

GENERAL AND LOCAL EXCHANGE TARIFF

Iowa Telecommunications Services, Inc.
d/b/a
Iowa Telecom

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GENERAL AND LOCAL EXCHANGE TARIFF

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This Tariff is new and supersedes in its entirety the Telephone Tariff of Iowa Telecommunications Services, Inc. d/b/a Iowa Telecom on file with the Missouri Public Service Commission prior to the effective date of this Tariff.

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EXPLANATION OF SYMBOLS

The following symbols are applicable to all sections of this Tariff:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment, or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a move of text from one area of the Tariff to another, but no change in rate, treatment, or regulation.
- (N) Signifies a new rate, treatment, or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rate.
- (T) Signifies a change in text but no change in rate, treatment, or regulation.

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ACCESS LINE – A line which connects a customer to the central (switching point) office of an exchange through which calls can be made.

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

AGENCY – A person or entity, which may include the ESA and public safety agencies, providing emergency or other services to which PSAP Attendants transfer certain 911 telephone calls, in accordance with the ESA's instructions.

ALTERNATE ROUTING/NIGHT SERVICE – A feature designed to permit 911 telephone calls to be routed to an alternate location designated by the ESA, if: (a) all 911 lines to the Primary PSAP are busy; or (b) the Primary PSAP regularly closed down for a period of time; or (c) an emergency forces the Primary PSAP to close down.

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

APPLICATION – A request made orally or in writing for telephone service.

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) – A feature designed to permit the street address information for the location of a telephone included in the exchanges of an Enhanced 911 Service installation, from which a 911 telephone call is received, to be displayed on a display screen at a PSAP. Additional telephones with the same number as the calling party's (secondary location, off premises, etc.) will be identified with the address of the telephone number at the main location. ALI for calls from party line telephones will not be automatically displayed.

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE – A database resulting from matching the address ranges contained in the Master Street Address Guide (MSAG) with the telephone numbers contained in the Telephone Number (TN) Database.

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AUTOMATIC NUMBER IDENTIFICATION (ANI) – A feature designed to permit the number of a telephone from which a 911 telephone call is placed to be displayed on a display screen at a PSAP.

BUSINESS SERVICE – Telephone service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

CENTRAL OFFICE – A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CENTRAL OFFICE ACCESS LINE – A circuit extending from the Central Office equipment to the demarcation point. The central office access line includes all drop, block, or buried wire and connecting equipment up to and including the network interface or demarcation point.

CHANNEL – The electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence.

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, or residence telephone service.

COIN ACCESS LINE – Local exchange access line provided by the Telephone Company for use with customer provided coin telephone equipment.

COIN TELEPHONE SERVICE – See “PAY TELEPHONE SERVICE.”

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

CONNECTING ARRANGEMENT – The equipment provided by the Telephone Company to accomplish the direct electrical connection of customer premises facilities with the facilities of the Telephone Company or facilities of the Telephone Company with other facilities of the Telephone Company.

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

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CONNECTION CHARGE – See “SERVICE CHARGES.”

CONSTRUCTION CHARGE – A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in this Tariff.

CONTINUOUS PROPERTY – The plot of ground, together with any building thereon, occupied by the customer which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnished all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT – The agreement between a customer and the Telephone Company under which service and facilities are furnished in accordance with the applicable provisions of this Tariff.

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

CUSTOMER – The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

CUSTOMER PREMISES EQUIPMENT – Terminal Equipment located on the customer premises owned by the customer or owned by the Telephone Company 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 term “Demarcation Point” means the point of connection, provided and maintained by the Telephone Company, to which the Telephone Company line is connected. This connection point will normally be adjacent to a standard protector affixed to the customer’s building. 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. For multiple buildings constructed on continuous property, that is, condominiums, industrial parks, the Telephone Company will establish a single demarcation point for the property. The owner(s)/customer(s) is responsible for service beyond that point.

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

DISCONNECT – Disabling of circuitry preventing both outgoing and incoming communications.

DISCONNECT NOTICE – The written notice sent to a customer following billing, notifying him that the customer’s 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 building in which the station or switchboard is located.

DUE DATE – The last day for payment without unpaid amounts being subject to additional collection efforts.

DUE NOTICE – See “DISCONNECT NOTICE.”

EMERGENCY RINGBACK – Permits the attendant, by operating the flash key, to ring an E911 party who goes on-hook after the E911 call has been answered. This feature is available only for systems where E911 lines are provided via dedicated arrangements from the originating central offices.

END USERS – Persons making 911 telephone calls originating from exchanges, or portions of exchanges, included in a particular Universal Emergency Number Service installation.

ENHANCED 911 SERVICE – A type of Universal Emergency Number Service which includes the provision of both the ANI feature, and the ALI feature and ALI Database. It may also include Selective Routing (SR) and the Selective Routing (SR) Database, as well as Alternate Routing/Night Service, Default Routing, Forced Disconnect, Selective/Fixed Transfer, Manual Transfer, Overflow Call Transfer, Call Conferencing, Call Detail Recording, Call Monitoring, and Call Taker Details and Comments.

EXCHANGE – A geographical area established for the administration of telephone service 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.

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EXCHANGE LINE – Any circuit connecting an exchange station at the point of demarcation with a central office.

EXCHANGE SERVICE – The furnishing of facilities necessary for communicating within and between exchanges. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long distance calls or Extended Area Service calls.

EXCHANGE STATION – See STATIONS.

EXTENDED AREA SERVICE – Extended Area Service exists between two or more exchanges when connections may be made between the customers of such exchanges without the use of toll facilities and the interexchange circuits provided for such service are adequate to permit completion of the connections without unreasonable delay.

EXTENSION SERVICE, OFF-PREMISES – Extension service provides the capability of connecting stations and terminal equipment at a location or premises other than the main location.

EXTRA LISTING – See “ADDITIONAL LISTING.”

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 – Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

GRADE OF SERVICE – The term used in describing exchange service with respect to the number of parties served on a telephone line.

HARM – Harm consists of hazards to personnel, damage to Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing,

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failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL CENTRAL OFFICE ACCESS LINE – A classification of exchange service which provides that only one customer shall be served by the circuit connecting such central office access line with the central office equipment.

INDUCTIVE CONNECTION – Electromagnetic coupling between customer premises equipment and Company equipment by means of mutual inductance between an inductor in the Telephone Company equipment and a customer premises inductor external to the Telephone Company equipment.

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 equipment which may apply in place of or in addition to service charges and other applicable charges for service or equipment.

INTERCONNECTION – The method by which telecommunications facilities of the Telephone Company are arranged to transmit to, or receive information from, customer-provided

LINE EXTENSION MILEAGE – The charges made for off-premises circuit extending from the main terminal.

LOCAL CHANNEL – That portion of a channel which connects a station to an inter-exchanging channel or channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE – Telephone communications within a local service area in accordance with the provisions of this Tariff.

LOCAL SERVICE – The term used to designate the privilege allowed a customer of sending messages from the customer's telephone station to other telephone stations within a specified area without the payment of Long Distance charges.

LOCAL SERVICE AREA – The area within which telephone service is furnished under a specific schedule of rates without the application of toll service charges for each message.

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LONG DISTANCE SERVICE – That part of the total telephone service provided by the Telephone Company which is furnished between customers in different exchange areas.

LOW-INCOME CONNECTION ASSISTANCE PROGRAM (LINK UP SERVICE) – A program of federal assistance designed to make telephone service accessible to low-income residential households who are currently not on the Public Network by helping to defray the one-time charges for commencement of telephone service.

MAIN TERMINAL – The termination of a central office line on a customer’s premises, usually at the demarcation point.

MESSAGE – A completed customer call.

MILEAGE – The measurement upon which charges are computed for foreign exchange, extension, tie and private lines and for lines serving exchange stations located outside the central office area of the serving central office.

MINIMUM CONTRACT 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.

NETWORK ACCESS POINTS – A connector, outlet, or wiring termination on a customer’s premises which affords connection to the services of the Telephone Company.

NETWORK CONTROL SIGNALING – The term “Network Control Signaling” denotes the transmission of signals used in the telecommunications system which performs functions such as supervision (control, status, and charging signals), address signaling (for example, dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK INTERFACE – The point of connection with the telecommunications network which is located at the customer’s premises in a place deemed necessary by the Telephone Company in order to insure transmission quality and which is readily accessible to the customer. (See Demarcation Point).

NEW TELEPHONE COMPANY CUSTOMER – A Customer of the Telephone Company who, at the time that the pertinent service is ordered, is not a local exchange service customer of the Telephone Company.

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

NOTICE – See “DISCONNECT NOTICE.”

NRC – See “NONRECURRING CHARGE.”

OUTSIDE PLANT – Telephone equipment and facilities installed on, along, or under streets, alleys, highways, and private rights of way between customer locations, central offices or the

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

PAY TELEPHONE EQUIPMENT – Equipment used in the provision of coin-operated, calling card, or pay telephone service to the public, including telephone sets, housing, booths, public telephone signs, and other associated equipment.

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

POINT OF DEMARCATION – See “DEMARCATIION POINT.”

PREMISES – The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of the customer’s business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIMARY EXCHANGE – The exchange in which the customer is located .

PRIMARY PSAP – The PSAP where 911 telephone calls are first routed, as directed by the ESA.

PRIVATE BRANCH EXCHANGE (PBX) – A “Private Branch Exchange”, or “Private Branch Exchange System”, is an arrangement of equipment consisting of a switchboard or switching equipment situated on a customer’s premises, stations connected with the switchboard or switching equipment, and connected by trunks with a central office, all of which provide for selective signaling and interconnection of such stations with each other, and for communication with the general exchange system of the Telephone Company and for toll service.

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PRIVATE BRANCH EXCHANGE TRUNK – A circuit connecting the PBX system with a central office.

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.

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

PSAP ATTENDANT – An individual located at the Primary PSAP, the Secondary PSAP, the Overflow PSAP, or the Alternate PSAP, who answers a 911 telephone call from an End User.

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PUBLIC SAFETY ANSWERING POINT (PSAP) – The location housing PSAP Terminal Equipment and PSAP Attendants which the ESA designates to answer 911 telephone calls originating within the PSAP Service Boundary. A PSAP may be designated by the ESA as Primary, Secondary, Alternate, or Overflow, referring to the order and/or manner in which 911 telephone calls are directed to that PSAP.

RATES – Recurring amounts billed to customers for regulated services and equipment.

REGISTERED TERMINAL EQUIPMENT – Terminal equipment registered in accordance with FCC regulations which may be connected to access services of the Telephone Company.

RESIDENCE SERVICE – Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

SECONDARY PSAP – A PSAP to which a 911 telephone call answered by a Primary PSAP is transferred, in accordance with the ESA's policies, procedures, and/or instructions.

SERVICE ADDRESS – The address at which the telephone is physically located.

SERVICE CHARGES – The charges a customer is required to pay for establishing telephone service or subsequent modification of that service.

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

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STATIONS – The equipment at the customer’s premises in which the central office access line facilities terminate to provide exchange, message toll and other communications services. Includes the telephone instrument, data set, network control signaling units and other station equipment which enable customers to establish communications connections and to effect connections through such connections.

SUSPEND – Temporary disconnection or impairment of service which shall disable either outgoing or incoming communications, or both.

SWITCH – A unit of dial switching equipment which provides interconnection between station lines or trunks.

SWITCHED ACCESS SERVICE – Switched Access provides two-point communications paths between the point of termination at the Access Service customer location and the points of termination at Telephone Company end user premises within the State. Switched Access provides for the ability to originate calls from an end user's premises to the Access Service customer location and to terminate calls from the Access Service customer location to an end user's premises.

TARIFF – The regulated rates, charges, rules and regulations adopted and filed by the Telephone Company with the Missouri Public Service Commission.

TELECOMMUNICATIONS SERVICE – The services offered by the Telephone Company accessing the exchange switching network including, but not limited to, those services covered by this Local and General Exchange Tariff.

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM – The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

TELEPHONE COMPANY – See “COMPANY.”

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TELEPHONE NUMBER (TN) DATABASE – A database created by the Telephone Company, containing a list of all telephone numbers included in the exchanges and portions of exchanges served by Enhanced 911 Service, and the corresponding Service Addresses and Subscriber Names.

TERMINAL EQUIPMENT – “Terminal Equipment” means all telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wirings, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

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.

