extension Tariff.
- b. Special charges in the form of installation charges, monthly rates or both, are applied in addition to the usual service charge and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense as for example:
 - 1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area.
 - 2) Conditions that require unusual methods of plant construction, installation or maintenance.
 - 3) The customer's location requires the use of costly private right-of-way.
 - 4) The establishment of services which may be of a speculative or temporary nature.
- c. Special charges, in lieu of line extension charges and special charges as referred to above, will be applied for the establishment of a 2nd or additional line where current facilities are exhausted.
 - 1) Nonrecurring Rates:

A minimum \$100.00 charge will apply.

Installations up to 150 ft.	6 times the basic local service rate
Installations from 150 ft. to 660 ft.	12 times the basic local service rate
Installations from 660 ft. to 1,320 ft.	24 times the basic local service rate
Installations from 1,320 ft. to 2,460 ft.	36 times the basic local service rate
Installations from 2,460 ft. to 3,960 ft.	48 times the basic local service rate
Installations from 3,960 ft. to 5,280 ft.	60 times the basic local service rate
Installations from 5,280 ft. to 6,600 ft.	72 times the basic local service rate

For all installations over 6,600 feet, 12 month's rental in advance for each additional 1,320 feet or fraction thereof to be constructed. All the above measurements are from the Company's current available facilities to the customer's premise.

- d. Title to all construction, as specified in H.2. below, provided wholly or partly as a customer's expense is vested in the Company.
 - e. "Cost" is labor and materials included loaded overheads and may include contribution to cover the cost of doing business not explicitly associated with direct cost.
- #### 2. Special Type of Construction
- a. If a special type of construction is desired by a customer, (e.g., when underground service is desired in places where aerial construction would normally be used) or if unusual requirements of a customer make the cost of an installation higher than it would be if the usual type of construction were used, the customer is required to pay the difference in cost between the special type of construction and the average cost of the usual type of construction.

I. MINIMUM CONTRACT PERIODS

1. Minimum Contract Period

- a. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.

GENERAL RULES AND REGULATIONS

I. MINIMUM CONTRACT PERIODS (Continued)

1. Minimum Contract Period (Continued)

- b. The Company may require a contract period longer than one month at the same location for unusual construction necessary to meet special demands, and involving extra costs (see Special Type Construction).

J. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company Without Notice

- a. The Telephone Company may disconnect or refuse the service without notice:
 - 1) in the event of a condition on the customer's premises determined by the Telephone Company to be hazardous.
 - 2) in the event of customer's use in such a manner as to adversely affect the Telephone Company's facilities or the Telephone Company's service to others. Including but not limited to:
 - a) excessive use of party lines.
 - b) impersonation of another with fraudulent intent.
 - c) listening in on party line conversations.
 - 3) in the event of tampering with facilities furnished and owned by the Telephone Company.
 - 4) in the event of unauthorized use.

2. By the Company After Prior Written Notice

- a. In addition to the reasons set forth in subparagraph a. above, the Telephone Company may disconnect or refuse service after providing at least five days or in the case of deposits twelve days, prior written notice for any of the following reasons:
 - 1) failure of a customer to make suitable deposit as required by these rules.
 - 2) Use of foul or profane language.
 - 3) The customers bill for local, long distance or miscellaneous services remains unpaid after the last date for timely payment.
 - 4) for failure of the customer or prospective customer to furnish permits or certificates of right-of-way specified to be furnished in the Telephone Company's rules filed with the Commission as conditions for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon him or her as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the Commission.

GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

2. By the Company After Prior Written Notice (Continued)

a. (Continued)

- 5) for failure of the customer to permit the Telephone Company reasonable access to its facilities.
 - 6) any other violation of the Telephone Company's rules and regulations on file with the Commission, the requirements of municipal ordinances or law pertaining for the service.
 - 7) when the service (except Pay Central Office Access Line service) will be, or is, readily accessible and available for use by the public, by patrons of the customer, or by others not authorized.
- b. Despite the prior written notice provisions as contained in these rules, disconnection may take place prior to the expiration of the notice period if the Telephone Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.
- c. Only one written notice will be provided to the customer if multiple violations occur under subparagraph a. above.
- d. The notice of pending disconnection required by these rules shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The final date shall be not less than five days after the notice is rendered, or in the case of deposits twelve days. The notice will include a toll-free or collect number where a customer can obtain additional information.
- e. Where written notice is required, the Company will not disconnect service on a weekend, holiday, or after 2:00 P.M. unless the Company is prepared to reconnect service the same day.

GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

3. Disputes

In the event of a dispute concerning a bill, the Telephone Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Telephone Company's Tariff, shall continue and for not less than forty-five days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment for the disputed amount. The forty-five days may be extended by up to sixty days if requested of the Telephone Company by the Commission in the event the customer files a written complaint with the Commission.

4. Emergency Medical Conditions

Notwithstanding any other provision of these rules, the Telephone Company shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of thirty days, if the customer produces verification from a physician, or a public health or social services official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the Telephone Company within five days. If the written verification is not received within five days, service may be disconnected prior to the expiration of the thirty day period for postponement.

5. At Customer's Request

- a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.

GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

5. At Customer's Request (Continued)

- b. Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
- c. No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

K. PAYMENT FOR SERVICE AND FACILITIES

1. General

- a. Generally all customers shall pay for services and facilities monthly in advance and shall pay for Long Distance Messages, Teletypewriter Exchange Service Messages, and Nonrecurring charges in arrears. Municipal, State or Governmental Agencies may be exceptions to this rule.
- b. Billing to customers shall be scheduled monthly.
- c. All bills for local, long distance or miscellaneous services are due not less than 20 days after the bill is rendered. Residential customers shall be permitted to have the last date for timely payment changeable for good cause in writing.
- d. When a customer is connected or disconnected, or for other cause the service received deviates by more than twenty-four consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.
- e. When warranted, in the judgment of the Company, special toll bills may be rendered.
- f. Failure to receive a bill does not relieve the customer of the responsibility for payment.

GENERAL RULES AND REGULATIONS

K. PAYMENT FOR SERVICE AND FACILITIES (Continued)

2. Disconnection of Service by the Company

- a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local, long distance or miscellaneous services upon written notice, allowing the customer five days to make payment or settlement.

3. Service Charge for Reconnection

- a. Where service has been discontinued for nonpayment of a due bill, applicable service charges as defined in Part VI of this tariff shall apply.
- b. Where service has been discontinued for the nonpayment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
- c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in this tariff.

4. Late Payment Charge

- a. All bills not paid before the last date for timely payment shall be subject to a late payment charge.
- b. Each account shall be granted not less than one complete forgiveness of late payment charges each calendar year. The customer will be notified that this forgiveness has been used by first class mail or telephone.
- c. Late payment charges shall be:

5. Dishonored Check Charge

- a. When a customer pays the monthly bill with a non-sufficient fund or no account check, a charge will be made to that customer to cover the administrative costs incurred in handling the transaction. The dishonored check charge can be found in Part VI.

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

- a. When a municipality or political subdivision imposes upon the Company any license, occupation, franchise, permit, inspection or other similar tax, such tax fee or charge shall be billed to the telephone customers receiving service within the municipal or political subdivision, allocated uniformly on the basis of each such customer's monthly charges for the types of service made subject to such tax, fee or charge.

GENERAL RULES AND REGULATIONS

M. NETWORK CONNECTIONS

1. General

- a. Connections of new inside station wiring to the network shall only be made at the Demarcation Point.
- b. Such connections shall be made by using a Standard Network Interface and shall be in accordance with Part 68 of the F.C.C. Rules.
- c. Direct electrical connections at the protector or by-passing the Standard Network Interface shall constitute a violation of this Company's filed tariffs and the service may be disconnected in accordance with its filed Rules and Regulations.
- d. Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be served, excluding customers being provided adjacent exchange service or foreign exchange service as provided in this tariff. Existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the customer within ten days after receipt of written notification from the Company.

N. CUSTOMER COMPLAINTS

1. General

- a. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
- b. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.

GENERAL RULES AND REGULATIONS

N. CUSTOMER COMPLAINTS (Continued)

1. General (Continued)

- c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa State Commerce Commission- Consumer Division Section, Lucas State Office Building - Fifth Floor, Des Moines, Iowa 50319.

O. RESALE OR SHARED SERVICE

1. General

- a. A reseller or shared service customer may obtain local exchange service from the Company to allow occupants of a building or complex of buildings to share in the use of local exchange services.
- b. The Company will provide service to the point of demarcation.
- c. The customer shall be responsible to extend the service from the point of demarcation.
- d. The end-user customer must be allowed to subscribe to service provided by the Company.
- e. Should the reseller refuse to allow the end-user customer to subscribe to local exchange service direct from the Company, the end-user customer may file a complaint against the reseller with the Iowa State Commerce Commission.

DEFINITIONS

ACTIVE ACCOUNT - A customer who is currently receiving telephone service, or one whose service has been temporarily disconnected (vacation, nonpayment, storm damage, etc.).

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ADJACENT EXCHANGE SERVICE - Local Exchange Service, including extended area service, provided to a customer via direct facility connection to an exchange contiguous to the exchange in which the customer is located.

ANCILLARY SERVICE OR EQUIPMENT - Any communication service or equipment not included in the definitions of transmission service, terminal equipment or inside station wiring.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telephone, private branch exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

BASE RATE - A rate for urban grades of exchange service available to customers located within a base rate area.

BASE RATE AREA - The developed portion within each exchange service area as set forth in the telephone utility's tariffs, maps or descriptions.

BUILDING - The term "Building" is a structure occupied by a customer or authorized user. Multi-occupant structures will be considered different buildings when space of one customer or authorized user is separated by space occupied by others.

BUSINESS SERVICE - Central Office Access Line service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

CALLS - Telephone messages attempted by customers or users.

CENTRAL OFFICE - A unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only.

CENTRAL OFFICE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point.

DEFINITIONS

CENTRAL OFFICE ACCESS LINE CHARGE - For work associated with the telephone line, extending from central office equipment up to and including, the demarcation point located at the customer's premises.

CENTREX SERVICE - See definition in General Services.

CHANNEL - An electrical path suitable for the transmission of communications.

CHARGES - Nonrecurring amounts billed to customers for regulated services and equipment.

CHECK OF SERVICE or **SERVICE CHECK** - An examination, test or other method utilized to determine the condition of customer-provided terminal equipment and inside station wiring.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

CLASS OF SERVICE - The various categories of service generally available to the customer, such as business, residential, pay telephone service and resale or shared services.