TIMELY PAYMENT – A 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 a utility for a series of partial payments to settle a delinquent account.

TOLL BLOCKING – A service that lets consumers elect not to allow the completion of outgoing toll calls from their telecommunications channel.

TOLL MESSAGE – A message made between different exchange areas for which a charge is made, excluding message rate service charges.

TOLL SERVICE – Toll service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company’s Intrastate Interexchange Telecommunications Tariff.

TRANSMISSION SERVICE – The common carrier provision of exchange access, switching, intraexchange transmission and interexchange transmission, including private line service.

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TRUNK – A Trunk consists of either a non-selective access line or a selective access line. A non-selective access line is a central office line that provides communications capacity between the serving central office and communications switching equipment normally installed on the customer's premises. This equipment is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls. A selective access line is a central office line that provides communication capacity between the serving central office and communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station or other equipment for incoming or outgoing calls.

GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3: GENERAL RULES AND REGULATIONS

A. APPLICATION

1. The rules and regulations specified herein apply to the intrastate services and facilities furnished in Iowa by Iowa Telecommunications Services, Inc. d/b/a Iowa Telecom, hereinafter referred to as the Telephone Company. Failure on the part of customers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege to cancel the contract and discontinue the furnishing of service.
2. In the event of a conflict between any rate, rule, regulation, or provision contained in these General Rules and Regulations and any rate, rule, regulation, or provision contained elsewhere in this Tariff, the rate, rule, regulation, or provision contained elsewhere in this Tariff shall prevail.
3. This Tariff cancels and supersedes all other Tariffs of the Telephone Company issued and effective prior to the effective dates of these Tariffs concerning local exchange and general exchange service.
4. This Tariff applies to the exchanges listed in Section 4 of this Tariff.

B. OBLIGATIONS AND LIABILITIES OF THE TELEPHONE COMPANY

1. Availability of Facilities and Equipment

- a. The Telephone Company's obligation to furnish exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.
- b. The installation and restoration of services shall be subject to the regulations set forth in the Telephone Company's Iowa Tariff No. 2, Facilities for Intrastate Access concerning the Telecommunications Service Priority (TSP) System.

GENERAL AND LOCAL EXCHANGE TARIFF

2. Interruptions of Service

- a. In the event of an interruption to the service, which is not due to the negligence or a willful act of the customer, an allowance will be made if the interruption continues for more than 24 hours from the time it is reported to or detected by the Telephone Company.
- b. The allowance will be limited to the prorated portion of the monthly rate for the service or portion thereof made inoperative. No other liability shall in any case attach to the Telephone Company in consideration of such interruptions.
- c. Liability

In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks connected with the service except as follows:

If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service at the time of the installation or interruption shall be made for the time such outage continues after notice and demand to the Telephone Company unless such outage is due to the inside wiring or customer premises equipment. No other liability shall in any case attach to the Telephone Company.

GENERAL AND LOCAL EXCHANGE TARIFF

3. Directory Errors and Omissions

- a. The Telephone Company, except as provided herein shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publication of such errors in the directory nor will the Telephone Company be a party to controversies arising between customers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected, the maximum abatement not to exceed one half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.
- b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error omission continues.

4. Adjustment of Charges

In the adjustment of charges for overbilling by the Telephone Company, a refund or credit 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 or credit will not exceed an estimated amount equal to such overbilling. In either event, the time period applicable to the refund or credit amount shall not exceed five years.

5. Transmitting Messages

- a. The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator repeats messages, in order to accommodate the customer, the operator is deemed to be acting as an agent of the persons involved. Therefore, no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

GENERAL AND LOCAL EXCHANGE TARIFF

- b. While the Telephone Company's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Telephone Company.

6. Use of Connecting Telephone Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Telephone Company's lines. In establishing connections with the lines of other Companies, the Telephone Company is not responsible or liable for any action of the Connecting Telephone Company.

7. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's facilities, on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment or Service

- a. All equipment and facilities furnished by the Telephone Company to provide transmission service on the premises of a customer are the property of the Telephone Company. The agents and employees of the Telephone Company shall have the right to enter said premises at any reasonable hours for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering, or collecting any message where any consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

GENERAL AND LOCAL EXCHANGE TARIFF

- b. If the installation and maintenance of transmission service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service, and, if such service is furnished, may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Telephone Company harmless from any claims, loss, or damage by reason of the installation and maintenance of such service.

2. Attachments or Connections

The Telephone Company shall not be required to attach its equipment or facilities to facilities not owned and installed by it unless provided for elsewhere in this Tariff. In case any such unauthorized attachment or connection is made, the Telephone 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.

3. Use of Customer Service

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.

4. Tampering With Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

GENERAL AND LOCAL EXCHANGE TARIFF

5. Resale of Service

The resale of any service provided by the Telephone Company is not permitted unless the customer is in compliance with and certified under 47 U.S.C. § 214, and as may be excepted elsewhere in this Tariff or as specifically authorized by the Telephone Company.

6. Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny transmission service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent. The customer will first receive written notice as specified under “Refusal or Disconnection of Service” in this section of the Tariff.

7. Unlawful Use of Transmission Service

The Telephone Company may refuse to furnish or may discontinue transmission service to any person, firm, or corporation upon:

- a. Objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is, or is to be, used for an illegal purpose.
- b. Use with intent to terrify, intimidate, threaten, harass, annoy, or offend another telephone user.

GENERAL AND LOCAL EXCHANGE TARIFF

8. Interference with Telephone Company Equipment or Transmission Service to Others

- a. The Telephone Company may disconnect, without advance notice, transmission service to any person, firm, or corporation which:
 - 1) Is used in such a manner as to interfere with the service of other telephone users.
 - 2) Is used in such a manner as to adversely affect the Telephone Company's plant, property, or service. This includes overloading of telephone circuits resulting in preventing, obstructing, or delaying the transmission service of others.
- b. Following the disconnection of service for any of these reasons, the Telephone Company will immediately notify the telephone customer thereof:
 - 1) When the general transmission service to the public is impaired by a customer's use of exchange telephone service, the Telephone Company shall have the right to require the customer to contract for and properly attend as many additional central office access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Applications for Service

- a. Applications for initial or additional services made verbally or in writing become a contract upon the establishment of the service or facility.
- b. Any change in rates or regulations prescribed by public authority having jurisdiction, modifies all terms and regulations of contracts to the extent of such changes.

GENERAL AND LOCAL EXCHANGE TARIFF

2. Telephone Numbers

The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number of the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

3. Alterations

The Telephone Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities located on his premises.

4. Connections to New or Existing Inside Wiring

The Telephone Company is responsible for making all connections at the protector or providing a facility to permit customer connection with new inside station wiring at the demarcation point. Nothing contained herein shall require or necessitate changes or modifications to telephone utility connections with existing inside station wiring.

5. Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified in the Telephone Company's Tariff, is borne by the Telephone Company. In case of loss of, damage to, or destruction of any of the Telephone Company's facilities, up to the demarcation point, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities destroyed or for the cost of restoring the facilities to their original condition, except where such damage is not occasioned by the negligence of the customer. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any facilities, up to the demarcation point, installed by the Telephone Company, except upon the consent of the Telephone Company.

GENERAL AND LOCAL EXCHANGE TARIFF

6. Unusual Installation Costs

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

E. TELEPHONE DIRECTORIES

The Telephone Company will furnish to its customers, without charge, only such directories, as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Telephone Company at a reasonable charge.

F. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Locations at Which Business Rates Apply

- a. In offices, stores, factories, and all other places of a strictly business nature.
- b. In boarding houses (except as noted under 2.b.), offices of hotels, halls, and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
- c. At residence locations when the customer has no regular business central office access line 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, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence central office access line service during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- d. Where the place of business and the residence of a customer are on the same premises and no transmission service is installed in the place of business, the business rate shall be charged for the central office access line installed in the residence.

GENERAL AND LOCAL EXCHANGE TARIFF

- e. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business.
- f. In college fraternity or sorority houses.
- g. In any location where the listing of service at that location indicates a business, trade, or profession, except as specified under 2.c. following.

2. Locations at Which Residence Rates Apply

- a. In private residences where business listings are not provided.
- b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber'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, dentist, veterinary, surgeon, or other medical practitioner, provided the subscriber does not maintain an office in the residence.

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Positive Identification

The Telephone Company requires positive identification of the applicant to be included in the application for service. Positive identification can be accomplished either through the verification of the applicant's Social Security number or through the completion and notarization of a Positive Identification Form. The applicant's positive identification information will be held strictly confidential and will not be used by the Telephone Company for any other purposes other than for establishment of service.

GENERAL AND LOCAL EXCHANGE TARIFF

2. Credit Worthiness

The Telephone Company is not obligated to furnish service to any individual or firm that owes (see Refusal or Disconnection of Service) for service previously rendered at the same or a different address, until arrangements have been made to pay off the amount owed to the Telephone Company. The Telephone Company will consider employment status and other information pertaining to credit worthiness. Any applicant who has not previously had telephone service or established a payment record may be required to establish and maintain credit in one of the following ways:

- a. By furnishing references acceptable to the Telephone Company.
- b. By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.
- c. By means of a cash deposit.

3. Amount of Deposits – New Customers

The amount of the deposit required for the purpose of establishing a customer's credit to obtain basic local service shall not be more than the total of two months' local exchange service. No written notice is required to be given of a deposit required as a prerequisite for commencing initial service.

4. Amount of Deposits – Existing Customers

An existing customer may be required to make a deposit or to increase a deposit presently held in cases where a deposit is inadequate to cover two months' local exchange service. Service may be disconnected unless the new or additional deposit is made within ten days after mailing of written notification.

5. Records on Customer Deposits

- a. The Telephone 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, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

GENERAL AND LOCAL EXCHANGE TARIFF

- b. 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 Telephone Company records.

6. Interest on Customer Deposits

- a. The interest paid on deposits shall be 7.5 percent per annum, compounded on an annual basis. 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 bill becomes permanently delinquent.
- b. The date of refund is that date on which the refund or the notice of deposit refund is forwarded to the customer's last known address. Delinquent date is the due date of any service bill rendered to a customer that is treated as an uncollectible item.

7. Refund of Customer Deposits

The deposit shall be refunded or credited to the customer after not more than twelve consecutive months of prompt payment or eleven timely payments and one late payment. At such time as the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance is refunded.

8. Deposit Not to Affect Regular Collection Practices

The fact that a deposit has been made in no way relieves the customer from complying with the Telephone Company's regulations as to the prompt payment of bills.

GENERAL AND LOCAL EXCHANGE TARIFF

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES

1. Bills

- a. Regular customer bills are issued monthly. They contain the dates included in the billing period, dates for service charges associated with work performed, and the last date for timely payment. Bills will be issued on a monthly basis showing the amount of the net charge, stated by category, for local transmission service and ancillary services and equipment. Bills will be issued with all services and equipment itemized for single line customers. Single-line customers will also receive this detail itemization as changes appear in billing due to service order activity.
- b. Toll service, sales tax and excise tax, together with the gross amount of the bill, with separate entries for total amounts current or in arrears will be included on each bill. Reasonable requests for bill detail will be furnished.

2. Payment

- a. An applicant for network access, who under the “Establishment and Maintenance of Credit” portion of this Tariff section, is required to make a deposit to guarantee payment of bills, may be required to pay the service charges and deposit prior to access. An applicant not required to make a deposit shall not be billed a service charge earlier than the first regular monthly bill.
- b. The customer shall pay for services and facilities monthly in advance except Departments, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments and shall pay for toll messages and service charges when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- c. Customer payments are considered prompt when received at the Telephone Company or its agent by the pay by date on the bill. The pay by date is 21 days after the bill is rendered. Residential customers may request a last date for timely payment later than the pay by date. Such requests must be made in writing and may be granted for good cause.

GENERAL AND LOCAL EXCHANGE TARIFF

- d. The Telephone Company may request payment, upon issuance of a final bill, when service is terminated at the customer's request. For all other bills, payment will not be requested until the pay by date.
- e. The customer is held responsible for all charges for exchange service and facilities furnished at the customer's request and for all toll service rendered at his telephone, including charges for toll messages received on which the charges had been reversed.
- f. When a customer is connected or disconnected, the central office access line is out of order, or for cause other than customer premises equipment and wiring, the service received deviates by more than 24 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.
- g. The regular restoral of service charge will be made for reconnecting services which have been discontinued for nonpayment of charges due. Subsequent to the completion of an order to terminate the service, it shall be reestablished only on the basis of a new application.

3. Installment Billing for Nonrecurring Charges

- a. Nonrecurring charges for service provided or work performed by the Company for the initial or subsequent service order, and line connections are normally payable in full upon presentation of the bill.
- b. Where both the Company and the customer agree, the nonrecurring charge for the initial or subsequent service order, and line connection may be billed in equal consecutive monthly installments over a three month period, subject to the following conditions:
 - 1) Installment billing is offered only to customers who are not known credit risks to the Company.
 - 2) More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.

GENERAL AND LOCAL EXCHANGE TARIFF

- 3) Installment billing shall be applied to the entire amount of the nonrecurring charges associated with the initial or subsequent service order charge, and line connection charge. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.
- 4) Installment billing will not be offered on the nonrecurring charge for the subsequent service order and line connection associated with a telephone number change.
- 5) If a customer fails to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.
- 6) In the event the customer is temporarily disconnected by the Company for nonpayment, or the customer permanently disconnects service, the entire balance is immediately due and payable.
- 7) No interest or finance charges apply.

4. Disputed Bills

In the event of a dispute concerning the 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 45 days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45 days may be extended by up to 60 days if requested of the utility by the Missouri Public Service Commission in the event the customer files a written complaint with the Missouri Public Service Commission.

GENERAL AND LOCAL EXCHANGE TARIFF

5. Returned Checks

Checks presented in payment for services and subsequently returned to the Telephone Company by the customer's bank as nonpayable, per customer, per check, incur a nonrecurring charge as described in Section 4. A customer will be placed on a "cash only" basis upon receipt of two returned checks within a twelve-month period of time. "Cash only" is herein defined as a cashier's check, U.S. currency, or money order.

I. FEES OR TAXES TO BE BILLED TO THE CUSTOMER

When any municipality, other political subdivision, or local agency of government, imposes upon the Telephone Company any license, occupation, or other similar charge or tax applicable to service by the Telephone Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts, or revenues from sale of telephone service by the Telephone Company, the charges for local service to customers within such municipality, other political subdivision or local agency of government, shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

J. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

1. Initial Contract Periods

- a. Except as hereinafter provided, the initial (or minimum) period for all services and facilities is one month at the same location.
- b. The length of contract period for directory listings where the listing has been published, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.
- c. The Telephone Company may require a contract period longer than one month at the same location in connection with special (nonstandard) types of arrangements or for unusual construction, necessary to meet special demands, and involving extra costs.

GENERAL AND LOCAL EXCHANGE TARIFF

2. Termination of Service

- a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
- 1) In case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
 - 2) In the case of directory listings where the listing has been published, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listings, subject however to a minimum charge for one month:
 - a) The contract for the central office access line(s) is terminated.
 - b) The listed party becomes a customer to some class of exchange service.
 - c) The listed party moves to a new location.
 - d) The listed party dies.
 - 3) For special types of arrangements, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.
- b. Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of the service.

GENERAL AND LOCAL EXCHANGE TARIFF

K. REFUSAL OR DISCONNECTION OF SERVICE

1. Reasons For Which Service May Be Refused or Disconnected Without Incurring Any Liability

- a. Without notice in the event of a condition on the customer's premises determined by the Telephone Company to be hazardous.
- b. Without notice in the event of a customer's use in such a manner as to adversely affect the Telephone Company's equipment (this includes overloading of a Telephone Company circuit) or the Telephone Company's service to others.
- c. Without notice in the event of tampering with equipment furnished and owned by the Telephone Company.
- d. Without notice in the event of unauthorized use.
- e. In the event the customer supplied false or inaccurate information of a material nature in order to obtain telephone service.
- f. For violation of or noncompliance with the Telephone Company's rules on file with the Missouri Public Service Commission, the requirements of municipal ordinances or law pertaining to the service.
- g. For failure of the customer or prospective customer to furnish service equipment, permits, certificates or rights of way specified to be furnished in the utility's rules filed with the Missouri Public Service Commission as conditions for obtaining service, or for the withdrawal of that same equipment 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 Board.
- h. For failure of the customer to permit the utility access to its equipment.
- i. The use of profane or indecent language over its facilities.

GENERAL AND LOCAL EXCHANGE TARIFF

- j. The impersonation of any other person with fraudulent intent.
- k. For nonpayment of a bill, except for bills for: merchandise and new inside wiring purchased from the Telephone Company, Yellow Page Advertising, a different type of service (from residence to business or business to residence), another customer which had been guaranteed, or unregulated services.
- l. For nonpayment of a deposit as specified in this Tariff section under Establishment and Maintenance of Credit.
- m. When the instrument is readily accessible and available for use by the public, by patrons of the customer, or by others not authorized as specified under General Regulations, Use of Customer Service, in this section of the Tariff.
- n. In the event of unauthorized attachments or connections.
- o. In the event the service is or will be used for illegal or unlawful purposes as specified under General Regulations, Unlawful Use of Transmission Service, in this section of the Tariff.

2. Customer Notification of Service Disconnection

- a. Unless stated otherwise above, written notice of a pending disconnect will be rendered ten days prior to the disconnection. Disconnection of existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the user within ten days after receipt of written notification from the local exchange company. The notice will include all reasons for the disconnect and the final date by which payment is to be made or specific action taken. The notice will include a toll free number where a customer can obtain additional information.
- b. In unusual credit circumstances or abnormal usage of service which would result in undue revenue loss, disconnection may occur prior to the expiration of the ten day notice.

GENERAL AND LOCAL EXCHANGE TARIFF

- c. Except as provided in 1.a., 1.b., 1.c., and 1.d above, no service will be disconnected on the day preceding or day on which the Telephone Company's Business Office is closed. Nor will service be disconnected on a weekend, holiday, or after 2 p.m. unless service can be reconnected the same day.

3. Postponement of Disconnect Due to Medical Emergency

The Telephone Company shall postpone the disconnection of service to a residential customer for a reasonable time, at least 21 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 utility within five days.

L. CUSTOMER COMPLAINTS

1. A customer or prospective customer may initiate a complaint with the Telephone Company on any relevant matter by telephone, in writing or in person directed to the Telephone Company at any of its offices. The Telephone Company's response to the complaint will generally be in the same form used by the customer. The Telephone Company may, however, respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
2. The customer may, at any point during resolution of the complaint, seek review by a supervisor or manager. If the customer is still not satisfied, the nature of the complaint with sufficient detail to afford an investigation should be documented and addressed to: Vice President-External Affairs & Marketing, Iowa Telecom, 115 S. Second Ave. West, Newton, Iowa 50208.
3. Upon investigation and final resolution by the Telephone Company, if the customer wishes further review, the customer should direct all appropriate information to the Missouri Public Service Commission, Attention: Consumer Services Department, PO Box 360, Jefferson City, MO 65102.

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M. ENGINEERING STANDARDS

All telephone plant of the Telephone Company shall be installed, maintained, and operated subject to the provisions of the Iowa Electrical Safety Code or the requirements of any municipality having jurisdiction, whichever may be the most stringent, and in accordance with accepted good engineering practice in the communication industry.

GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4: LOCAL EXCHANGE SERVICE

A. GENERAL

1. The rates for Local Exchange Service as shown in the following rate schedules are subject to the conditions set forth herein and the General Rules and Regulations governing provision of such service. The General Rules and Regulations are set forth in Section 3 of this Tariff.
2. Applicable taxes levied by Federal, State, County, and local taxing authorities are in addition to the rates set forth in this Tariff.
3. The Rate Group into which each exchange has been classified is shown in C. following.

B. SERVICE DESCRIPTION AND CONDITIONS

1. Basic Local Exchange Service Rate Components

- a. Exchange Service – Exchange Service is the furnishing of facilities necessary for communicating within and between exchanges. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long distance calls or Extended Area Service calls. The rate for exchange service varies by class of service.
- b. Extended Area Service (EAS). EAS is a non-optional unlimited calling service in certain exchanges that permits customers in such exchanges to place calls to other designated exchanges without the use of toll facilities and without incurring Long Distance Message Telecommunications charges. Applicable EAS additives are in addition to the exchange service rates applicable to that exchange. The rate for EAS varies by class of service and is developed based on the cost of each route between communities. Extended Area Service connections are described later in this Section.

GENERAL AND LOCAL EXCHANGE TARIFF

2. Non-Recurring Service Charges

In addition to monthly-recurring charges, certain non-recurring service charges, such as installation and service relocation charges, may be applicable, as described in Section 5.

3. Residence Additional Line Service

- a. This is a local exchange service offering to individual line residential customers. This service offering provides a discount for each additional line requested per customer. Additional lines will terminate at the point of demarcation.
- b. If the quantity of either central office equipment or outside plant facilities in use exceeds 95% of its actual capacity, the customer having any such facilities dedicated for additional individual lines will be given the option to either pay 100% of the applicable residence individual line rate or relinquish any additional lines.
- c. On all additional individual residence lines requested, the Telephone Company will collect all Service Charges specified elsewhere in this Tariff. If under some circumstance the actual installation costs are in excess of such Service Charges, the Telephone Company will charge an extra fee to cover the excess costs of such installation.
- d. To the extent that EAS service is provided in an exchange, EAS will also be provided on a non-optional basis on residence additional lines.

4. EAS Routes

An exchange-by-exchange listing of EAS routes can be found in C. of this Section.

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5. Lifeline Assistance Service

- a. Lifeline Assistance Service is a basic single-line residence service that provides voice grade access to the public switched network and includes touch calling, a standard white page listing, access to emergency services (for example, 911, E911), access to operator services, access to interexchange services, access to directory assistance, and toll blocking service. A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
- b. Low Income Assistance
- 1) Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
 - a) Medicaid;
 - b) Food Stamps;
 - c) Supplementary Security Income (SSI);
 - d) Federal Public Housing Assistance or Section 8;
 - e) Low-Income Home Energy Assistance Program (LIHEAP).
 - f) Temporary Assistance to Needy Families (TANF)
 - g) National School Lunch (NSL) free lunch program
 - 2) The customer shall request telephone assistance through completion of a form provided by the Telephone Company. The customer is responsible for notifying the Telephone Company if the customer ceases to participate in any of the qualifying assistance programs.

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- 3) Low Income Assistance can only be associated with the primary residential connection.
- 4) Toll blocking is available to low income assistance customers at no charge.
- 5) Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Toll Blocking Service.
- 6) Lifeline Assistance Service may not be disconnected for non-payment of nonregulated charges.
- 7) Customers eligible under the established criteria will receive credit amounts on their monthly statement as follows:

– Federal Baseline Amount	\$6.50
– Federal Supplemental Amount	1.75
– Missouri Baseline Amount	3.50
– Additional Federal Supplemental Amount	<u>1.75</u>
Total Amount	\$13.50

c. Disabled Assistance

- 1) A disabled customer, or a dependent, is a customer who requests or receives basic single line residential service, as defined in 5.a. preceding and meets the eligibility requirements set forth below.
- 2) Disabled assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent in the household, are totally and permanently disabled or blind and receiving any of the following:
 - a) Federal Social Security Disability benefits
 - b) Federal Supplemental Security benefits
 - c) Veterans Administration benefits

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- d) State blind pension pursuant to Section 209.010 to 209.160 RSMo
- e) State aid to blind person pursuant to Section 209.240 RSMo
- f) State supplemental payments pursuant to Section 208.030 RSMo Section 660.100.2 RSMo2000
- g) Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for basic single line residential service, as defined in 5.a.

Missouri Baseline Amount \$3.50

d. Missouri Universal Service Fund

- 1) The company will place on each retail end-user customer's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Commission.
- 2) The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- 3) The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010.

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C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

<u>Class of Service</u>	<u>Per Month</u>
Residence Service	
Individual Line	\$18.39
Additional Lines	\$13.28
Business Services	
Individual Line	\$35.79
Trunk PBX TK	\$35.79
Key Business Line	\$35.79
Pay Telephone Services	
Basic	\$32.98
Smart	\$37.23

2. EAS Routes and EAS Additives

Exchange	EAS Connections	Residence	Business		
		1-Party	1-Party	Trunk	C.O. Line
Athens	Bonaparte, Primrose	\$2.10	\$2.10	\$2.10	\$2.10
South Braddyville	Clarinda	\$3.15	\$6.32	\$9.48	\$6.32
South Seymour	Centerville, Corydon, Plano, Promise City	\$5.66	\$5.66	\$5.66	\$5.66

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SECTION 5: SERVICE AND CONSTRUCTION CHARGES

A. SCOPE OF SECTION

The service and construction charges described herein pertain only to the services described in this Tariff.