COIN TELEPHONE SERVICE - See "Pay Telephone Service."

COMMISSION - The Iowa State Commerce Commission.

COMMISSIONS - A percentage of amounts handled paid as a fee in consideration of service rendered to the Company.

COMMON BATTERY SERVICE - Manual or dial service where the electrical energy is furnished from the central office and where the operator is signaled or dial tone is obtained by lifting the receiver of the calling station.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY - A corporation, association, partnership, or individual engaged in the business of furnishing telephone and other communications services to the public.

DEFINITIONS

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONSTRUCTION CHARGE - A separate recurring and/or nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the exchange tariffs.

CONTIGUOUS PROPERTY - Two or more parcels of property, occupied by the customer, in which the boundary line of one property touches the boundary line of the other(s).

CONTRACT - The agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the tariff.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER - The individual, carrier, reseller, partnership, association, corporation or government agency which contracts for telephone service, or relays messages to or from points outside the extended area, and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISE EQUIPMENT - Terminal equipment located on the customer's premise owned by the customer or owned by the telephone utility or some other supplier and leased to the customer.

DELINQUENT or DELINQUENCY - An account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.

DEMARCATION POINT - The point of connection provided and maintained by the telephone utility to which the telephone utility-owned existing inside station wiring or customer-provided new inside station wiring becomes dedicated to an individual building or facility. For an individual customer dwelling, this point of connection will generally be immediately adjacent to, or within twelve inches of, the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility. In the instance where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility.

DEFINITIONS

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with private branch exchange service.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DISCONNECT - The disabling of circuitry preventing both outgoing and incoming communications.

DISCONNECT NOTICE - The written notice sent to a customer following billing, notifying that service will be discontinued if charges are not satisfied by the date specified on the notice.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and the protector or equivalent.

DUE DATE - The last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

DUE NOTICES - See "Disconnect Notice."

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

Automatic Location Identification (ALI): A feature by which the name (business accounts only) and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

DEFINITIONS

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

Emergency Service Number (ESN): When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Telephone Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. The ESN's will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area.

Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

Enhanced 911 Service Area: The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

Public Safety Answering Point (PSAP): An answering location for E911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first; Secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of a common bureau serving a group of such entities. This is CPE and it is the customer's responsibility to ensure it is compatible with the service(s) furnished by the Company.

Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party. It is the customer's responsibility to ensure the CPE selected to operate this feature is compatible with the service furnished by the Company.

Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number E911. Such calls are answered at PSAP's established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

DEFINITIONS

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

Universal Emergency Number Service Customer: A municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

ENTRANCE FACILITIES - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

EXCHANGE - A geographical area established for the administration of communications services in a specified area, called the "Exchange Area," which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXCHANGE SERVICE - The furnishing of facilities for communication within an exchange area, in accordance with the regulations and charges specified in the Local or General Exchange Tariffs.

EXTENDED AREA SERVICE - Extended Area Service (EAS) means telephone service furnished between end user customers located within an exchange area and all of the end user customers of an additional exchange area. Extended Area Service is only for calls both originating and terminating within the defined extended area.

EXTRA EXCHANGE LINE MILEAGE - The measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish urban classes of service in the Suburban or Rural Area.

EXTRA LISTING - See "Additional Listing."

FLAT RATE SERVICE - Telecommunications service furnished at a fixed monthly or periodic charge.

DEFINITIONS

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EXCHANGE LINE MILEAGE - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - Exchange service furnished to a customer from an exchange other than the exchange regularly serving the area in which the customer is located.

GENERAL EXCHANGE SERVICES - Facilities, services or features furnished by the Company connected to or associated with primary local exchange service.

GRADE OF SERVICE - The term used to describe individual-line, or various party line services.

INDIVIDUAL LINE - A Central Office Access Line to provide one-party service. (Not a private branch exchange trunk.)

INFORMATION SERVICE ACCESS - An arrangement whereby a customer may access information via the network. Access to Information Service is usually provided by dialing 900 and 976 numbers.

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

INSTALLATION CHARGE - A nonrecurring charge made at the time of installation of communications service or facilities, which may apply in place of or in addition to Service Charges and other applicable charges for service.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

JOINT USER SERVICE - An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the services of another customer.

LINE EXTENSION - See "Extra Exchange Line Mileage."

LOCAL EXCHANGE SERVICE - Telecommunications within a local service area in accordance with the provisions of the Company's tariffs.

DEFINITIONS

LOCAL MESSAGE - A completed customer or user call between stations located within the same Exchange Area or Local Service Area.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule or rates without the application of a long distance message charge.

LONG DISTANCE MESSAGE - See "Toll Message."

LONG DISTANCE TERMINAL - See "Telephone Station."

MESSAGE - A completed customer or user call.

MESSAGE RATE SERVICE - A service for which charges are based upon the number of originated messages placed by the customer to stations within the same local or message rate calling area.

MILEAGE RATE - The rate applying for the use of part or all of a line furnished by the Company.

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for services and/or facilities, whether or not retained by the customer for such minimum length of time.

MOBILE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point to provide both local and toll service.

MORSE CHANNEL - A channel not connected with the general telephone exchange system and of the type which may be derived from telephone wire facilities by simplexing, compositing or other methods of similar character and equipped with instruments used in sending Morse Code or equipped with instruments other than telephone or typewriter equipment, depending for their operation upon the variation of the flow of electrical energy, according to a specified plan or code.

MULTI-PARTY LINE - A Central Office Access Line to provide exchange service to more than one customer.

DEFINITIONS

MULTI-PARTY SERVICE - Service provided to more than one customer on a single circuit to the central office.

NONRECURRING CHARGE - A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

NOTICE - See "Disconnect Notice."

OTHER SUPPLIER - The customer or any entity other than the telephone utility providing, repairing or maintaining new inside station wiring or existing or new terminal equipment or repairing or maintaining existing inside station wiring.

OUTSIDE PLANT - The telephone facilities installed on, along, or under streets, alleys, highways, and private rights of way between customer locations, central offices or the central office and customer location.

PARTY LINE - See "Multi-Party Line."

PAY TELEPHONE SERVICE - A central office access line providing connections for pay telephone equipment.

Pay Central Office Access Line: A circuit extending from the central office equipment up to and including the demarcation point to provide both local and toll service.

Interexchange Pay Access Line: A one way outgoing circuit extending from the central office up to and including the demarcation point to provide both local and toll service only.

PREMISES - The space occupied by an individual customer in a building, in adjoining buildings, or on contiguous property separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

PRIVATE BRANCH EXCHANGE TRUNKS - See "Central Office Access Line."

PRIVATE LINE - A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

DEFINITIONS

PROTECTOR - A utility owned electrical device located in the central office, at a customer's premises or anywhere along any telephone facilities which is designed to protect both the telephone company's and the customer's property and facilities from over-voltage and over-current by shunting such excessive voltages and currents to ground.

RATES - Recurring amounts billed to customers for regulated communications services.

RESALE SERVICE - Central Office Access Line service obtained by a customer from the Company and resold to occupants of a building or complex of buildings.

RESIDENCE SERVICE - Telecommunication service furnished to customers when its use is for domestic purposes.

RURAL SERVICE - Telecommunication service in an exchange area outside of a base rate area or generally outside a special rate area.

SERVICE CHARGE - The charge a customer is required to pay at the time of the establishment of telephone service or subsequent changes to that service.

SERVICE CHECK - See "Check of Service."

SERVICE MAINTENANCE CHARGE - A nonrecurring charge for visits to the customers premises when the service difficulty is caused by the customer-premises equipment.

SERVICE ORDERING CHARGE - For work involved in receiving, recording and transmitting, information for establishment of telephone service or subsequent change to that service including directory listing.

SHARED SERVICE - Central Office Access Line service obtained by a customer from the Company and shared by occupants of a building or complex of buildings.

SPECIAL RATE AREA - An area within an exchange where service generally is furnished at uniform rates. Usually this comprises a developed area outside of the base rate area and separated by some distance from the base rate area.

STANDARD NETWORK INTERFACE - See "Demarcation Point."

SUSPEND - See "Temporary or Vacation Suspension."

DEFINITIONS

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company with the Iowa State Commerce Commission.

TELEPHONE COMPANY - See "Company."

TEMPORARY OR VACATION SUSPENSION - Temporary disconnection or impairment of service which shall disable outgoing or incoming communications or both.

TERMINATION CHARGE - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIE LINE - A communication circuit connecting two private branch exchange services together.

TIE LINE MILEAGE - The measurement on which the rates for tie lines are based.

TIMELY PAYMENT - Payment on a customer's account made on or before the due date shown: (1) on a current bill for rates and charges, or (2) by an agreement between the customer and the Company for a series of partial payments to settle a delinquent account.

TOLL CENTER - A telephone switching center at which the operations (manual or dial) function (message timing, switching and recording) takes place in connection with the provision of long distance telecommunication service.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

TOLL MESSAGE - A message between different exchange areas furnished under the provisions of the applicable toll tariff.

TOLL RATE - The tariff charge prescribed for toll messages, usually based upon the duration of the message, the distance between the exchanges, the day and time of the message and the degree of operator assistance.

TOLL SERVICE - Toll service (Long Distance Service) is that part of the total telephone service rendered by the Company which is furnished between different exchange areas in accordance with the rates and regulations specified in the Company's long distance telecommunications service tariff.

DEFINITIONS

TOLL STATION - A telephone connected to a toll line or directly to a toll board.

TOLL STATION SERVICE - Telephone service rendered from a toll station.

TOLL TERMINAL - The circuit connecting the customer premise equipment directly with a toll center. (Also known as Long Distance Terminal.)

TRAVEL CHARGE - A charge that applies whenever a visit is required to complete the customer's request. One charge will apply for all work requested at the same time on the same visit.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices or between a central office and a private branch exchange service.

WATS (WIDE AREA TELECOMMUNICATIONS SERVICE) - The furnishing of inward or outward switched telephone communications service between a wide area telecommunication service line and specified service area or bands.