B. SERVICE CHARGES

1. General

- a. A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at customer's request:
 - 1) Connections
 - 2) Changes
- b. Service charges are in addition to all other applicable rates and charges associated with the service being provided unless otherwise stated for specific items. Service charges apply in addition to and not in lieu of installation charges, nonrecurring charges or construction charges which are found in other sections of this Tariff.
- c. Payment of Service Charges – See Section 3.
- d. The charges specified 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 interrupted by the customer. If the customer requests overtime labor, being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
- e. Certain interexchange Service Charges covered by connecting company Tariffs apply to installations, moves, and changes of interexchange services, such as Foreign Exchange lines and other special services, and may be in addition to charges in this Tariff.

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2. Service Charges Definitions

- a. The term “Change” denotes the substitution of a different telephone number assignment made at the request of the customer that is not required to maintain adequate service. Change also denotes move of service drop, or station protector.
- b. The term “Connection” denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

3. Application of Charges

- a. Service Charges are applicable for work done in receiving, recording, and processing information necessary to execute a customer’s request for connections of service, or changes or additions to existing service. Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service). Only one service ordering charge is applicable for all items ordered at the same time for completion on the same date.
 - 1) One initial service ordering charge is applicable to each order for connection of the service.
 - 2) One subsequent service ordering charge is applicable to each order for change or addition and the following:
 - a) Customer initiated change of telephone number or change of Telephone Company record.
 - b) Only one charge is applicable per order if more than one change is requested on the order.
 - 3) A service ordering charge is not applicable to restoral of service that is disconnected for nonpayment.

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- b. Line Connection Charge
 - 1) A Line Connection Charge is the charge for work associated with provision of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.
 - 2) A Line Connection Charge is not applicable when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
 - 3) A Line Connection Charge is applicable to each change in telephone number made at the request of the customer.
- c. Restoral Charge – A restoral charge is applicable to each service reconnection that is temporarily disconnected for nonpayment.
- d. No service charges apply under the following circumstances:
 - 1) Moving or changing telephone service or equipment up to the demarcation point if required or initiated by the Telephone Company;
 - 2) Disconnection of service for nonpayment of charges due. The charge applicable for restoral of service is specified in this section;
 - 3) Customer-initiated requests providing work is limited to service established at an interim location, nor to the subsequent re-establishment of service at the same or another location, due to the destruction of the customer's premises by a natural disaster, flood, or other acts of God;
 - 4) Telephone equipment is located on a customer's premises but used exclusively by the Telephone Company for maintenance or training activities.

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- 5) The following cases, if the contract for the service and responsibility for the account including any amounts due or past due, are taken over prior to discontinuance of service and without lapse in rendition of or charge for service:
 - a) A change in the ownership of a business, not requiring a service order;
 - b) A transfer of residence service from one member of a family to another member of such family at the same location;
- 6) A change of name without change in the identity of a customer, as where a customer's name is changed by marriage or by authority of a court order;
- 7) Inside and outside temporary detachment and subsequent replacement without a change in location of drops or protectors;
- 8) The establishment or termination of a receivership, provided responsibility for service and facilities is assumed prior to discontinuance of service and without lapse in charge;
- 9) When a customer's classification is changed from Business to Residence or from Residence to Business except when such change recurs on a seasonal basis;
- 10) Changes in billing name and address, whether by customer notification or by address correction provided by the Post Office; or
- 11) The telephone number assigned a customer results in wrong number calls sufficient in volume to be a nuisance.

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4. Rates

Service Charge	Residence	Business
Service Ordering Charges		
Initial Order, each	\$19.99	\$24.99
Subsequent Order, each	\$9.99	\$14.99
Line Connection Charge per line, per central office (NLC)	\$24.99	\$24.99
Restoral Charge	\$29.99	\$29.99
Returned Check	\$9.25	\$9.25

The Line Connection Charge per line, per central office to Customers eligible under the Low Income Connection Assistance Program – Link Up Iowa, is one-half the charge stated above, subject to a maximum reduction of \$30.00 of the total applicable Serviced Charges.

5. Low Income Connection Assistance Program – Link Up Service

- a. The Low Income Connection Assistance Program – Link Up Service is a plan to assist qualified low income applicants by providing a reduction to the service connection charge applicable to the provisioning of a single telephone line per household at the applicant’s principal place of residence. Funding for Link Up Service is obtained from a universal service support mechanism to which all telecommunication carriers that provide interstate telecommunication services contribute on an equitable and nondiscriminatory basis.
- b. Eligibility – To be eligible for assistance, an applicant must participate in one of the following programs:
 - 1) Medical (for example, Title XIX/Medical, state supplemental assistance);
 - 2) Food stamps;
 - 3) Supplemental Security Income (SSI);
 - 4) Federal public housing assistance or Section 8;

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- 5) Low-income energy assistance program (LHEAP);
 - 6) Persons with income at or below 135% of Federal Poverty Guidelines;
 - 7) Temporary Assistance to Needy Families (TANF); or
 - 8) National School Lunch (NSL) free lunch program.
- c. Application for Program
- 1) An applicant for Low Income Connection Assistance – Link Up Service shall request connection assistance through completion of a form provided by the Telephone Company.
 - 2) The consumer shall receive the benefit of the Link Up Service program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Link Up Service assistance was provided previously.
- d. Verification of Eligibility – The customer, who is requesting Link Up Service, must provide a signed form provided by the Telephone Company certifying under penalty of perjury that he or she is receiving benefits from one of the programs specified herein. The applicant must identify the program or programs from which he or she is receiving benefits, and agree to notify the Telephone Company when they no longer participate in the program or programs.
- e. Rate Application
- 1) All charges listed in this Tariffs applied in initiating telephone service to residence customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or \$30.00, whichever is less.
 - 2) At the customer's option, a deferred payment schedule subject to a minimum payment of \$5.00 per month, will be established to pay remaining charges described in this Tariffs. The customer will have a maximum of six months in which to make these payments. Interest will not be charged on the deferred payment.

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C. CONSTRUCTION CHARGES

1. General

- a. All rates and charges quoted herein assume that usual constructions methods can be used to provide the requested service.
- b. If, in the opinion of the Telephone Company, the requested service requires unusual construction methods or does not provide sufficient revenue, the Customer may be required to pay all or part of the total cost to provide such service.
- c. All plant placed by the Telephone Company to provide the requested service up to the Customer's Demarcation Point shall remain the property of the Telephone Company.
- d. Construction charges shall be paid in full prior to the commencement of the construction work.
- e. All rates and charges quoted include the cost of labor, material, supervision, and overheads.
- f. The Telephone Company will determine the method or type of construction that will be used to satisfy a request from Customers or others.
- g. The Demarcation Point for residence Customers shall be located on the exterior of the Customer's dwelling and within 20 feet of the power system ground if the dwelling has electric service. If the Demarcation Point cannot be located within 20 feet of the Customer's power system ground then the Customer shall pay the Telephone Company the total actual cost to connect the telephone system ground to the power system ground beyond the first 20 feet.

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- h. The Demarcation Point for business Customers may be located within the interior of the Customer's dwelling provided the Customer furnishes a conduit for the entrance cable from the requested Demarcation Point to a point on the Customers property that is beyond construction obstructions. The size and type of conduit shall be specified by the Telephone Company. The Customer must provide a power system ground that is accessible to the Telephone Company within 20 feet of the Demarcation Point. The Telephone Company may deny a request to place a Demarcation Point in the interior of a building if, in its own opinion, the installation would not be in the best interest of the Telephone Company.
- i. All telephone plant will be engineered and constructed in accordance with the National Electric Code and all applicable laws that are in effect at the time of construction.

2. Line Extensions

- a. Subject to C.1. above, the Telephone Company will extend its facilities up to 1,500 feet on public right-of-way and up to 500 feet on private right-of-way to provide primary telephone service at no charge to the Customer. For extensions beyond 1,500 feet on public right-of-way and 500 feet on private right-of-way, the cost to the Customer shall be \$1.00 per foot. The Telephone Company will select the shortest route possible that is clear of obstructions. The route footage shall include the straight-line footage plus any other footage necessary for cable laterals, loops, risers, etc.
- b. If the Telephone Company has to procure any private easements, licenses or permits to provide the requested service, then the Customer may be required to reimburse the Telephone Company for the procurement of such. The private easement, license or permit procurement costs are in addition to the line extension costs quoted above.
- c. The Telephone Company, at its sole discretion, will determine whether the proposed construction will be aerial, buried, underground or combination thereof.

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- d. If the Customer requests a type of construction that is more expensive than what the Telephone Company would normally provide, then the Customer will pay the difference between the type proposed by the Telephone Company and the type requested by the Customer.

3. Line Extensions for Multiple Applicants

The Telephone Company will extend its facilities to multiple applicants subject to the specifications in C.2. above. When that occurs, applicants will be divided into two groups:

- a. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants.
- b. The second group includes all remaining applicants on the project. The overall charge for the project is divided equally among all applicants in the second group.

4. Pre-Cabling Subdivisions

If the owner or developer of subdivision requests the Telephone Company to place its facilities within said subdivision before there are any telephone service prospects, then the total cost to place such facilities shall be borne by the owner or the developer. At the Telephone Company's discretion, the owner or developer and the Telephone Company may agree on different terms than those stated above and the Telephone Company may reimburse the developer or owner a portion of the construction costs based on the amount of telephone service revenue generated by Customers within the subdivision.

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5. Plant Relocation

- a. If the Telephone Company receives a request to relocate its plant, then the Telephone Company will review the request and determine if the requested relocation can be accomplished without compromising safety, telephone service quality and/or aesthetics. If, in the opinion of the Telephone Company, the foregoing standards will not be compromised then the Telephone Company will provide the requester a written estimate for the total cost to relocate the telephone plant in question. Relocations costs must be paid in full prior to the execution of the work.
- b. Relocation requests may be subject to approval by the entity governing the right-of-way where the proposed relocation would occur.

6. Termination Fee

The Telephone Company reserves the right to require the Customer to sign a written contract agreeing to pay a termination fee related to the Telephone Company's unrecovered construction costs should service be terminated before such construction costs are recovered.

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SECTION 6: CALLING SERVICES

A. SCOPE OF SECTION

Iowa Telecom Calling Services are optional services that are provided in connection with individual line residence and business services and some multiline services. PBX customers and public telephone services are excluded. Iowa Telecom Calling Services are limited to those areas served by central offices specifically equipped to provide such services and have the available suitable facilities.

B. SERVICE DESCRIPTIONS

1. **Anonymous Call Block** – allows customers of this service to block calls from a person that is using Selective Blocking or Complete Blocking (which prevents the display of the caller's telephone number to Caller ID customers). The person calling, whose identification is blocked, will receive a message to hang up and call back with the calling number unblocked. This service is available to non-Caller Identification customers on a stand-alone basis at a monthly rate. This service is also available to caller identification customers as part of the caller identification service and will be included at no additional charge.
2. **Automatic Busy Redial** – is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
3. **Automatic Call Return** – allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the service, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed.

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4. **Call Block** – allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

5. **Call Forwarding Service** – permits the customer to have all incoming calls to the customer's line automatically transferred to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. The grade of transmission on Call Forwarding Service may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.
 - a. Call Forwarding may be arranged for:
 - 1) Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding Service, the Telephone Company will reestablish the most current forwarded telephone number destination shown in its records. Service activation and deactivation is the responsibility of the customer.
 - 2) Variable operation, which provides for customer establishment and change of the forwarded telephone number destination. The customer is also responsible for service activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of "variable" Call Forwarding Service.
 - b. Call Forwarding Service – Busy Line – Fixed – This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a normal busy line condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described preceding or rotary (line hunting) service.