ACRONYMS

A

AMPS	Advanced Mobile Phone Service
ANI	Automatic Number Identification

B

BPS	Bits per Second
BRA	Base Rate Area

C

CA	Connecting Arrangement
CAMA	Centralized Automatic Message Accounting
CCS	Customer Calling Services
	Calling Card Service
CENTREX	Centralized Exchange for Business Customer Services
CO	Central Office
COAL	Central Office Access Line
COE	Central Office Equipment
CPE	Customer Premises Equipment

D

DA	Directory Assistance
DDD	Direct Distance Dialing
DID	Direct Inward Dialing
DTMF	Dual Tone Multifrequency

ACRONYMS (Continued)

E

EAS	Extended Area Service
ESS	Electronic Switching System

F

FCC	Federal Communication Commission
FX	Foreign Exchange

H

HNPA	Home Numbering Plan Area
HZ	Hertz (frequency unit -- formerly cycles per second)

I

ICO	Independent Telephone Company
IMTS	Improved Mobile Telephone Service
IPAL	Interexchange Pay Access Line
ISCC	Iowa State Commerce Commission
IW	Inside Wire

K

ACRONYMS (Continued)

L

LAMA	Local Automatic Message Accounting
LATA	Local Access and Transport Area
LMS	Local Measured Service

M

MOU	Minutes of Use
MRC	Message Relay Charge
MU	Message Unit

N

NL	Non-Listed
NNX	Central Office Designation of Telephone Number
NP	Non-Published
NPA	Numbering Plan Area
NRC	Non-Recurring Charges

O

OCC	Other Charges and Credits
	Other Common Carriers
ONI	Operator Number Identification
OSP	Outside Plant

P

PCOAL	Pay Central Office Access
PTS	Pay Telephone Service

ACRONYMS (Continued)

S

SLU	Subscriber Line Usage
SNI	Standard Network Interface
SXS	Step-by-Step

T

TAS	Telephone Answering Service
TC	Toll Center
TELCO	Telephone Company
TSPS	Traffic Service Position System
TT	Touch Tone

U

USOC	Uniform Service Order Code
USP	Usage Sensitive Pricing

W

WATS	Wide Area Telecommunications Service
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X - Y - Z

X-Bar	Crossbar Switching System
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TRADE NAMES

LOCAL EXCHANGE SERVICE

A. GENERAL

Central Office Access Lines extend between the central office equipment of the Company and the demarcation point located on the premises of the customer. Rates for Central Office Access Lines are shown in paragraph B. below. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

EXCHANGE NAME: Stevens

All applicable rates below apply.

1. CENTRAL OFFICE ACCESS LINES	<u>Monthly Rates</u>
Basic Residential Line	\$ 20.46
Business Access Line	20.46
b. OUTSIDE THE BASE RATE AREA	
BUSINESS SERVICE	
Rural Individual Line	20.46

LOCAL EXCHANGE SERVICE

B. RATES (Continued)

	<u>Monthly Rates</u>
1. CENTRAL OFFICE ACCESS LINES (Continued)	
b. OUTSIDE THE BASE RATE AREA RESIDENCE SERVICE	
Rural Individual Line	\$ 20.46
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE	N/A
b. INTEREXCHANGE PAY ACCESS LINE	N/A

C. CONDITIONS

1. Mileage rates may apply for service between separate buildings - See Part V.

LOCAL EXCHANGE SERVICE

RESALE AND SHARED SERVICES

A. GENERAL

1. The Company will provide central office access lines to any landlord, owner, tenant association, or other affiliated group for the purpose of reselling or sharing local exchange services to occupants of a building or complex of buildings with a community of interest.
2. All persons (end-users) or occupants in a building or complex of buildings shall be permitted to subscribe to local exchange service from the Company.
3. The telephone rates charged to resale or shared use providers of service shall be on the same basis as business service.
4. The rates contained herein are in addition to all other applicable rates and charges located in other parts of this Company's tariff.

B. CONDITIONS

1. Community of interest as used in Paragraph A.1. above normally indicates joint or common ownership but other factors may be considered.
2. The local resale or shared use supplier is required to subscribe to a sufficient number of access lines to assure the local network is not impaired and shall provide adequate facilities to its customers.
3. The Company is responsible for transmission quality up to the point of demarcation with the resale/shared use supplier. Transmission quality on the customer side of demarcation shall be the responsibility of the resale/shared use supplier.
4. The local resale/shared use supplier shall be responsible for providing local exchange telephone directories to its customers or users. The Company shall provide the resale/shared use supplier a directory in accordance with [Part II of this tariff](#).

GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS

A. GENERAL

The following rates are applicable to the alphabetic section of the telephone directory for business, residence or pay telephone service customers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>
1. Additional or alternate listings, per listing	\$ 0.60
2. Private service, per listing	
3. Foreign or nonsubscriber service, per listing (See Condition 4)	1.20

C. CONDITIONS

1. A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
 - a. Listings will be limited to such information as is necessary for proper identification.
 - b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
 - c. The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.
2. Additional listings may be furnished with business, residence or pay telephone service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.

GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS (Continued)

C. CONDITIONS (Continued)

3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
4. A foreign or nonsubscriber listing is furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C.1. above shall apply.
5. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records.
 - a. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.
 - b. No charge will apply for private service for customers having other listed service.
6. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.
7. The contract period for directory listings is:
 - a. For those services that appear in the directory, the directory period; unless the listing is no longer applicable because of disconnection, removal, etc., of the services with which it is associated. The directory period starts on the day the directory is distributed and concludes the day that the succeeding directory is distributed.
 - b. For those services that do not appear in the directory; 30 days.
8. Names, addresses and telephone numbers of interexchange pay access lines are not listed in the directory.

GENERAL EXCHANGE SERVICES

EMPLOYEES' TELEPHONE SERVICE

A. GENERAL

Employees' Telephone Service may be offered to all active and retired employees at their residence when such telephone service is provided by this Company.

B. RATES

1. The charge for Employees' Telephone Service is None percent of the regular rate.

C. CONDITIONS

1. Employee's Telephone Service at their residence is available to employees of the Company having at least No months continuous credited service with the Company.

GENERAL EXCHANGE SERVICES

(Reserved For Future Use)

GENERAL EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

Foreign Exchange Service is interexchange service provided at a location in an exchange other than that in which the central office is located and from which the customer would normally be served. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. DEFINITIONS

1. Local Exchange - the exchange in which the customer premise equipment is located and in which service is provided.
2. Serving Exchange - the exchange in which the serving central office is located.
3. Contiguous Exchange - adjoining exchanges which share a common boundary.
4. Noncontiguous Exchanges - exchanges which do not share a common boundary.

C. RATES

1. Rates of the serving Company apply for local exchange service to the class and grade of service provided.
 - a. Plus, applicable rural mileage charges in the local exchange if the customer is located outside of the base rate area.
 - b. Plus, applicable special access rates contained in the "serving exchange" Carrier Access tariff.
 - c. Plus, the foreign exchange service rate of 2x per month per B1.
2. Applicable special access rates contained in the "local exchange" Carrier Access Tariff.

GENERAL EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE (Continued)

D. CONDITIONS

1. Foreign Exchange Service will be limited to business and residence individual Central Office Access Line Service, or PBX trunks, when facilities for its provision are available.
2. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listing in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.
3. Customers to Foreign Exchange Service are required to subscribe to Central Office Access Line Service of the exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.

GENERAL EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE (Continued)

D. CONDITIONS (Continued)

4. Calls beyond the local calling area of the serving exchange will not be permitted.

GENERAL EXCHANGE SERVICES

(Reserve for Future Use)

GENERAL EXCHANGE SERVICES

JOINT USER SERVICE (Continued)*

C. CONDITIONS (Continued)

7. Additional listings and supplemental services may be furnished to the joint user at the request of the customer and at regular rates.
8. After the listing for the joint user has been included in the directory, joint use of service may not be discontinued during the life of the directory, except under the following conditions:
 - a. The customer's service is discontinued;
 - b. The joint user moves from the premises where the customer's service is located;
 - c. The joint user established his own Central Office Access Line Service on the same premises.

*Joint User Service is "grandfathered" to existing customers at existing locations.

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS

A. GENERAL

Line extensions may be provided as set forth in this tariff for any class and grade of Central Office Access Line to customers or applicants beyond the existing facilities of the Company, within the same exchange. The charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. CHARGES

	<u>Nonrecurring Charge</u>
1. Extension of facilities	
a. Within the Base Rate/or Special Rate Areas of the Company	\$ None
b. Outside of the Base Rate and/or Special Rate Areas of the Company within the exchange boundaries	
1) Extension of facilities when costs are less than the average amount of Outside Plant investment of the Company. (See formula below.)	None
2) Extension of facilities when costs are greater than the average amount of Outside Plant investment of this Company.	Computed by Formula

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS (Continued)

B. CHARGES (Continued)

2. Formula for computing charges:
 - a. Outside Plant, net value in last Company financial report.
Elements to include:
 - 1) Plant Under Construction
 - 2) Pole Lines
 - 3) Aerial Cable
 - 4) Underground Cable
 - 5) Buried Cable
 - 6) Aerial Wire
 - 7) Underground Conduit
 - b. Number of Central Office Access Lines, at same date as a.
 - c. Divided a. by b. equals d.
 - d. Average Outside Plant, per Central Office Access Line
 - e. Determine total cost of Outside Plant extension
 - f. Subtract d. from e. (if possible) equals g.
 - g. Remainder is the dollar amount of the line extension due from the customer.

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS (Continued)

C. CONDITIONS

1. Route and type of facilities

- a. The Company shall determine the route and type of construction which will be used in the extension of its facilities within an exchange. All such line extensions shall be owned and maintained by the Company.
- b. The Company will be responsible for the route of the proposed line extension facilities upon which costs will be developed. Such routes will include the last pole or cable distributing box on public or private property but will exclude the drop wire (maximum of 300 ft.) for the building in which the telephone service is to be located.
- c. Any difference in costs between the type of construction proposed by the Company for use on a line extension and the type of construction requested by the customer will be charged at actual cost for the difference. (See [Part II, Special Type of Construction.](#))
- d. When two (2) or more applicants mutually agree they may be considered as a "group." Line extension charges will be established in order to determine the amount of construction which needs to be provided. Line extension charges computed for the total extension, less allowable costs, may be proportionately divided among the applicant making up the "group."

2. Obligation of the Company

- a. The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain, and maintain suitable rights-of-way without unreasonable expense.
- b. The Company will survey all prospective customers who could receive service from each proposed line extension project prior to its construction.

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS (Continued)

C. CONDITIONS (Continued)

3. Payment of charges applicable to line extensions may be paid either in advance or on a recurring monthly basis including any applicable carrying charges, over a maximum 36-month period, at the option of the Company.
 - a. A customer paying the charges on a monthly basis who discontinues service within the three (3) year term, is obligated to pay a termination charge which equals the monthly charges remaining in the original three (3) year term. An agreement setting forth the terms of payment shall be executed between the Company and the customer.
4. Applicants requesting service which can be provided from a previously established line extension project:
 - a. Within 12 months from the time service was initially provided by means of such line extensions, initial charges will be recomputed by the Company and the applicant will pay a proportionate share of such charges as if they were one of the initial applicants and appropriate refunds will be made to the original customer(s).
 - b. After 12 months from the time service was initially provided, such applicant(s) will be responsible for the charges and conditions applicable to the establishment of line extension facilities required to serve him (or them) alone.
5. Except as provided elsewhere in this tariff, refunds of line extension charges will not be paid by the Company.
6. Supersedure of service provided from a line extension and any adjustment in an amount paid by a customer discontinuing such service during the initial three (3) year term and an applicant superseding such service will be a matter of negotiation between the disconnecting customer, who has obligated himself for the line extension charge and the superseding applicant.

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS (Continued)

C. CONDITIONS (Continued)

7. The Company will have the option to specify the type of construction to be used when line extensions are requested for service into real estate subdivisions or mobile home parks. Any difference in costs of types of plant facilities used by the Company or requested by the subdivider will be negotiated between the parties.
8. When the line extension proposed contains growth potential to provide for anticipated future service demands, the proposed customer(s) will only be obligated for that portion of such line extension costs as would be necessary to serve him (or her) alone. It will be to that segregated amount that the Formula for average Outside Plant costs will be applied.
9. Line extensions of a temporary or speculative nature
 - a. Line extension of the Company's facilities may be made to provide service of a temporary or speculative nature. An applicant whose service is considered speculative or temporary in nature will be charged the total actual costs of construction and estimated costs of removal, less salvage value, for the material used to establish the service.
 - 1) If after a 12 month period the temporary or speculative project is considered by the Company to be a permanent service, a refund may be made to the customer for the difference between costs paid and the charges which would have been computed for a regular line extension.

ADMINISTRATIVE TARIFF INSTRUCTIONS

LINE EXTENSIONS

A. GENERAL

1. The REA has been consulted in the application of line extension charges (sometimes known as "Aid to Construction"). Their guidelines are:
 - a. If an exchange is to be rebuilt or expanded under an Area Coverage Design using REA funds, customers desiring service requiring line extensions should be included in such facilities design; no line extension charges will apply.
 - b. If an exchange has been rebuilt and work completed as proposed by an Area Coverage Design and an application is received from customers desiring service which requires a line extension, line extension charges will apply.

B. AGREEMENTS

1. An AGREEMENT should be executed for each line extension.
2. The format of the AGREEMENT for Line Extensions is set forth on the following page.
 - a. The items listed below are keyed to the AGREEMENT format found on the following page. In each space enter the following:
 - 1) Customer's name
 - 2) Company's name
 - 3) Date of the Agreement
 - 4) The amount of customer liability as computed under charges in the tariff.
 - 5) Down-payment
 - 6) Trade-in or other allowances
 - 7) Total down payment, 5 plus 6 above
 - 8) Unpaid balance, 4 minus 7 above
 - 9) Other charges
 - 10) Amount financed, 8 plus 9 above
 - 11) Finance charge
 - 12) Total of payments

ADMINISTRATIVE TARIFF INSTRUCTIONS

LINE EXTENSIONS

B. AGREEMENTS (Continued)

- 13) Deferred payment price
- 14) Annual percentage rate
- 15) Monthly installment
- 16) Final installment
- 17) Date of first installment
- 18) Service commencement
- 19) Service address

- 3. After the AGREEMENT has been completed, accepted and signed by the Customer and the Company, one (1) copy should be given to the Customer. The remaining copies will be distributed as required.

ADMINISTRATIVE TARIFF INSTRUCTIONS

LINE EXTENSIONS (Continued)

AGREEMENT

LIABILITY COVERING LINE EXTENSIONS

This Agreement is entered into between 1) _____ herein called "CUSTOMER" and the 2) _____ Company, herein called "COMPANY" as of 3) _____, 19____.

The CUSTOMER has requested the COMPANY to construct an addition to its exchange plant facilities for the purpose of providing Central Office Access Line service to the CUSTOMER. This addition will be provided at the charges and under the Conditions, Rules, and Regulations set forth in tariffs filed by the COMPANY with the Iowa State Commerce Commission.

A. CONSTRUCTION CHARGES	\$	4)
B. LESS: DOWN PAYMENT	\$	5)
C. TRADE-IN, OTHER ALLOWANCES		6)
D. TOTAL DOWN PAYMENT (B + C =)		7) 7)
E. UNPAID BALANCE (A - D =)		8)
F. OTHER CHARGES (to be itemized)		
_____		9)
_____		9)
G. AMOUNT FINANCED (E + F =)		10)
H. FINANCE CHARGE		11)
I. TOTAL OF PAYMENTS		12)
J. DEFERRED PAYMENT PRICE (A + F + H =)		13)
K. ANNUAL PERCENTAGE RATE		14)%

ADMINISTRATIVE TARIFF INSTRUCTIONS

LINE EXTENSIONS (Continued)

AGREEMENT (Continued)

CUSTOMER hereby agrees to pay to COMPANY the "TOTAL OF PAYMENTS" as shown above in 36 monthly installments of \$ 15 (final payment to be \$ 16) the first installment being payable 17, 19 , with all subsequent installments on the same day of each consecutive month until paid in full. The finance charge applies from 18 (Date). Upon prepayment of any amount due, rebate of unearned finance charges will be computed by the "Actuarial Method." Should telephone service be discontinued during the term of this Agreement, CUSTOMER shall be liable for the unpaid balance of this Agreement. The addition of facilities covered herein will be constructed to provide Central Office Access Line service to the CUSTOMER'S premises located at _____.

CUSTOMER

COMPANY

By _____

By _____

Address _____

Title _____

Witness _____

Witness _____

Issued _____
(Date)

GENERAL EXCHANGE SERVICES

MILEAGE RATES

A. GENERAL

Mileage rates apply for extending standard voice grade intra-exchange service between premises or outside the Base Rate Area. Any other intra-exchange improved grade of circuits may be provided as set forth in the General Rules and Regulations-Construction. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>
1. Between Buildings on Different Premises, per 1/4 mile or fraction thereof	
a. Per two wire circuit	\$ 1.00
2. Outside the Base Rate Area (Rural)	
a. One-party service, Pay Telephone Service Line, Key System Line, or PBX Trunk Line, each	N/A
b. Two-party service, each	N/A
c. Four-party service, each	N/A

C. CONDITIONS

1. Mileage measurement is the airline distance between the terminals.
2. Outside the Base Rate Area, rural mileage will be based upon the distance between the location of the service and the nearest point on Base Rate Area boundary.
3. When facilities must be constructed to provide service to an applicant beyond the Base Rate Area, charges shall be determined as set forth under Line Extensions.

GENERAL EXCHANGE SERVICES

TOLL RESTRICTION SERVICE

A. GENERAL

1. Toll restriction service provides denial of outgoing 0+ and 1+ long distance calls for central office access lines or trunks.
2. This service is provided only where central office capabilities permit the offering.

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Toll Restriction Service (out going calls only)	\$ 0.00	\$ 0.00

C. CONDITIONS

1. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.
2. Incoming calls are not restricted.

GENERAL EXCHANGE SERVICES

SPECIAL BILLING ARRANGEMENTS

A. GENERAL

Special Billing Arrangements encompass charges or rates which are applicable for specialized toll services as set forth herein. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Special Billing Numbers, each	\$.60	\$
2. Hawkeye State Plan, per line	N/A	

C. CONDITIONS

1. Special Billing Numbers
 - a. Special Billing Numbers may be provided in conjunction with all classes and grade of service.
 - b. The minimum period for which this service may be offered is two (2) months.
2. Hawkeye State Plan
 - a. The rates and charges shown above are in addition to the concurrence in the [Hawkeye State Plan as set forth in Part VII](#).

GENERAL EXCHANGE SERVICES

SPECIAL REVERSE TOLL SERVICE (ZENITH)

A. GENERAL

This is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>
1. Special Reverse Toll Service charge, per exchange	\$

C. CONDITIONS

1. The charges for each message will be billed to the called party at the regular operator sent-paid station rate.
2. This service may be furnished with business Central Office Access Line and PBX services.
3. This service includes the listing of a special number in both the published directory and directory assistance records of the exchange or exchanges from which calls are to be accepted.
 - a. At the option of the customer, this number may be private listing to limit the service to certain selected individuals.
4. The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer selected exchanges.

GENERAL EXCHANGE SERVICES

TEMPORARY OR VACATION SUSPENSION

A. GENERAL

Temporary Suspension of Service is available for vacation purposes at a reduced rate for all customers.

B. RATES

1. The monthly rate will be 0% of the regular rate for the services suspended.
2. No other service charges will apply for the suspension and subsequent restoration of service.

C. CONDITIONS

1. The rates may be billed in total prior to the establishment of vacation rate service, or monthly, at the option of the Company.
2. The minimum period for which this service may be provided is 30 days; the maximum is 150 days during any 12-month period.
3. Hawkeye Plan rates are not eligible for temporary or vacation suspension.

GENERAL EXCHANGE SERVICES

(Reserved for Future Use)

GENERAL EXCHANGE SERVICES

TRANSFER SERVICE

A. GENERAL

This service provides for the automatic transfer of incoming calls from one line to another automatically through equipment installed in the central office. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Transfer Services	\$ N/A	\$ N/A
a. Automatic (central office operated)		

C. CONDITIONS

1. This service is available only with individual line services within the same central office serving area, where the central office is so equipped.
2. Transfer service is not available with pay telephone service.

GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

1. Adjacent Exchange Service is offered to customers of this Company in any adjacent contiguous exchange in the State of Iowa.
2. The customer must subscribe to service in the primary exchange to be eligible for this service.
3. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
4. This adjacent exchange tariff shall not affect the terms under which a customer receives adjacent exchange service, if that customer was receiving adjacent exchange service prior to April 26, 1989.

B. DEFINITIONS

1. Primary Exchange - The exchange in which the customer is located.
2. Adjacent (secondary) Exchange - The adjacent contiguous exchange from which a second service can be extended into the primary exchange.
3. Construction Charges - The costs, including normal overhead expenses and costs for regrouping of lines, incurred by the company(s) in the provision of facilities required to extend the adjacent exchange service to the premises of the customer in the primary exchange.
4. Telephone Plant - The central office equipment, wire, poles when applicable, outside plant facilities necessary in the provision of this service.
5. Point of Connection - Exchange boundary line, or point at which plant facilities cross, between the primary and adjacent exchanges.

GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

C. CHARGES - (Nonrecurring)

1. The charges applicable to the customer in the provision of this service are:
 - a. In the primary exchange
 - 1) All construction charges for extending the telephone plant facilities of the primary company from the customer location to the point of connection at the adjacent exchange boundary. These charges will be paid to the primary exchange company.
 - b. In the adjacent exchange
 - 1) Construction charges applicable for extending the telephone plant facilities of the adjacent company from the point of connection at the primary exchange boundary to the available facilities in the adjacent exchange for the requested service. These charges will be paid to the adjacent exchange company.
2. All charges (estimated costs) will be paid in advance; and differences between actual and estimated costs will be refunded to the customers, or remitted to the company(s), as may be applicable.

D. RATES - (Monthly Recurring)

1. The rates applicable to the customer are:
 - a. All filed tariff rates of the adjacent exchange company for the service provided, plus
 - b. Exchange mileage rates based on the cable route distance from the customer's location in the primary exchange to the point of connection with the adjacent exchange.

	<u>Monthly Rate</u>
1) First one mile or fraction thereof	\$ 4.00
2) Each additional 1/4 mile or fraction thereof	1.00

GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

E. CONDITIONS

1. No toll calls will be placed from or charged to the customer's adjacent exchange central office access line except at such times as the primary exchange central office access line has been reported to be out of service.
 - a. Any violation of this condition will be cause for suspension or termination of the Adjacent Exchange Service.
 - b. When service from the primary exchange has been reported out of order, toll calls placed from the adjacent exchange central office access line will be rated from the adjacent exchange.
2. The rates, charges and billing for primary exchange service (plus toll charges on the primary central office access line) will be the responsibility of the primary company. The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.
3. All outside telephone plant and facilities will be owned, installed and maintained by the company(s) in whose exchange it is provided.
4. A customer subscribing to adjacent exchange service must also subscribe to service from the primary exchange. Any suspension or termination of the primary exchange service will require suspension or termination of the adjacent exchange service.
5. Disconnection of Service
 - a. When service provided under this tariff is disconnected, because the customer has no further need of such, or for nonpayment of either primary or adjacent exchange service, no refunds of amounts paid previously by the customer for the extension of this service will be made by the Company.

GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

E. CONDITIONS (Continued)

6. Reuse of Facilities

- a. When disconnected facilities are reused by a subsequent adjacent exchange service customer requiring the same grade of service, no additional Construction Charges will be applied to such reconnected facilities, providing no additional construction of telephone plant is required.

7. Failure of the customer to comply with the tariff provisions related to adjacent exchange service shall make the customer subject to discontinuance of service after appropriate notice.

8. Adjacent exchange service shall be restricted to only residential service, unless a waiver is permitted by the Utilities Board for a particular customer for good cause shown.

GENERAL EXCHANGE SERVICES

(Reserved for Future Use)

GENERAL EXCHANGE SERVICES

(Reserved for Future Use)

GENERAL EXCHANGE SERVICES

CUSTOM LOCAL AREAS SIGNALING SERVICES (CLASS)

A. GENERAL

1. Custom Calling Services furnish the following capabilities to subscribers:

- a. Selective Call Rejection – Enables a customer to reject call attempts from up to fifteen numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing *60 (1160 on rotary telephones) after completing the call.
- b. Call Trace – Allows a called party to initiate an automatic trace of the last call received by dialing *57 (1157 on rotary telephones) after the offending call. Call Trace information will be released only to law enforcement representatives. Under no circumstances is the information given to a customer who has activated *57 (1157), received a successful trace announcement and called the telephone company's business office. The telephone company's business office verifies that this is the third successful activation to the same number. They explain to the customer that a report has to be filed with the law enforcement agency upon request.
- c. Caller ID- Call Waiting – Number – Allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.
- d. Caller ID – Name- The customer can view the name associated with the directory number of the incoming call along with the calling number before answering. The name is displayed on customer-provided equipment capable of recognizing CLASS functions. If the calling party has marked their directory number as private, or if the directory number is unavailable, the called party's display is modified appropriately. Subscribers with the appropriate premise equipment can store and display the date, time and calling name and number of unanswered calls.
- e. Caller ID – Call Waiting – Allows the customer to be visually notified of the Caller ID number or name of a call waiting call.
- f. Continuous Redial – Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called party is busy, the feature will redial the called number for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. This feature is activated by dialing *66 (1166 from rotary telephones).
- g. Priority Call – Allows you to define a list of up to 15 numbers which will have a distinctive ringing pattern or distinctive call waiting tone (if you have call waiting) based on the caller's telephone number. Any incoming call not specified on your list or that cannot be identified will be treated as a normal phone call. To activate your list, enter *61 from a touch-tone or dial 1161 from a rotary telephone. A recording will prompt you through all the necessary steps.

GENERAL EXCHANGE SERVICES

CUSTOM LOCAL AREAS SIGNALING SERVICES (CLASS) (Continued)

A. GENERAL (Continued)

- h. Selective Call Acceptance – Allows a customer to specify a special list of a maximum of up to thirty-six telephone numbers. Incoming calls placed to the customer from those listed telephone numbers on that list will automatically be accepted. When the Selective Call Acceptance is active, any other call attempts to the customer from other non-listed numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. To activate your list, enter *64 from a touch-tone or dial 1164 from a rotary telephone. A recording will prompt you through all the necessary steps.
- i. Selective Call Forwarding – Allows a customer to specify a special list of a maximum of fifteen telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally. To activate your list, enter *63 from a touch-tone or dial 1163 from a rotary telephone. A recording will prompt you through all the necessary steps.
- j. Anonymous Call Rejection – Allows you to reject calls from parties who have their number blocked. Call attempts from a number that is blocked will not be allowed through to your line and will be greeted by an announcement informing them that their call will not be accepted as long as their calling number is blocked. You will not receive alerting tones for incoming calls that are rejected. You will need to activate the feature after it has been installed by the telephone company, by pressing *77 or 1177 from a rotary phone. To deactivate the features, press *87 or 1187 from a rotary phone.
- k. Automatic Recall – By dialing an activation code, *69, a subscriber directs the switch to recall the directory number of the last incoming call to the subscriber's set. At this time, the subscriber hears the directory number of the call prior to deciding whether or not to recall the number. If the call has been blocked, the subscriber will hear a recording indicating the caller is "Private" or "Anonymous." At no time, however, will any indication be given to the subscriber returning the last call as to the identification of the party who placed the last call. If the called station is busy, the system scans the called line for an idle condition. The scan continues for 30 minutes or until completion or cancellation. The calling station receives a distinctive ring when the called station is idle. Call setup is performed when the calling subscriber answers the ringing. This feature will not work on 800 or 900 prefixed numbers, international calls, calls to a number with call forwarding active or lines with a non-unique directory number. Only the last incoming call can be returned. To use per call blocking on a call placed using Automatic Recall, the customer must activate the per call blocking prior to activating the Automatic Recall. This feature will not work in any way on blocked calls.

GENERAL EXCHANGE SERVICES

CUSTOM LOCAL AREAS SIGNALING SERVICES (CLASS) (Continued)

A. GENERAL (Continued)

- I. Individual Call Routing – This feature allows a customer to restrict completion of calls from their number to specific area codes and/or specific telephone numbers. The customer provides the Company a listing of area codes and numbers that are to be restricted. The customer can also provide the Company a list of non-restrictive area codes and numbers, with call completion being denied for all area codes and numbers not included in the non-restrictive listing.

GENERAL EXCHANGE SERVICES

CUSTOM LOCAL AREAS SIGNALING SERVICES (CLASS) (Continued)

B. REGULATIONS

1. Custom Local Area Signalling Services (CLASS) can be furnished to access line subscribers with either Residence or Business One-Party or Trunk lines, where in the view of the Company, Custom Calling Service is compatible with the other service and facilities to which the customer may subscribe.
2. CLASS are furnished to subscriber access lines. CLASS is provided on the condition that the customer subscribe to sufficient features or facilities to adequately handle calls without interfering or impairing services offered by the Company. If, in the opinion of the Company, additional CLASS or facilities are needed to avoid interference with or impairment of services offered by the Company, the customer will be required to subscribe to such additional features or facilities.
 - a. In the event the customer refuses to subscribe to adequate CLASS or facilities, the service shall be subject to termination.
 - b. The calling party is responsible for charges associated with calls between the originating telephone and the call forwarding location.
3. When one or more of the CLASS are installed or changed on the same line at the same time, one nonrecurring charge will apply. If the nonrecurring charges are different, the highest charge applies.
4. Customers of Caller ID – Number or Name may not, without permission of the calling party, publicize or disclose to third parties telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services.
5. Call Trace allows a called party to initiate an automatic trace of the last call received. After receiving a harassing call, the customer must hang up and dial the code for Call Trace *57 (1157 for rotary telephones) prior to receiving another income call. After dialing the code, the customer receives a recording that indicates the trace was successful. The customer must then call the telephone company's local business office to further proceed with Call Trace. There the customer may speak to a telephone company representative about the harassing call. The representative advises the customer that the originating telephone numbers of calls identified as harassing shall be released only to investigative or law enforcement officers.

Information on originating telephone numbers identified as harassing are released verbally or in writing to law enforcement. To obtain records, a subpoena is necessary.

For demonstrated abuse of the Call Trace service, Call Trace may be removed at the customer's request.

GENERAL EXCHANGE SERVICES

CUSTOM LOCAL AREAS SIGNALING SERVICES (CLASS) (Continued)

C. RATES AND CHARGES

The following rates and charges apply in addition to all other rates and charges applicable to the associated 1-party line.

1. Per 1-party line equipped with:

	Nonrecurring Charge *	Monthly Rate
a. Selective Call Rejection	\$ 10.00	\$ #
b. Call Trace Per Activation	-0- 2.00 ###	-0-
c. Caller ID - Number	##	##
d. Caller ID - Name	##	##
e. Continuous Redial	10.00	#
f. Priority Call	10.00	#
g. Selective Call Acceptance	10.00	#
h. Selective Call Forwarding	10.00	#
i. Anonymous Call Rejection (When ordered in conjunction with Caller ID - Number or Name)	-0-	-0-
j. Automatic Recall	10.00	#
k. Individual Call Routing	10.00	#
l. Caller ID – Call Waiting	10.00	#

Provided free of charge upon request on all local service access lines

Provided free of charge on all local service lines

* The maximum Nonrecurring Charge for multiple Class or Custom Calling features ordered at the same time will be \$10.00

The customer is charged \$2.00 per call for Call Trace information which has been released to the local law enforcement agency. The customer is not charged for all *57 Call Trace activations made on customer's line. Inadvertent or unauthorized *57 Call Trace activations from the customer's line would be ignored for billing purposes until such time as the customer requests that the phone company release the call trace record information to the law enforcement agency.