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- c. **Call Forwarding Service – No Answer – Fixed** – This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described preceding or rotary (line hunting) service.
6. **Call Tracing Service** – allows the customer to immediately and automatically trace the last incoming call received from a local service. Upon the customer's request the trace information will be provided to law enforcement agencies by the Telephone Company but will not be released directly to the customer. The customer must contact the Telephone Company at the number provided in the voice announcement within ten (10) days of the incident to initiate the legal procedure. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that the Telephone Company shall not be liable for damages due to an inability to trace the call(s). (Refer also to Call Trap/Call Trace Service – Section 10.)
7. **Call Waiting Service** – allows a customer, engaged in a conversation, to receive an audible signal that a second party has attempted to call this line. The calling party receives normal ringback tone. The customer may elect to either go on-hook and receive ringing from the second caller, or may use hookswitch flashes to hold private conversations with each of the two parties on an alternative basis.
8. **Call Waiting ID** – is a service that will allow a Caller ID/Call Waiting customer who is offhook on an existing call to receive caller identification information on a new incoming call. Once the customer receives the Caller ID data, he or she may decide whether to ignore the waiting call, interrupt the current call and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as for the existing Call Waiting service except that the Customer has the ability to identify the waiting caller.

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The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (Number or Name and Number Service) at the Tariff rates for each service or in a “flexible package”/Choice PAC arrangement. The customer must subscribe to this service specifically even though there are not additional rates or charges. Cancel Call Waiting is implicit within the Call Waiting service and does not carry an additional charge for use.

9. Calling Identification Services

- a. Caller ID – Number – is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer.

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to customer provided display equipment associated with the customer’s local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

- b. Caller ID – Name and Number – is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The Caller ID – Name and Number service will forward the calling name and number information from the appropriately equipped central office to a customer provided display device. The Telephone Company will forward all non-blocked names and telephone numbers subject to technical limitations.

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded. The calling party can prevent the Caller ID – Name and Number customer from seeing the calling name and telephone number display by activating Selective Blocking – Per Call. Complete Blocking – Per Line also functions the same as described in this section of the Tariff.

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- c. Customers subscribing to Calling Identification Services will be responsible for the provision of compatible display equipment. The Telephone Company assumes no liability for any incompatibility of the customer provided display equipment.
- 1) Calling Identification Service information is intended solely for the use of the Calling Identification customer. Resale of this information is prohibited by this Tariff.
 - 2) Anonymous Call Block (ACRJ) is provided in conjunction with these services at no additional charge.
10. **Camp-On/Busy Number Redial** – permits the customer to dial a camp-on code when a busy station is reached. The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung and the two parties are connected in a normal two-way call. Only busy calls within the central office are retried automatically. This service is limited to existing customers at their existing location.
11. **Cancel Call Waiting** – permits the customer with Call Waiting to inhibit the operation of call waiting for one call. Call Waiting is automatically restored to the customer's line upon a disconnect.
12. **Selective Blocking (Per Call)** – allows customers, in areas where Calling Identification Services is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.
13. **Complete Blocking (Per Line)** – provides a permanent private indicator on a customer's line. This service is available upon request, at no charge, only to the private, nonprofit, tax exempt, domestic violence intervention agencies and federal, state, and local law enforcement agencies for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers. An executive officer of the agency must register a need for blocking and provide the required certification to the Applicant.

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14. **Remote Call Forwarding (Directory Number Transfer)** – allows calls placed to a customer’s telephone number in one central office to automatically be forwarded by Company central office equipment to another customer designated line located outside that central office’s serving area.
- a. When the Remote Call Forwarding (RCF) customer requests a number change for the call forwarding location, the number to which calls are forwarded to or both, service charges as specified elsewhere in this Tariff apply.
 - b. Remote Call Forwarding may not be terminated in a coin/coinless telephone.
 - c. Identification of the originating telephone number will not be provided to Remote Call Forwarding customers.
 - d. Transmission quality may vary depending on the routing required, thus Remote Call Forwarding is not represented as suitable for transmission of data or for being forwarded again at the distant location.
 - e. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient facilities to adequately handle calls without interfering or impairing services offered by the Telephone Company. If, in the opinion of the Telephone Company, additional Remote Call Forwarding facilities are needed to avoid interference with or impairment of services offered, the customer will be required to subscribe to such additional facilities. In the event the customer refuses to subscribe to adequate Remote Call Forwarding facilities, the service shall be subject to termination.
 - f. The Remote Call Forwarding terminating station may not forward to another RCF location and RCF may not be used with any other Call Forwarding Service.

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- g. Call Charges
- 1) The originating station is responsible for all charges on calls placed to the Remote Call Forwarding number as specified elsewhere in this Tariff.
 - 2) Remote Call Forwarding is not intended to allow toll bypass. The calling party is responsible for toll charges associated with calls between the originating telephone and the call forwarding location. The Remote Call Forwarding customer is responsible for the applicable customer dialed station-to-station charges associated with messages between the call forwarding location and the terminating telephone. On local calls, the Remote Call Forwarding customer is responsible for the payment of applicable Usage Pricing charges per this Tariff, the local area calling message charges, or Extended Area Service rates referred to in this Tariff
- h. The RCF customer location and the RCF number may be located either within the same local exchange, or the RCF customer location may be located beyond the local calling area of the RCF number. The RCF number may terminate in an exchange which is an EAS point of its local exchange.
- i. Call Forwarding capabilities can not be used on a continual basis to extend the local calling scope beyond that available to a customer's premises.
- j. The Telephone Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified elsewhere in this Tariff.
- k. Each Remote Call Forwarding service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- l. Remote Call Forwarding is not allowed for international calls.

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15. **Distinctive Ring** – allows separate ringing to be applied to an individual line, where each of two numbers, a main number and a Distinctive Ring number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.
- Regulations for directory listings set forth elsewhere in this Tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the Distinctive Ring number, regardless of the class of service.
16. **Special Call Acceptance** – allows a customer to select (maximum of 12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
17. **Special Call Forwarding** – is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
18. **Special Call Waiting** – allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line. This service is limited to existing Customers at their existing location.
19. **Speed Calling Service** – allows the customer to select from a preprogrammed list of eight or thirty telephone numbers stored in the system's memory by use of one and two digit codes, respectively. The call will be automatically placed to the number selected.
20. **Three-Way Calling Service** – permits a customer to add a third party to an existing conversation, whether the original call was incoming or outgoing. The trade of transmission on Three-Way Calling may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

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21. **VIP Alert** – allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

C. **SERVICE CHARGES/WAIVER OR REFUND OF CHARGES**

1. **Service Charges apply as detailed following:**

- a. The Company will waive applicable service charges during special promotions in exchanges equipped with available facilities.
- b. Upon conversion to a "Stored Program Control" switch or the activation of a new calling service in an exchange, a 90 day grace period will follow allowing those customers wishing to subscribe to the calling service(s) to subscribe without application of service charges.
- c. When a calling service or package is established at the same time as the associated exchange line, only the appropriate service charges for establishing the exchange service will apply. When a calling service or package is ordered subsequent to the installation of its associated exchange line, the Subsequent Service Ordering charge (as noted in D. Rates) will be waived for up to ninety (90) days of the initial request for service.
- d. When a calling service or package is ordered outside the waiver period subsequent to the establishment of the associated exchange service, the Subsequent Service Ordering charge, (if appropriate as shown in D. Rates and as specified in Section 5 of this Tariff) will apply.

2. **Special Promotions**

The Company may, upon Commission approval, offer customer specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

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3. Satisfaction Guarantee

If at anytime the customer notifies the Company he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The service(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Satisfaction Guarantee will apply to all Iowa Telecom Calling Services as listed in this Section of the Tariff.

(Continued on the next page)

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D. RATES

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

When provided individually, each service per line equipped

	Residence	Business
Anonymous Call Block	\$3.40	\$3.40
Automatic Busy Redial	3.40	3.40
Automatic Call Return	3.40	3.40
Call Block	3.40	3.40
Call Forwarding	4.95	4.95
Call Forwarding - Busy Line	4.95	4.95
Call Forwarding - No Answer	4.95	4.95
Call Tracing Service	3.40	3.40
Call Waiting	4.95	4.95
Call Waiting ID	0.00	0.00
Caller ID Number	7.40	10.60
Caller ID Number w/ Anonymous Call Block		
Caller ID Name and Number		
Caller ID Name and Number w/Anonymous	8.40	12.20
Call Block		
Camp-On/Busy Number Redial	3.40	3.40
Selective Blocking - Per Call	0.00	0.00
Complete Blocking - Per Line (See Applicant Restrictions)	No Charge	No Charge
Remote Call Forwarding	3.40	3.40
Distinctive Ring	6.95	6.95
Special Call Acceptance	3.40	3.40
Special Call Forwarding	3.40	3.40
Special Call Waiting	3.40	3.40
Speed Calling (8-Number)	3.40	3.40
Speed Calling (30-Number)	3.40	3.40
Three-Way Calling	3.40	3.40
VIP Alert	3.40	3.40

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When provided as a service package,
each package per line equipped.

	Residence	Business
Preferred Feature Pack of Call Forwarding, Call Waiting, Three Way Calling and Speed Calling – 8 number		
a. Without Caller ID	\$6.95	\$6.95
b. With Caller ID	\$10.95	\$10.95

Flexible Packaging - Residence

Provides a 20% discount off the individual rate listed above when the customer orders, retains four or more of the following services and is limited to existing customer at existing address:

Automatic Busy Redial

Automatic Call Return

Call Block

Call Forwarding (variable)

Call Waiting

Caller ID - Name and Number with Anonymous Call Block

Caller ID - Number with Anonymous Call Block

Distinctive Ring

Special Call Acceptance

Special Call Forwarding

Speed Calling 8 and 30

Three Way Calling

VIP Alert

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SECTION 7: BUNDLED SERVICE OFFERINGS

A. RESIDENTIAL AND BUSINESS PLANS

1. Description

Residential customers may be eligible to receive special pricing on Long Distance and additional services when subscribing to an Iowa Telecom SuperSaver Package.

2. Terms and Conditions

The terms and conditions for the individual elements of the bundled services will apply as described in the applicable Tariff.

3. Plans

- a. SuperSaver 100
The SuperSaver 100 includes the access line, Preferred Feature Pack and the Iowa Telecom Economy Plan.
- b. SuperSaver 250
The SuperSaver 250 includes the access line, Preferred Feature Pack and the Iowa Telecom Budget Plan.
- c. SuperSaver 500
The SuperSaver 500 includes the access line, Preferred Feature Pack and the Iowa Telecom Saver Plan.
- d. SuperSaver 1000
The SuperSaver 1000 includes the access line, Preferred Feature Pack and the Iowa Telecom Grand Plan.
- e. Community SuperSaver
The Community SuperSaver includes the access line, Preferred Feature Pack and the Iowa Telecom Community Plan.
- f. 6/10 SuperSaver
The 6/10 SuperSaver includes the access line, Preferred Feature Pack, Line Care and the Iowa Telecom 6/10 Plan.

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- f. Freedom Package 100
The Freedom Package 100 includes the access line, choice of four features and the Iowa Telecom Economy Plan.
- g. Freedom Package 250
The Freedom Package 250 includes the access line, choice of four features and the Iowa Telecom Budget Plan.
- h. Freedom Package 500
The Freedom Package 500 includes the access line, choice of four features and the Iowa Telecom Saver Plan.
- i. Freedom Package 1000
The Freedom Package 1000 includes the access line, choice of four features and the Iowa Telecom Grand Plan.
- j. Freedom Community Package
The Freedom Community Package includes the access line, choice of four features and the Iowa Telecom Community Plan.

4. Features

- a. The use of the access line for unlimited local calls.
- b. Customer's long distance usage is for a specified block of time (either 100, 250, 500 or 1000 minutes) or per minute usage as defined by the long distance plan.
- c. The Preferred Feature Pack includes Call Waiting, Call Forwarding, Three-way Calling, and Speed Call 8.
- d. Freedom Packages provide the customer with a choice of four of the following features (based on availability within the exchange).

Caller ID Name and Number	Three Way Calling
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Call Forwarding (Variable, Fixed or No Answer)	

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- e. Additional options may be added to any SuperSaver or Freedom Package plan for a special rate. The options include Internet, Caller ID, Voice Mail and Line Care.