GENERAL EXCHANGE SERVICES

CUSTOM CALLING FEATURES

A. General

1. The specific custom calling features available are:

- a. Call Waiting provides for signalling a subscriber who is talking on his/her line. He/she may, by switchhook operation, hold the first call, answer the second, return to the first or converse alternatively with both.

Call Waiting Deactivation is available without additional charge. This feature gives Call Waiting customers the ability to control when Call Waiting functions on their line. This feature is activated by dialing #70 (1170 on rotary telephones).

- b. Call Forwarding - allows the subscriber to transfer calls automatically to a preprogrammed number. Calls forwarded beyond the local (toll free) calling area will be charged to the customer at the direct dial station-to-station rate.
- c. Call Transfer - allows the subscriber to transfer calls to another line.
- d. Three Way Calling - allows the subscriber to call a third party and initiate a conference call.
- e. Speed Calling - allows a subscriber to place a call dialing a one digit number. This feature is available on the basis of a short list which comprises 8 numbers or a long list which comprises 30 numbers.
- f. Teen Line enables two Directory Numbers to share the same line so that a subscriber can receive calls that are dialed to as many as two separate telephones without installing additional lines. Teen Line provides a distinctive ringing pattern for each additional directory number so that a subscriber can determine in advance which telephone number a calling party has dialed.
- g. Remote Activation of Call Forwarding - Activate and de-activate Call Forwarding features from a remote telephone number.
- h. Bulk Call Forwarding - allows the subscriber to transfer all calls automatically into Telephone Answering Service (TAS) or voicemail of a third party provider.
- i. Telemarketing Screening – allows the subscribers to block call originating from unknown numbers. The caller hears "The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your "Do Not Call" list and hang up now. Otherwise, please press 1 or stay on the line." Calls will be completed if a 1 is dialed or if the caller waits on the line. Caller ID is not required for Telemarketer Screening.
- j. Toll Restriction with PIN - this feature is activated by the Company at the customer's request. This feature allows the customer to prevent unauthorized persons from making long distance calls by requiring the caller to enter a pin number when making a long distance call. The pin number is selected by the Company and is given to the customer at the time of installation. Customer has the option of selecting or changing their PIN number.
- k. Simultaneous Ring - is a feature that allows multiple phones to ring at the same time within a specific group. Simultaneous Ring allows you to list numbers you would like to ring in addition to your main telephone when you receive a call.

GENERAL EXCHANGE SERVICES

CUSTOM CALLING FEATURES (Continued)

B. Rates

1. Single Feature Service

	Monthly Rate	Installation Charge ##
a. Call Waiting	\$ #	\$ 10.00
b. Call Forwarding:		
Variable	#	10.00
Fixed	#	10.00
c. Call Transfer	#	10.00
d. Three-Way Calling	#	10.00
e. Speed Calling:		
8 number list	#	10.00
30 number list	#	10.00
f. Teen Line *	5.00	10.00
g. Remote Activation of Call Forwarding	#	10.00
h. Toll Restriction with PIN	#	10.00
i. Telemarketing Screening	#	10.00
j. Simultaneous Ring	#	10.00
k. Distinctive Ring **	2.75	10.00

C. Conditions

1. The initial service period for all features is one month.
2. Rates above are in addition to regular local service rates.
3. Transmission on calls forwarded and three-way calling may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.
4. Installation charges do not apply on new local service installations.

Provided free of charge upon request on all local service access lines

The maximum Nonrecurring Charge for multiple Class or Custom Calling features ordered at the same time will be \$10.00

* Not available in Oronoco, Pine Island and Granada Exchanges

** Only available in Oronoco, Pine Island and Granada Exchanges

GENERAL EXCHANGE SERVICES

(Reserved for Future Use)

GENERAL EXCHANGE SERVICES

PERSONAL SAFETY EXCEPTION FORM

Customer Certification

In order to provide a solution to your unique personal safety concerns, it is necessary for you to provide responses to the questions below.

What is the estimated interval of time that your personal safety concerns require Calling Number Delivery Blocking - "Per-Line"? _____

If you are requesting "Per-Line" Blocking for a telephone line other than your own, the responsible party must sign below.

CUSTOMER REQUESTING FREE PER LINE BLOCKING:

PRINT

NAME: _____

SIGNATURE: _____

TELEPHONE NUMBER WHERE PER LINE BLOCKING WILL BE ASSIGNED:

CUSTOMER RESPONSIBLE FOR TELEPHONE ACCOUNT:

PRINT

NAME: _____

ADDRESS: _____

SIGNATURE: _____

If a line is equipped with "Per-Line" Blocking, the telephone number of that line will not be delivered to any subscribers of Calling Number Delivery. Poison control centers, hospitals, medical centers and others who might use Calling Number Delivery will not be able to identify callers with "Per-Line" Blocking who need assistance. In addition, subscribers of Caller ID may choose not to answer blocked calls. THE CUSTOMER REPRESENTS THAT HE/SHE UNDERSTANDS THE ABOVE, AND THE CUSTOMER RELEASES _____ (Company's Name) FROM ALL CLAIMS AND LIABILITY, INCLUDING PERSONAL INJURY, CAUSED BY ITS ERRORS, OMISSIONS AND THE OPERATION OR MALFUNCTION OF "PER-LINE" BLOCKING SERVICE.

GENERAL EXCHANGE SERVICES

BUSY VERIFICATION SERVICE

A. GENERAL

1. Busy Verification service is furnished to customers upon request to provide Line Status or Busy Interrupt for a requested line or trunk.
2. This service is provided where facilities exist for Line Status or Busy Interrupt through a Telephone Company operator.
3. The provision of Line Status involves an operator determining the condition of a line or trunk that a customer requests to be checked. The status of this line is verified to the customer for a charge as listed below.
4. The provision of Busy Interrupt involves an operator interrupting a line or trunk that a customer requests to be checked. Information concerning the Busy Interrupt to this line or trunk is passed to the customer for a charge as listed below.
5. No request will be processed on a collect or reversal of charge basis.
6. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. CHARGES

	<u>Charge</u>
1. Per request	
a. Line Status	\$ 2.55
b. Busy Interrupt	3.65

No charge will apply if the line situation indicates a trouble condition. No charge applies when the request is identified as an emergency request by the customer and originates from or to emergency agencies, such as police, fire, rescue, or ambulance.

GENERAL EXCHANGE SERVICES

OPERATOR ASSISTANCE

A. GENERAL

1. Operator assistance is furnished to customers upon request in order to complete calls.
2. Three classes of Calling Service are offered; namely, Dial Station-to-Station Service, Operator Station-to-Station Service, and Person-to-Person Service.

a. Dial Station-to-Station Service

Dial Station-to-Station Service is that service where the person originating the call dials the number desired and the call is completed without operator assistance, and the call is not billed to a number other than the originating number. The following are also considered Dial Station-to-Station Service:

- When an operator records the originating telephone number where no automatic recording equipment is available;
- When an operator records a special identification number issued by the Telephone Company for its billing purposes to students who reside in dormitories of colleges or universities served by a Telephone Company provided Dormitory Service, equipped for Dormitory CENTREX Service, or equipped with a Telephone Company or customer-provided PBX equipped with Direct Inward Dial (DID) and Identified Outward Dial (IOD) service, for a call placed from a dormitory station;
- When an operator reaches the called telephone number where facilities are not available for dial completion;
- When an operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of the handicap.

GENERAL EXCHANGE SERVICES

OPERATOR ASSISTANCE (Continued)

A. GENERAL (Continued)

a. Dial Station-to-Station Service (Continued)

- When an operator re-establishes a call which has been interrupted after the called number has been reached.

b. Operator Station-to-Station Service

Operator Station-to-Station Service is that service where the person originating the call is assisted by an operator and the call is completed to the desired telephone number, or the person gives only the name and address under which the desired telephone number is listed, and does not specify a particular person, or office to be reached.

c. Person-to-Person Service

Person-to-Person Service is that service where the person originating the call specifies a particular person, station, department, or office to be reached.

If the connection remains established and the person originating the call requests or agrees to talk to any person, station, department, or office to be reached, other than the person specified, the classification of the call remains Person-to-Person.

3. Dial Station-to-Station class of service applies to Operator Station-to-Station calls placed sent paid from residence service lines or trunks which are certified by a qualified authority as services of persons who are disabled and unable to dial telephone numbers. All station-to-station calling card calls charged to the certified line are subject to the charges in B.1 following.

GENERAL EXCHANGE SERVICES

OPERATOR ASSISTANCE (Continued)

A. GENERAL (Continued)

3. (Continued)

Certification is provided upon the customer's written application to the Telephone Company for each residence line or trunk to be included. Certification becomes effective with the bill following approval of the application. Requests to change to or from certification are not subject to charge.

4. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. CHARGES

	<u>Charge</u>
1. For Operator Station-to-Station calls where automatic recording equipment for operator assisted calls is available and the person originating the call dials zero, the telephone number desired, and the call is billed to the calling card or special billing number, a charge will be assessed per call. This also applies when no automatic recording equipment for operator assisted calls is available in order to complete a calling card or special billing number call	\$.70
2. For all other Operator Station-to-Station calls, a charge will be assessed per call	1.90
3. For Person-to-Person calls, a charge will be assessed per call	4.50

GENERAL EXCHANGE SERVICES

"911" EMERGENCY SERVICE (911)

A. General

1. "911 Emergency Service, also known as 911, is a telephone exchange communication service whereby one (1) or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911.
2. "911" Service is offered subject to availability of facilities.
3. The 911 customer may be a municipality, other state or local governmental unit or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibilities by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

B. Definition of Terms

1. Automatic Location Identification (ALI) - A feature by which the name and address associated with the party's telephone number (identified by ANI feature later defined) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise, etc.) will be identified with the address of the telephone number at the main premises.
2. Local Location Identification (LLI) - The process of locating the origin of calls to a 911 system by means of a periodically updated database located and maintained at the PSAP.
3. Automatic Number Identification (ANI) - A feature by which the calling party's ANI telephone number only is forwarded to the PSAP display and transfer units via the telephone company 911 central office.
4. Public Safety Answering Point (PSAP) - An answering location for 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first.
5. Selective Routing (SR) - A feature that routes an 911 call from a central office to the primary PSAP based on the identified number and/or address of the calling party.

GENERAL EXCHANGE SERVICES

"911" EMERGENCY SERVICE (911) (Continued)

C. Rules and Regulations

1. 911 service is classified as Business Exchange Service and arranged for one-way incoming service to the PSAP.
2. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one 911 Service will be provided within any one governmental locality.
3. The 911 emergency number is not intended to be a total replacement for local telephone service utilized by the various public safety agencies. These agencies will subscribe to Exchange Telephone Service as provided in the Local Exchange Tariff and other tariffs of the company.
4. This service is furnished to the customer only for the purpose of receiving emergency reports from the public.
5. 911 service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 service by the Company shall not be interpreted, construed or regarded (either expressly or implied) as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
6. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
7. 911 information consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in Directory Assistance, is Company proprietary.
8. The calling party forfeits the privacy afforded by Private and Semiprivate Service to the extent that the telephone number, address and name associated with the originating telephone number location are furnished to the PSAP.
9. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational test, in the judgment of the customer, as required to determine whether the system is functioning properly for its use. The customer shall notify the Company promptly in the event the system is not performing properly.

GENERAL EXCHANGE SERVICES

"911" EMERGENCY SERVICE (911) (Continued)

C. Rules and Regulations (continued)

10. The Company's liability for any loss or damage arising from any errors, interruptions, defects, failures of equipment, service or malfunctions of this service or any parts thereof (whether caused by the negligence of the Company or otherwise) shall not exceed the greater of \$50.00 or an amount equivalent to the prorata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition as specified elsewhere in this tariff.
11. Each customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits, other actions including attorneys' fees or any liability whatsoever, whether suffered, instituted or asserted by the customer or death of a person(s) or for any loss, damage or destruction of any property whether owned by the customer or others.
12. Because the Company's filed service boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
13. Application for 911 service must be in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
14. The customer is required to furnish the Company its agreement to the following terms and conditions:
 - a. All 911 calls will be answered on a twenty-four (24) hour day, seven (7) day week basis.
 - b. The customer responsible for dispatching the appropriate emergency service within the 911 service area will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - c. The customer will establish a procedure for handling calls not requiring public safety response.
 - d. The customer will subscribe to Local Exchange Service at the PSAP location for administrative purposes, for placing outgoing calls and for receiving other calls.
 - e. The customer will subscribe to or provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company.

GENERAL EXCHANGE SERVICES

"911" EMERGENCY SERVICE (911) (Continued)

C. Rules and Regulations (Continued)

15. When the selective routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations and the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area, and for associating the Company-provided Emergency Service Numbers (ESN) with the street address ranges or other criteria for selective routing of calls. ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 911 serving area. The following terms define the customer's responsibility in providing this information:
 - a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
 - b. After the establishment of service, it is the customer's responsibility to continue to verify the accuracy of routing information contained in the master address file and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
 - c. The Company will provide to the customer on request (maximum of two requests per year) a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire and ambulance PSAP routing designations.
 - d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
 - e. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

GENERAL EXCHANGE SERVICES

"911" EMERGENCY SERVICE (911) (Continued)

D. Rates and Charges

9-1-1 Service is provided under contract with the customer. Billing for the service will be retroactive to the date the service was available for use by the customer.

1. Central Office, Trunking, Facilities and Special Features

Those costs are covered within the "Agreement for Implementation of County 911 System".

	Non-Recurring Charges	Monthly Rates (Recurring)
Conversion or Modification	ICB	NA
2. 9-1-1 Trunks (Outswitching)		
a. Digital Central Office Trunk:		
Blue Earth Valley, Easton & Eckles Tel. Co's	ICB	\$ 46.81
Granada & Pine Island Tel. Co's	\$ 91.85	55.00
Cannon Valley Tel. Co.		
First Trunk	ICB	65.00
Each Additional Trunk	ICB	11.75
3. Inter-Exchange Outswitch VG Circuit		(See Section 7, Page 4)
4. 9-1-1 Features		
a. Emergency Ringback (Rering)		
Blue Earth Valley, Easton & Eckles Tel. Co's	NA	\$ 3.00
Granada & Pine Island Tel. Co's	NA	(included in 2)
Cannon Valley Tel. Co.	25.00	3.20
b. Selective Routing	NA	NA
c. Called Party Control	NA	(included in 2)
d. Forced Disconnect		
All Tel Co's except Cannon Valley	NA	(included in 2)
Cannon Valley Tel. Co.	25.00	\$ 2.55
e. Automatic Number Identification (ANI)	NA	(included in 2)
f. Access Order Charge		
All Tel. Co's. Except Granada & Pine Island	ICB	NA
Granada & Pine Island Tel. Co's.	76.00	NA
5. Access Line Data Base		
a. Initial Listing Issue	ICB	NA
b. On-Going Updates	NA	\$.09*

ICB - Individual Case Basis

* Per Access Line per exchange based upon an annual measurement date to be determined on an individual case basis.

GENERAL EXCHANGE SERVICES

(Reserved For Future Use)

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(Reserved For Future Use)

GENERAL EXCHANGE SERVICES

CUSTOMIZED NUMBER SERVICE

A. GENERAL

1. Customers of the Telephone Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer is not currently in use, the Telephone Company may assign the number to the customer.
2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of the tariff.

B. CHARGES

	<u>Nonrecurring Charge</u>
1. Each Customized Telephone Number	\$

C. CONDITIONS

1. The Telephone Company may reject any request for specific telephone numbers and may refuse requests for specific numbers for any reason, including, but not limited to, numbers that may, in the Telephone Company's opinion, be offensive to good taste, limited central office capacity, number availability, or relocation of a central office.
2. The ownership of all telephone numbers shall be retained by the Telephone Company. The assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this tariff, is prohibited.

GENERAL EXCHANGE SERVICES

CUSTOMIZED NUMBER SERVICE (Continued)

C. CONDITIONS (Continued)

3. Customized Number Service Charge applies whenever a customer obtains assignment of a specific telephone number. If the number is not placed into service within six months of the date of the request, the number may be released for reassignment.
4. Customized Number Service Charge will not apply when a customer whose service has been terminated requests reassignment of the previous telephone number, if not currently in use, and reassignment occurs within 12 months.
5. The Customized Number Service Charge is not refundable.

GENERAL EXCHANGE SERVICES

INFORMATION SERVICE ACCESS BLOCKING

A. GENERAL

1. Information Service Access Blocking enables customers with individual line service to request the blocking of access to all 900 and 976 numbers.
2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. CHARGES

Information service access blocking \$

C. CONDITIONS

1. A customer shall not be charged for the initial subscription to information service access blocking. After this service has been established, subsequent unblocking and/or reblocking will be subject all applicable tariffed charges.
2. This service is provided only where central office capabilities permit the offering.

GENERAL EXCHANGE SERVICES

HUNTING SERVICE

A. General

Hunting Service is an optional arrangement available to customers with two or more business or residence line services at the same location. Where facilities permit, lines are arranged so that incoming calls to a busy line overflow to another line in the hunting arrangement.

Hunting starts with the called line and tests for busy on each line in a prearranged group until either an idle line is found or the end of the group is reached.

Circular Hunting starts with the called line and tests for busy on each line in a prearranged group of lines. When the end of the group is reached, circular hunting continues to the first line of the hunt group and hunts until the line just preceding the dialed number is hunted.

B. Terms and Conditions

1. Hunting Service is provided subject to the availability of central office facilities.
2. The rates for hunting services are in addition to the rates for basic business and residential, town and rural, exchange access lines.
3. Hunting is not offered between grades or classes of service, e.g., business to residence, business to key system or PBX.

C. Rates and Charges

	<u>Non Recurring</u>	<u>Monthly</u>
1. Hunting, per line	\$ 12.00	\$ 3.00
Circular Hunting, per group	\$ 12.00	\$ 3.00

GENERAL EXCHANGE SERVICES

LOOP LEASE

A. General

Loop Lease is a circuit provided for PBX tie lines, private lines, data loops, etc. to furnish communications between two or more terminations directly connected to it. Such terminations do not have access to the general exchange and interexchange networks. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. Rates

	<u>Monthly Rate</u>
1. Ordinary Loop Rental*	\$ 16.00
2. Special Radio Loop*	16.00
3. Teletype Machine Loop*	16.00
4. Carrier Loop*	16.00

C. Conditions

1. A circuit will consist of the entire loop required to provide the service between the serving central office and the customers premise. If the circuit starts at a customer premise location and terminates in the central office and then extends from the central office to another customer premise location, the billing would be for two local loops. The circuit will consist of no more than one (1) cable pair (two wires).
2. Special repeater or other line treatment, where required, will be provided at rates and charges to be established when specific requirements are known.
3. One month minimum service is required.

* See applicable Service Charges

GENERAL EXCHANGE SERVICES

COMPANY-WIDE CALLING PLAN

A. General

In conjunction with the affiliated companies of Easton Telephone Company and Cannon Valley Telecom provide an optional toll-free calling plan between the following exchanges of the affiliated company. Any multi-line customer that elects this optional calling plan must have it on all lines.

Easton Telephone Company

Exchange: Easton, Minnesota Lake, Delavan

Cannon Valley Telecom

Exchange: Bricelyn, Freeborn, Frost

B. Rates

	<u>Monthly Rates</u>
BUSINESS:	
Rural One Party	\$ 1.00
PBX	1.00
Basic Rural Coin Telephone Service	1.00
RESIDENCE:	
Rural One Party	1.00

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS

A. SERVICE DESCRIPTION

1. 211 Service – 211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
2. 311 Service – 311 Service (“311”) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.
3. 511 Service - 511 Service (“511”) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services.
4. 711 Service – 711 Service (“711”) is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.
5. 811 Service – 811 Service (“811”) is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide the means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS

1. N11 Service is available in Company territory only. To provide N11 access to end users in another company's territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the N11 subscriber must make appropriate arrangements with the Company or CLEC serving that territory.
2. This service is provided subject to the availability of the N11 code.
3. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. Access to N11 is not available to the following classes of service:
 - 1+,
 - 0+, 0-(credit card, third-party, collect calls),
 - 101XXXX.

In addition, operator assisted calls to the N11 subscriber will not be completed.

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service.
7. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
8. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Iowa Utilities Board.

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

9. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge (if applicable) when the Company provisions the service.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges if applicable will not be refunded or waived.

10. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
11. N11 Service is provided where facilities permit.
12. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services, non-emergency local government services, travel information services, telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call, or access to One Call systems provided by dialing N11.
13. N11 will be provided under the following conditions:
 - a. The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to N11 without impairing the Company's general telephone service or telephone plant.
 - b. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copy rights, trademarks, and patents used in connection with the service.