5. Rates

	Residence	Business
SuperSaver 100	\$30.95	\$44.95
SuperSaver 250	39.95	52.95
SuperSaver 500	54.95	64.95
SuperSaver 1000	89.95	99.95
Community SuperSaver	26.95	41.95
6/10 SuperSaver	26.95	41.95
Additional Options		
Caller ID	4.00	4.00
Line Care	2.95	2.95
Dialup Internet	16.95	16.95
Voice Mail	4.00	4.00
Freedom Package 100	34.95	49.95
Freedom Package 250	43.95	59.95
Freedom Package 500	58.95	74.95
Freedom Package 1000	84.95	99.95
Freedom Community Package	27.95	43.95
Additional Options		
Line Care	2.95	2.95
Dialup Internet	16.95	16.95
Additional Feature from list	1.00	1.00

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SECTION 8: COIN & COINLESS TELEPHONE SERVICES

A. PAY TELEPHONE SERVICE (PTS) – BASIC

1. General

- a. The customer shall be responsible for the installation, operation, and maintenance of any customer-owned “smart” pay telephones used in connection with this service.
- b. The customer shall be responsible for payment of charges for all messages originating from or accepted at this type of service.
- c. Customer-owned coin or noncoin operated telephones must be registered in compliance with Part 68 of the FCC’s Registration Program.
- d. Pay Telephone Service – Basic connected to a two-way business access line is composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer’s premises and the network interface. These facilities are Company provided and maintained and provide access to and from the telecommunications network for long distance service and local calling. The line may be equipped with Billed Number Screening and Selective Class of Call Screening where facilities are available. The rate for Selective Class of Call Screening is found in this Local Tariff.
- e. Calls to 1+411 Directory Assistance will be charged to Pay Telephone Service line customers at the rate as specified in this Tariff. Calls to 1+555-1212 Directory Assistance will be charged to Pay Telephone Service line customers at the rates found in this Tariff. No free call allowances apply.

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2. Optional Features

a. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. Answer Supervision will be provided for use with Pay Telephone Service – Basic as specified in this Local Exchange Tariff to assist in determining when billing for a specific call should commence.

3. Rates

a. Refer to Section 4 for appropriate local access line rates.

b. Service charges, as specified in Section 5, for provision of central office access lines are applicable.

c. Optional Features
Answer Supervision, Per Line, Per Month: \$ 4.25

B. PAY TELEPHONE SERVICE (PTS) – SMART

1. Description and Conditions

a. Pay Telephone Service (PTS) – Smart is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for use with non-local exchange company customer-owned “dumb” pay telephones.

b. Pay Telephone Service – Smart is provided at the request of a PTS provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

c. A PTS – Smart Customer must dedicate an individual PTS – Smart line for each pay telephone instrument installed and will be billed the rate described in this Local Exchange Tariff for each line. Pay telephone instrument off-premises extensions with a PTS – Smart line are not permitted.

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- d. Where PTS – Smart service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.
- e. The Telephone Company shall not be liable for shortages of coins deposited and/or collected from the PTS – Smart Customer’s equipment.
- f. The Telephone Company shall not be liable for end-user fraud associated with failure of the Customer’s equipment to perform.
- g. Suspension of service for nonpayment as specified in Section 3 of this Tariff is not applicable to PTS – Smart service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a PTS – Smart service line rests with the Telephone Company.
- h. The carriage and completion of local and intraLATA toll messages are provided by the Telephone Company.
- i. PTS – Smart service will be provided from central offices where facilities are available and where technically feasible.

2. Features

- a. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
- b. Service is provided on a one-way or a two-way basis at the customer’s option.
- c. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
- d. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

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- e. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a PTS – Smart line which may require special handling and billing treatment.
- f. Central office 900 and 976 blocking is provided.
- g. Standard recorded announcements used for calls from the Telephone Company's Public Telephone Service pay telephones are used for calls that originate from a PTS – Smart line.
- h. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Telephone Company's operators service system.
- i. All 0+, interLATA calls are routed to the presubscribed carrier.
- j. Coin sent paid interLATA calls from PTS – Smart lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (that is, coin recognition, coin control, etc.) which are required to complete the call.

3. Responsibility of the Customer

- a. The Customer is subject to the requirements for Pay Telephone Service – Basic as set forth previously.
- b. The Customer is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
- c. Special billing and coin sharing arrangements between a PTS – Smart Customer and another carrier are the responsibility of the PTS – Smart Customer.
- d. It is the Customer's responsibility to ensure instruments used in conjunction with PTS – Smart service are compatible with the Telephone Company's network.

4. Rate Regulations

- a. No charge will be imposed for incoming calls

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- b. Sent-paid local calls will be rated by the PTS - Smart Customer's equipment.
- c. Operator assisted sent-paid local calls and non-sent paid local calls will be rated to the end-user, plus the appropriate additive operator service charges as specified in Section 9 of this Tariff.
- d. Operator assisted sent-paid IntraLATA toll calls and non-sent paid IntraLATA toll calls will be rated to the end-user at the message telecommunication service rate, plus the appropriate additive operator service charges. The appropriate service charges as specified in Section 5 of this Tariff are applicable for each PTS - Smart line installed, moved, or changed.
- e. Rates for Verification/Interrupt Service are as specified in Section 9 of this Tariff.
- f. Calls to 1+411 Directory Assistance will be charged to Pay Telephone Service line customer at the rate specified in Section 9 of this Local Exchange Tariff. Calls to 1+555-1212 Directory Assistance will be charged to the Pay Telephone Service customers at the rates found in Section 9 of this Local Exchange Tariff. No free call allowances apply.
- g. Customers to PTS - Smart service may be listed in the directory as specified in Section 9 of this Tariff.

5. **Rates**

Smart service is provided on a per line basis with a fixed monthly rate as found in Section 4 of this Tariff. (The customer to PTS - Smart service does not have the option of subscribing to Answer Supervision. Answer Supervision is included in the rates as found in Section 4.)

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SECTION 9: DIRECTORY AND OPERATOR SERVICES

A. DIRECTORY SERVICES

1. General

- a. The regulations for directory listings, as provided in this section, apply only to that section of the directory containing the regular alphabetical list of names of customers.
- b. One (1) primary listing is furnished without charge to each customer in conformity to the Telephone Company's practices with respect to its directories. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Telephone Company reserves the right to refuse to insert any listing in its directories which does not facilitate telephone service.
- c. Names and addresses in directory listings shall be limited to the following:
 - 1) The individual name of the customer or firm contracting for exchange telephone service.
 - 2) A party for whom the exchange telephone service was contracted for by another party.
 - 3) The name under which a firm regularly conducts business.
 - 4) The same surname with no more than two individuals' given names who live at the same residential address. Each given name, for purposes of this Tariff, is defined as any combination, not to exceed two, of the following:

first name
middle name
initial
nickname
maiden name

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An additional listing reversing the order of the individual's given names may be obtained at the rates for additional listings as specified herein. The restriction of no more than two given names applies only to listings involving two individuals' names.

- 5) The name under which a business is actually being conducted by someone other than the customer and which the customer is authorized by such other to use; or
- 6) The individual names of the officers, partners, or employees of the customer; or
- 7) The names of departments when such listings are deemed necessary from a public reference viewpoint.

- d. Whenever any question arises as to the right of a customer (1) to list the name of a business which he claims he is authorized to represent, or (2) to use a listing which includes the trade name of another, the Telephone Company is privileged to require the customer to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished, or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

2. **Rates**

	<u>Business</u>	<u>Residence</u>
Additional Listings	\$2.99	\$2.99
Foreign Exchange Listings	2.99	2.99
Alternate Call Listing	2.99	2.99
Nonlisted Service, per number	2.99	2.99
Nonpublished Service, per number	2.99	2.99

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3. Conditions

a. Primary Listings

- 1) One listing without charge, termed the primary listing, is provided as follows:
 - a) The primary listing, provided with a customer's second residence exchange service line, may be the names or names and address of members of a customer's family residing in the customer's household.
 - b) When two or more lines serve a customer in a group arranged for a "hunting" operation, each group of lines is considered one telephone number and is entitled to only one primary listing.
 - c) Names, addresses, and telephone numbers of public interexchange pay access lines are not listed in the directory.
 - d) Except as outlined above, a primary listing is provided with each central office access line associated with business, residence, rural, and general mobile. One primary listing per system is provided for private branch exchange service.
- 2) Upon request, a customer's listing may be omitted from both the telephone directory and the Telephone Company's information records. Connections with such non-published service may be completed only when requested by telephone number. The Telephone Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Telephone Company of the customer's request to furnish nonpublished service does not create any relationship or obligation direct or indirect, to any person other than the customer. See nonpublished listing service information in this section.

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b. Additional Listings

- 1) Business additional listings may be the names of partners or members of the firm if the customer is a partnership or firm, the names of officers of a corporation if the customer is a corporation; and for any business establishment, the names of associates or employees of the customer. No other class of listing, such as service, agency, commodity, etc., will be accepted.
- 2) Residence additional listings may be the names of other members of the customer's household living at the same address except in locations where business rates apply.
- 3) Ordinarily, all additional listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when, in the opinion of the Telephone Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PBX station, or additional station, which is located on premises of the customer, but at an address different from that of the switchboard or central office access line using the telephone number of the primary listing.
- 4) Additional listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the customer may desire. Charges for listings of alternate call number and office hours become effective on the date of the issue of the directory.
- 5) Customers whose names are currently spelled in more than one way may arrange for extra listings of the name as misspelled when such listings will aid in the use of the directory.

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- c. Special Types of Additional Listings
 - 1) Duplicate and Cross Reference Listings
 - a) Duplicate listings, that is, listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted, when in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.
 - b) Cross reference listings are available as additional listings when both the main and cross reference listings appear in the same alphabetical list or exchange, provided the cross reference listing is an aid in rendering telephone service and not designed for advertising purposes.
 - c) The regular additional listing rate applies for each duplicate or cross-reference listing.
 - 2) Alternate Call Number Listings
 - a) Listing of an alternate telephone number, other than those covered under “Office Hour Listings” of this Section, to be called in case no answer is received, is permitted for Customers to all classes of service.
 - b) The alternate number may be that of a service not under contract with the Customer in connection with whose name it appears. In such case, the consent of the Customer to the alternately listed service must be obtained before the alternate listing is furnished.
 - c) The regular additional listing rate applies for each alternate call number listing.

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- 3) Foreign Exchange Listings
 - a) Foreign exchange listings, those are, listings of Customers located in an exchange other than that in which the listed service is furnished, are permitted.
 - b) A special additional listing rate applies for each foreign exchange listing.
- 4) Temporary Tenant Listings
 - a) Residence Customers who lease their premises for periods of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the Customer and the tenant do not occupy the premises at the same time.
 - b) All billing and contractual arrangements remain unchanged, the Customer being responsible for the payment of all charges.
 - c) The regular additional listing rate applies for each temporary tenant listing.
- 5) Office Hour Listings/Line of Information

Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Customers who desire that their office hours or additional information appear in connection with their listing, may obtain same by paying the rates for regular additional listings. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at regular additional listing rates whenever night connections are provided.

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- d. Nonpublished and Nonlisted Directory Service
- 1) Nonpublished directory service is a telephone number which is not listed in the telephone directory or the Telephone Company's directory assistance records at the request of the customer.
 - 2) Incoming calls to nonpublished numbers will be completed by the Telephone Company only when the calling party places the call by number. The Telephone Company will adhere to this practice notwithstanding any claim of emergency which the calling party may present.
 - 3) Information concerning nonpublished numbers will not be disseminated except to telephone companies as deemed necessary for business operations or to law enforcement agencies upon lawful demand.
 - 4) The Telephone Company reserves the right to forward name and address information of nonpublished telephone number service customers to governmental agencies subscribing to Enhanced 911 Service.
 - 5) Acceptance by the Telephone Company of the customer's request to furnish nonpublished service does not create a relationship or obligation, direct or indirect, to any person or entity other than the customer.
 - 6) The Telephone Company shall not be held liable for any damages which might result because of the customer's telephone number(s) being nonpublished.
 - 7) In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Nonpublished Service customer in the directory or disclosing a nonpublished service telephone number to any calling party shall attach to the Telephone Company. Where such a number is published or is disclosed by a Telephone Company employee, the Telephone Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Telephone Company may have levied for the service.