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

13. N11 will be provided under the following conditions: (Continued)

- c. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copy right, or resulting from any claim of liable and slander.
- d. Suspension of N11 Services is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company's request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber's N11 service.
- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

14. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
 - a. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.
 - b. The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
15. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
17. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

C. RATES AND CHARGES

1. A Service Establishment charge will apply per point-to number.
2. N11 subscribers will pay the applicable charges contained in the Company’s schedule for the local exchange arrangements used for transporting and terminating messages at the N11 subscriber’s designated premises.
3. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
4. Charges applicable to N11 Service are as follows:

	Nonrecurring Charge
a) Service Establishment Charge	
• Per Point-to Number	No Charge
b) Central Office Switch Activation Charge	
• Per Central Office Switch translated.....	No Charge

SERVICE CHARGES

A. GENERAL

1. Service connection charges are those charges associated with work performed by the Telephone Company in connection with the provisions of service for a customer.
2. Service connection charges are in addition to any other scheduled rates and charges. They apply in addition to and not in lieu of non-recurring charges or construction charges.
3. The charges herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer, nor do they contemplate work begun being interrupted by a customer. If the customer requests overtime labor to be performed or interrupts work once begun, a charge in addition to the specified charge will be made equal to the additional cost involved.
4. The charges do not include work related to the installation or repair of customer owned equipment or inside wiring.
5. In situations where a competitive service is available Telephone Company may waive Service connections charges.

B. CHARGES

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|-------------------------|--------------------|----------|
| 1. Service Order Charge | - New Service | \$ 15.00 |
| | - Existing Service | \$ 10.00 |

This charge includes the time and materials for the establishment of business office records and operator information records. Specifically, time involved in taking request, credit check, preparation and process of order, completing customer line card, completing customer information card and file folder, completing maintenance sheet, computer entries, as well as all work involved in modifying an existing record.

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| 2. Central Office Connection Charge (Per Line) | \$ 15.00 |
|--|----------|

This charge will apply whenever work is required in Central Office. Includes time for frame wiring, testing, and routing of C.O.E., preparation or changes of associated records.

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| 3. Premise Visit Charge | \$ 45.00 |
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This charge will apply whenever an installer must perform any function on a customer's premise up to and including the lightning arrestor (the demarcation point), including the travel from the serving office. It does not include normal maintenance work.

SERVICE CHARGES

B. CHARGES (Continued)

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| 4. Maintenance Visit Charge | | \$ 45.00 |
| | Overtime | \$ 67.50 |

This charge will apply for service calls by company employees to the customer's premises where a service difficulty or trouble report results from customer provided equipment and/or inside wiring and not from the telephone company's facilities.

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| 5. Reconnect Charge | | \$ 25.00 |
|---------------------|--|----------|

This charge covers service order work applicable to existing service and central office connection charge.

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| 6. Dishonored Check Charge | | \$ 30.00 |
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This charge applies when any negotiable instrument presented for payment of service or deposit becomes dishonored, and is returned to the Telephone Company from the bank.

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| 7. Rearrangement Charge for Drop Wire, Outside Circuit and/or Protector | | \$ 45.00 plus materials |
|---|--|-------------------------|

- a. This charge covers the rearrangement of a drop wire, outside circuit and/or protector initiated by the action of a customer.
- b. Charges for rearrangements are not applicable if the rearrangement, move, or change is required by the Company for the continuation of satisfactory service.

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| 8. New Installation Charge | | none |
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This charge covers the time involved to install one average* complete outside circuit initiated by the request of a subscriber to provide an average telephone circuit in accordance with industry standards. This charge includes all materials, men, and trenching equipment.

*Average is defined as 1000' of drop wire. If the installation exceeds the average length, the Line Extension charges in Section 5, page 23 also apply.

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|--|--|----------|
| 9. Local Loop for Alarm Circuits and Off-Premise Extensions (OPX's). This installation includes a separate set of wires for alarm systems and OPX's. | | |
| Loop from One Customer Premises to Central Office | | \$ 75.00 |
| Loop from Central Office to One Customer Premises -
Second Location | | \$ 25.00 |

SERVICE CHARGES

C. CONDITIONS

1. When business or residence service is established for a different customer and all of the facilities are reconnected in place without any change, only the applicable service connection charge(s) will apply to the entire service.
2. Service Connection Charges apply to residence or business premises for:
 - a. Establishing Service.
 - b. Reconnections or re-establishment of service.
 - c. Move of service from one premise to another.
 - d. Assumption of service with a change in responsibility or ownership.
 - e. Number change or grade of service change request by the customer.
3. Service Connection Charges DO NOT apply:
 - a. When a change is made and initiated by the Company, for the convenience of the Company, such as a change in grade of service, change in customer's telephone number, etc.
 - b. When telephone service is re-established at a secondary location immediately following the rendering of a customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, a different telephone number may be used.
 - c. When telephone service is suspended and subsequently restored for seasonal rate or vacation rate service.
4. Reconnect Charges Apply:
 - a. When service has been disconnected for nonpayment and satisfactory arrangements were not made prior to the preparation of a disconnect, charges will be made applicable as to work needed to make the disconnect.
 - b. When a customer is billed on a seasonal basis or pays only for portion of a calendar year without paying a vacation rate.
 - c. If service is disconnected for any reason and remains disconnected for six months or more, all applicable charges necessary to restore service will be made as if this was a request for new service.

SERVICE CHARGES

C. CONDITIONS

5. Collection Charges Apply:

- a. When a trip is made to a premise for the purpose of disconnect and the customer who is delinquent in their accounts pays the statement at that point in time to save their service from disconnect.
- b. When a trip is necessary to a premise to make a collection of account or to collect cash to cover an NSF check by the Company in payment of service.

SERVICE CHARGES

SERVICE CHECK

A. GENERAL

1. A service check will be performed when a customer requests the telephone company to perform a check of its facilities up to the demarcation point.

B. CONDITIONS

1. No charge will be assessed the customer regardless of whether the telephone company determines any difficulty exists on its side of the demarcation point.
2. When a customer requests that the telephone company locate or repair any difficulty on the customer's side of the demarcation point, a deregulated charge may apply for checking the facilities on both the customer's and the telephone company's side of the demarcation point.

SERVICE CHARGES

LIFELINE ASSISTANCE

1. The Federal Lifeline Assistance Program is a plan which assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies for a single telephone line at the applicant's principal place of residence. Qualified applicants shall have their monthly local exchange service rate reduced by the federal support amount defined in 47 CFR 54.403.
2. Eligibility Requirements
To be eligible for assistance, an applicant must provide documentation showing the applicant (1) meets income-based criterion currently defined as at or below 135 percent of the Federal Poverty Guidelines, OR (2) participates in at least one of the following programs as defined by 47 CFR 54.409:
 - a. Medicaid (e.g. Title XIX/Medical, state supplemental assistance)
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Supplemental Security Income (SSI)
 - d. Federal public housing assistance
 - e. Low-Income Home Energy Assistance Program (LHEAP)
 - f.
 - g. Temporary Assistance for Needy Families Program (TANF)
 - h. National School Lunch Program

The Lifeline customer is responsible for notifying the Company within 30 days if the customer ceases to participate in any of the public assistance programs listed above.

A Lifeline customer may only receive assistance from one wireline or one wireless provider per household.

3. Application for Assistance
An applicant shall request telephone assistance through completion of a certification form provided by the Company as governed by 47 CFR 54.410.
4. Rates
 - a. The Lifeline customer will receive a monthly credit toward the customer's residential local exchange service rate. The total monthly credit identified in 47 CFR 54.403 shall be used to reduce the Lifeline customer's rate.
 - b. Toll blocking shall be included with this service offering without charge. No service deposit would be required if applicant voluntarily elects toll blocking with the initiation of Lifeline Service.

SERVICE CHARGES

(Reserved for Future Use)

GENERAL EXCHANGE SERVICE TARIFFS

CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

A. GENERAL

1. Customer-premise equipment may be used with the facilities furnished by the Company, for telecommunication service, provided that such equipment will be connected, maintained and operated as specified in this tariff.
2. If customer-premise equipment is used in violation of the provisions of this tariff, the Company will take such action as it deems necessary for the protection of the telecommunications network.
3. After notification by the Company of such violation, the customer shall discontinue such use and confirm in writing to the Company within ten days that such violation has ceased. Failure of the customer to conform to this requirement may result in suspension of service.
4. Customer premise equipment will be directly connected in accordance with Part 68 of the FCC Rules and Regulations.
5. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer premise equipment.

GENERAL EXCHANGE SERVICE TARIFFS

CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

B. COMPANY RESPONSIBILITY-LIMITATIONS

1. The telecommunications network is not represented as being adapted to the use of customer-premise equipment and the Company shall not be responsible for: (a) The through transmission of signals generated by the customer-premise equipment or for the quality of or defects in, such transmission; (b) the reception of signals by the customer-premise equipment or communications system.
2. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of patents arising from combining such equipment with the facilities of the Company.
3. The Company shall not be responsible to the customer if changes in criteria in this tariff or changes in any of the facilities or operations or procedures of the Company render any customer-premise equipment obsolete, or require modification or alteration of such equipment, or otherwise affect its use or performance. The Company reserves the right to change the standards of its equipment as the requirements of the telephone business may direct.

GENERAL EXCHANGE SERVICE TARIFFS

CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

C. OBLIGATIONS OF THE CUSTOMER

1. The customers will at their expense:
 - a. Provide power to operate their equipment in conformity with Company specifications.
 - b. Maintain their equipment to assure proper operation within standards of the Company.
 - c. Replace or modify their equipment if requested by the Company if it becomes obsolete or incompatible because of changes in standards or operating procedures.
 - d. Disconnect equipment upon notification that it is causing or is likely to cause interference or hazard to the network or company personnel, or to other customers of the Company.
 - e. Pay a service check charge for visits to their premises when the service difficulty is caused by the customer-premise equipment as specified in [Part VI, Service Check Charges](#).
 - f. It shall be the customer's responsibility to modify any Customer Provided Equipment (CPE) to be compatible with multiparty Central Office Access Line service.

D. BASIS OF CONNECTION

Network connections may be made in accordance with [General Rules and Regulations Part II, Network Connections](#).

E. NETWORK PROTECTION CRITERIA

To protect the network and services furnished to the public by the Company, the customer-premise equipment must comply with minimum network protection criteria which shall be prescribed by the Company, or Companies with which this Company connects.