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- 8) Nonpublished Service rates will not apply in the following cases:
- a) Additional local exchange service furnished the same customer at the same or different address in the same exchange so long as the customer has local exchange service listed in the directory.
 - b) Local exchange service for customers living in a hotel, hospital, retirement complex, apartment house, boarding house or club if the customer is listed under the telephone number of phone service furnished to the establishment.
 - c) Temporary service such as construction sites, elections, special events, etc.
 - d) Local exchange service involving data terminals where there is no voice service contemplated.
 - e) A customer requests nonpublished service due to unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security, or service of the customer. (This service will not be provided for a period of more than one month.)
- 9) Nonlisted service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance operator.
- 10) The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.
- 11) 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.

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B. BASIC INTERCEPT SERVICE

1. Description

Basic Intercept Service is an optional service which provides new number information to callers dialing changed or disconnected numbers. Dialing the Customer's former number results in a pre-recorded message which announces the new number.

2. Rates

The following rate is in addition to any other applicable charges shown in this Tariff. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

Each number intercepted, period of 180 days \$21.20

3. Conditions

- a. Basic Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.
- b. The above charges do not apply to company initiated number changes.
- c. Basic Intercept Service will not be provided to customers disconnected for nonpayment.

C. LOCAL OPERATOR SERVICES

1. Description and Conditions

- a. Operator Services is the provision of certain types of operator assistance features for the convenience of the Telephone Company's customers. These features include, but are not limited to, such items as busy verification service, local operator assisted calls, and selective class of call screening. The types of available features offered may be expanded or deleted from time to time when determined to be in the best interest of the Telephone Company or its customers.

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- b. The Telephone Company provides services as set forth in this section, however, as a service to its customers the Telephone Company has also contracted with third parties to make the offerings contained herein available for those customers requiring them. In third party arrangements the rates and charges apply when costs are passed on to the Telephone Company by contractor(s).
- c. No liability shall accrue to the Telephone Company for errors or omissions during the use of operator services except for the rates and charges for each type of service, in which case its liability shall be limited to a refund at the applicable nonrecurring charge or monthly rate for the time the error or omission occurred, after reasonable notice in writing to the Telephone Company.
- d. The customer indemnifies and holds the Telephone Company harmless from any and all liability, damages, losses, claims or demands arising from any actions, omissions, mistakes, or negligence of any kind occurring from the use of operator services.

2. Emergency Handling Procedures

- a. To ensure that routing of emergency calls through Telephone Company operators are handled accurately and expediently Telephone Company operators are provided emergency call training. As general practice the operator will take appropriate action necessary to provide any type of emergency assistance needed. However, two basic variations of handling emergency calls exist, one for calls to official public emergency agencies (for example police, fire and ambulance) and another for non-agency calls (for example to an individual end user). The operator is responsible for distinguishing which type of emergency call is to be completed.
- b. When processing an emergency agency call the operator identifies where the call originates and where the city and type of agency the call is to be directed. Subsequently, the operator transfers the call to the emergency agency by using a prepared list of readily available agency telephone numbers. In advancing the call the operator ensures the connection is complete and the conversation is proceeding satisfactorily. The operator does not leave the line until the call has been expedited.

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- c. If the operator is unable to determine where to send the emergency call, where the call could go to several localities, the operator will ask the caller or connect the call to the most appropriate location under the circumstances. The operator will remain on the connection until the correct location is reached.
- d. If the operator can not determine the required agency the call will go to the appropriate police department. If the operator can not secure a line to the appropriate emergency agency the operator will notify the caller and take any action deemed appropriate.
- e. If the calling party leaves the line or requests the operator to report the emergency condition, the operator will report the occurrence to the proper agency giving whatever details the operator can provide.
- f. Locally directed calls to emergency agencies are not billed. In cases of emergency calls to emergency agencies from public telephones a call will not be delayed to obtain a deposit.
- g. If 911 access is available for emergency calls to the desired community the caller is connected to the emergency agency by dialing "911". Location information to E911 service will not transfer through an operator nor is it possible to accurately maintain 911 service areas. If 911 emergency service is not available within an exchange emergency calls must be handled via Telephone Company operators by end users dialing "0".

3. Busy Verification Service

- a. Description
 - 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.

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- 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 or trunk 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.

b. Rates

The charges listed below are in addition to the rates and charges associated with local or Long Distance Message Telecommunications Service.

Line Status, per request:	\$1.50
Busy Interrupt, per request:	3.00

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.

4. **Operator Assistance**

a. Description and Conditions

Local operator assistance is furnished to customers upon request in order to complete local calls.

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- b. For the purpose of rate application, local operator assistance charges are categorized as follows: Operator Station and Person-to-Person calls.
- 1) Operator Station calls – The Operator Station rate is applicable when calls are completed with the assistance of a Company operator, except as specified for the customer dialed Person-to-Person type calls. Customer dialed “0-” calls where the operator completes the call and arranges billing are charged the Operator Station rate. The call can be billed to the originating telephone number, the called number (collect), or to a third number.

Operator Station calls also include “0+” calls when the customer is placing a collect or billed to third number call.
 - 2) Person-to-Person calls – The Person-to-Person rate applies to customer dialed “0-” calls where the operator completes the call to a designated person or extension. The call can be billed to the originating telephone number, the called number (collect), or to a third number.
- c. 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.

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. Customers may verbally identify themselves as being unable to dial a call because of their disability. Only the Dial Station-to-Station charges will apply to these sent-paid calls.
- d. Customers who verbally identify themselves as being unable to dial a call because of their disability will not be required to pay the operator assisted charge for sent-paid station-to-station calls from pay telephones.

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e. Charges (applicable to local and toll calls)

Station calls: 1.50

Person-to-Person calls: 3.00

Local Operator Assistance charges are in addition to any local usage charges and any local service charges.

Local Operator Assistance charges do not apply to calls placed to the Telephone Company Business Office, Telephone Company Repair Service, or to emergency agencies such as 911 service, police, fire, rescue or ambulance.

These charges are not subject to any discounts.

5. Directory Assistance

a. General

- 1) Directory Assistance is a telephone service whereby customers may obtain assistance in determining telephone numbers by calling a Directory Assistance number. Directory Assistance is available for calls made from points within the contiguous United States.
- 2) Local exchange customers can dial 411 or 555-1212 to reach an operator to aid in directory assistance for both local and national calling. Customers have the options to request a telephone number, or a name. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number. Iowa Telecom will provide listings for residential, business, government, Iowa Telecom 1-800, and Iowa Telecom local emergency numbers.

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- 5) Rates specified above are not applicable to:
- a) Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.
 - b) Calls from certified exempt customers and charged to their calling card.
- 6) A credit allowance will be given, i.e., the charge that would otherwise apply will be waived, when a customer promptly notifies his or her Customer Service Representative, given the following circumstances:
- a) The customer experiences poor transmission or is cut-off during the call to Directory Assistance.
 - b) The customer is given an incorrect telephone number by the Directory Assistance operator.

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SECTION 10: GENERAL SERVICES

A. CALL RESTRICTION SERVICES

1. Billed Number Screening Service

a. General

- 1) Billed Number Screening Service is available to Customers of the Telephone Company's local exchange services. This service prevents the billing of collect calls, third number billed calls or both to a customer's telephone account.
- 2) The Telephone Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Telephone Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
- 3) Billed Number Screening Service is offered subject to the availability of suitable facilities.
- 4) The minimum contract period for Billed Number Screening Service is one month.

b. Rates

The following rates and charges apply to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in the tariffs.

	<u>Monthly</u>	<u>Installation</u>
Option 1 – No Collect or Third Number Billing, per line screened:	\$1.95	\$25.06
Option 2 – No Third Number Billing, per line screened:	1.95	\$25.06
Option 3 – No Collect Billing, per line screened:	1.95	\$25.06

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A Subsequent Service Order charge, as shown elsewhere in this Tariff, applies when this service is ordered by itself. The Subsequent Service Order Charge associated with Billed Number Screening Service does not apply, however, when the service is ordered in conjunction with the establishment of exchange telephone service or is ordered in conjunction with another service from this Tariff.

2. Blocking Service

e. General

- 1) Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.
- 2) The two types of Blocking Service available are 900 Blocking Service and 976 Blocking Service.
 - a) 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.
 - b) 976 Blocking Service blocks access to all telephone numbers for which the prefix 976 (1+NPA+976 or 1+976) must be dialed.
- 3) The service is classified as a local exchange telecommunications service. Customers will not be charged for initial orders for Blocking Service.

b. Rates

- 1) Blocking Service, per line
- 2) Subsequent requests, where the initial blocking was discontinued at the customer's request, are subject to the applicable Subsequent Service Ordering Charge as set forth in Section 5 of this Tariff.

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- 3) For subsequent Blocking Service requests, only one Nonrecurring Charge applies per line if 900 and 976 Blocking Service are ordered at the same time.

c. Conditions

- 1) The Telephone Company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Telephone Company to provide all of the services that may be requested.
- 2) Blocking Service is available only for blocking access to all NPA or prefix telephone numbers from a particular network access line, and not for blocking access to a specific NPA or prefix telephone number.

3. Selective Class of Call Screening

- a. Selective Class of Call Screening service enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls to only calls which are charged to the called telephone, a third number, or a Telephone Company credit card account.

b. Rates and Charges – Per Line or Trunk Equipped

Monthly Rate: \$2.99
Nonrecurring Charge: \$49.80

A Subsequent Service Order charge will apply in addition to the Nonrecurring Charge

c. Conditions

- 1) Customers may elect to block "1+" calls with customer-provided equipment and request the Telephone Company to restrict "0+" calls, where facilities permit. In these situations, the customer assumes responsibility for all calls dialed "1+" and indemnifies and saves the Telephone Company harmless against claims resulting from abuse or fraudulent use of the service.

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- 2) All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service, and public emergency service numbers such as 911 will be permitted from the establishment.
- 3) This service is available to hospitals, hotels, motels, and other such institutions only where facilities permit.
- 4) Nonrecurring charges apply for installation, additions, and changes per line or trunk.
- 5) The following classes of Selective Call Screening are available:

Code Type Description

Code	Type	Description
74	Collect	Calling Card, Collect
79	Cellular – Mobile	Calling Card, Collect, Third Number Special Called
82	Minimum Security	Collect, Send Paid
88	Customer-Owned Coin	Called Special Billing, Calling Card, Calling Third Number Billing, Collect
89	Multi-Interexchange	Called Special Billing, Calling Card, Calling Third Carrier Access Phone Number Billing, Collect
93	Restricted Line	Called Special Billing, Calling Card, Calling Special Billing, Calling Third Number Billing, Collect
94	Motel	Called Special Billing, Calling Card, Calling Third Number Billing, Collect
97	Hospital & Miscellaneous	Called Special Billing, Calling Card, Calling Special Billing, Collect
98	Coinless Payphone	Called Special Billing, Calling Card, Calling Third Number Billing, Collect
99	Contel	Called Special Billing, Calling Card, Calling Third Number Billing, Collect

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4. Toll Restriction

a. General

- 1) Toll Restriction is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to a central office announcement.
- 2) Two Toll Restriction options are available:
 - a) Option 1 – Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to Inward WATS will not be restricted (1 + 800 + XXX-XXXX). Examples of this option are:

1 + NPA + XXX-XXXX
1 + XXX-XXXX
5-digit carrier access code + 1 + NPA + XXX-XXXX
5-digit carrier access code + 1 + XXX-XXXX
 - b) Option 2 – Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. Zero minus (0-) calls will only allow calls to official emergency agencies. Examples of this option are:

1 + NPA + XXX-XXXX
1 + XXX-XXXX
5-digit carrier access code + 1 + NPA + XXX-XXXX
5-digit carrier access code + 1 + XXX-XXXX
0 + NPA + XXX-XXXX
0 + XXX-XXXX
5-digit carrier access code + 0 + NPA + XXX-XXXX
5-digit carrier access code + 0 + XXX-XXXX
0- (Official emergency agencies only)
- 3) Toll Restriction will be provided only to Residence and Business One-Party customers. Toll Restriction will not be provided on business trunks.

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- 4) Toll Restriction is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- 5) The Telephone Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction. The customer agrees fully and completely to indemnify and save harmless the Telephone Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.
- 6) The minimum contract period for this service is one month.

b. Rates

The following charges and monthly rates apply to the provisioning of Toll Restriction and are in addition to all other applicable charges as specified elsewhere in this Tariff.

Option 1, per line equipped	
One-Party Residence	\$3.00
One-Party Business	4.00
Option 2, per line equipped	
One-Party Residence	3.00
One-Party Business	4.00

The Subsequent Ordering Charge as listed in of the Service Charges, Section 5, of this Tariff also applies. The installation charge applies in addition to all other Service Connection charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction options.

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B. CALL TRAP/CALL TRACE SERVICE

1. Description

Call Trap/Call Trace Service is a local exchange telecommunications service whereby the calling party of an incoming call is identified. This service is different and distinct from service generally known as Automatic Number Identification (ANI).

2. Rates

- a. Per Circuit, per month: \$30.07
- b. Service for fractional periods of one month (one month = 30 days) will be billed on a pro-rated basis.
- c. The above rates apply only to call traps ordered on an on-going basis. Temporary call traps are provided without charge for short periods of time, usually ten (10) days. This interval may be increased or decreased as circumstances warrant or as Company operating procedures change.

3. Conditions

- a. The Telephone Company will not provide Call Trap/Call Trace Service when the Calling Services feature Call Tracing Service is available in the serving central office unless the customer has customer premises equipment that precludes the use of Calling Services – Call Tracing Service.
- b. The third occurrence of a temporary call trap within a 30-day interval shall be subject to the above charges, unless the Telephone Company deems the charges to be waived on the advice of a law enforcement agency.
- c. Call Trap/Call Trace Service must be ordered in writing by the customer in whose name the local exchange service is placed.

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- d. This service is provided only when there is a continuing need for the identification of the calling party in cases involving nuisance calls, emergency situations, or other circumstances involving public safety. At the Telephone Company's option, the advice and concurrence of a local law enforcement agency may be required.
- e. Any information obtained by the Telephone Company in the tracing of a call (whether by an on-going or temporary call trap) will be provided only to a law enforcement agency. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the Telephone Company will endeavor to notify the appropriate agency. Under no circumstance shall information be provided to the customer or other private party.
- f. The Telephone Company makes no guarantee concerning the tracing and identification of any call in the provision of this service. The Telephone Company shall furnish this service, whether on a temporary or on-going basis, only on the express condition that no liability shall be attached to it for any reason arising out of the provision of this service.
- g. This service will be offered only where facilities and technologies permit. Depending on the nature of the facilities employed, Call Trap/Call Trace Service may also be applicable only to calls which originate and terminate in the same exchange and to customers with individual line service.

C. CUSTOMIZED NUMBER SERVICE

1. General

- a. Customers of the Telephone Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Telephone Company may assign the number to the customer.

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- b. The Telephone Company reserves and retains the right:
- 1) To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Telephone Company. If this should occur, the Customized Number Service charge will not be refunded to the customer.
 - 2) To reject any request for specific telephone numbers for any reason, including but not limited to: number conservation/number pooling considerations, relocation of a central office, limited central office capacity, or numbers that may, in the Telephone Company's sole opinion, be offensive to the public.
 - 3) Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Local Tariff.

2. Rates

a. Monthly

Each Customized Number
requested and placed into
service, per month: \$2.99

b. Service Charge

- 1) The appropriate Service Charges as found in this Tariff will apply for Customized Number Service in addition to a monthly rate when the service is requested after the initial installation of service.
- 2) The Customized Number Service charge applies whenever a customer:
 - a) Requests a telephone number other than the next available number from the allocation list, and such requested number is placed into service within six months of the date of the request.

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- b) Requests a number change from their present number to a Customized Telephone Number.
- 3) The Customized Number Service charge does not apply whenever a customer:
 - a) Requests assignment of the same telephone number that had been previously assigned to that customer.

3. Conditions

- a. The Telephone Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Telephone Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Telephone Company for the Customized Number service.
- b. Customized Number Service includes a standard directory listing consisting of the customer's name, address and telephone number. It does not include a directory listing where the number is reflected in alphabetical characters.

D. LINE HUNT SERVICE

1. General

- a. This service is available only where technology and facilities exist.

A Line Hunt line is any one-party service so arranged at the central office that if the number called is busy, the central office equipment selects another line in the customer's group that is idle. Line Hunt lines may be terminated on telephones, multi-line systems, PBX equipment or other equipment. Special central office facilities or arrangements are required to provide line hunt service.

- b. Applicable service charges apply.

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2. Rates

Line Hunt Service, per line: \$2.00

E. VACATION RATE SERVICE

1. General

- a. Vacation Rate Service is provided to residence and individual line business customers whose requirements for telephone services are less than that which might normally be provided in any 12-month period.
- b. Vacation Rate Service is available to all grades of primary residence and individual line business customers, where the usage is of a seasonal nature, for periods not less than one month nor more than six consecutive months.
- c. Charges may be billed in total prior to the connection of service or monthly at the option of the Telephone Company.

2. Rates

- a. The monthly rate will be based upon 50% of the regular rate for the basic and associated additional services during the period of suspension.
- b. No other charges will apply for the suspension and subsequent restoration of service.

F. EMPLOYEES' TELEPHONE SERVICE

1. General

- a. Regular full-time and qualified part-time employees of the Telephone Company are granted a concession in the rates for local exchange service furnished in connection with telephone service at their place of residence, as are employees retiring from the Telephone Company at the Telephone Company's sole discretion

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- b. Salaried employees and all regular full time and qualified part time hourly paid employees with 20 or more years of accredited service are provided 100% concession on rates for residence local service and extended area service. In addition, this concession will apply to service charges to establish local service.
- c. All other regular full time and qualified part time hourly paid employees are provided 50% concession on rates for their residence local service and extended area service. In addition, this concession will apply to service charges to establish local service.
- d. Salaried employees are provided a 100% concession on rates for vertical services. Collective bargaining full-time and part-time employees are provided concession on vertical services as outlined in the collective bargaining agreement. Vertical services shall consist of: Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-No Answer, Call Waiting, Caller ID Number, Caller ID Name and Number, Speed Calling, and Three-Way Calling, where available. In addition, this concession will apply to service charges to establish vertical features.

2. Conditions

- a. Salaried and collective bargaining full-time and part-time employees are eligible for concession the first month following their hire date.
- b. The employee's place of residence must be within the territory served by an exchange of the Telephone Company and so located that it may be served by means of available facilities or without undue cost.
- c. Concession rates are not allowed when the employee resides in a boarding and/or rooming house unless the transmission service is installed in the employee's private room and it is not available to other occupants of such a house.
- d. The primary listing must be a published listing and must be in the name of the employee as it appears on the personnel records of the Telephone Company, except that the listing of a married individual may be in the name of the individual, in the name of the spouse, or dual listed.

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F. OFF PREMISES EXTENSION SERVICE

1. General

- a. Off premises (OPX) mileage charges apply to additional stations not located on the same contiguous property as the central office access line or PBX frame.
- b. The loop of the additional station is bridged at the central office with the loop of the central office access line. The mileage charge is made on the basis of the length, in terms of route mileage, between the central office and the additional station.
- c. If the circuit connecting a PBX station with a PBX frame is routed through the central office in a loop, the route mileage between the PBX station and PBX frame via the central office is the mileage measurement. If the circuit connecting the PBX station and PBX frame is not routed through the central office, the route mileage between the PBX station and PBX frame is the mileage measurement.
- d. Mileage charges are made on the basis of quarter mile route units between the station and the central office access line or PBX frame, with each fractional quarter mile unit counting as an additional full quarter mile unit.

2. Rates

	<u>Monthly</u>
a. For the first 1/4 mile unit	\$8.10
b. For each additional quarter mile unit	\$6.50

3. Conditions

- a. Separate telephone numbers are not assigned to OPX Service nor is code ringing permitted. Directory listings are not provided for OPX Service.
- b. Off-Premises Extension Service may be furnished at any reasonable intraexchange location in connection with individual line exchange service or PBX stations only, subject to the following conditions:

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- 1) A business customer may have an extension from the customer's business to another business location if the other location is also the same billed account in the same exchange. A separate central office access line is not required in this instance.
 - 2) Business stations may be located on the premises of another business when each party has its own separate central office access line.
 - 3) Extensions from residence to residence are permitted when each party has its own separate central office access line.
 - 4) Extensions from residence to business are permitted when each party has its own separate central office access line. If residence OPX service is installed at a business location, the residence main service and OPX service must be changed to business rates.
 - 5) Extensions from business to residence are permitted when the residence location has its own separate central office access line. Business OPX service installed in a residence would not require a change in the residence service rates. If a proprietor actually lives in his business establishment, a separate central office access line is not required for extension service.
 - 6) The offering is subject to the availability of facilities. If construction is required in regard to the installation of extensions, construction charges will be applied.
- c. Off-premise mileage charges shall apply when an extension is located on separate premises from the main station.
 - d. When located on the premise of another customer, the use of the OPX Service must be restricted to answering incoming calls only.
 - e. OPX Service is not provided in connection with coin access line service.
 - f. Intercommunication between main and extension station instruments is not contemplated.

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SECTION 11: ENHANCED EMERGENCY NUMBER SERVICE (E911)

A. GENERAL

1. Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911.
2. Equipment used in conjunction with Enhanced 911 Services located at the PSAP must be provided by the customer.
3. E911 Service is offered subject to the availability of facilities.
4. The E911 Service customer may be 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. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police and fire and other services within the telephone central office areas arranged for E911 Service calling.

B. DESCRIPTION OF SERVICE ELEMENTS

1. Dedicated 911 Central Office Circuits – Arranged for incoming use only in conjunction with an E911 Service.
2. ANI Spill – Provides for the telephone number of the calling party to be forwarded to the PSAP.
 - a. Off-premises or stations behind business systems will possess the identity of the main billing number.
 - b. ANI Spill can only be provided with the use of dedicated facilities from the central office serving the end user to the PSAP.

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- c. The PSAP's premises equipment used in conjunction with E911 ANI Spill Service must be reviewed by the Telephone Company to determine the compatibility of the unit with the E911 Service requested.
3. PSAP Data Base Update Service – Provides the PSAP with an initial list, as well as periodic updates, of customer names, telephone numbers, and addresses for exchanges served by the Telephone Company. This update will be accomplished by using a dial-up service.
4. Alternate Network Routing
 - a. Alternate Network Routing service is offered to provide optional support or redundancy to the E911 system network. This non-mandatory service provides an additional route from the central office to the PSAP and is intended to provide a higher level of network reliability during adverse conditions. Alternate Network Routing is not intended for normal E911 network system use in lieu of dedicated circuits. The choices involve establishing a path that is not in the dedicated 911 network, such as routing via the Public Switched Telephone Network or cellular radio. The components offered in this Tariff include the terminating telephone network equipment and the cellular radio transceiver.
 - b. The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 911 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 911 trunk, failure of an intermediate central office in the dedicated 911 network path to the PSAP, or network overload such as All Trunks Busy (ATB).
 - c. The Public Switched Telephone Network equipment consists of Call Dial Units (CDU) installed in a central office on the outgoing side of a 911 trunk and a Call Answer Unit (CAU) installed on the PSAP premises. When the cellular path is used, a cellular transceiver is installed at each end (that is, at the originating central office and at the PSAP) to connect to the Call Dial/Answering Units.

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- d. The Alternate Network Routing Service is offered with two categories of Call Dial/Answering terminal equipment:
- 1) Without Monitoring – The Call Dial Unit performs the functions of receiving the 911 call from the originating switch, storing the ANI, dialing the telephone number of the Calling Answering Unit at the PSAP, contacting the Call Answering Unit to establish voice connection, and sending the caller's ANI to the Call Answering Unit. The Call Answering Unit will have an output connection that may be connected to the PSAP's E911 customer premises equipment so that the ANI may be provided to the answering attendant's console and be used to retrieve the associated ALI.
 - 2) With Monitoring – Similar functions and terminal equipment are provided as described above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 911 call and establish an alternate path, over the Public Switched Network or a cellular network, to complete delivery.
- e. Description of Rate Elements
- 1) Call Dial Unit (CDU) – Equipment installed in a central office that will be actuated by the switch upon failure of 911 trunk to complete a call. Upon actuation, the Unit will receive the 911 call and ANI, store the ANI, and dial the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network (PSTN) or a cellular radio.
 - 2) Call Answer Unit (CAU) – Equipment installed at a PSAP that will accept calls from a Call Dial Unit, including the ANI of the 911 callers and pass that voice and ANI to the E911 system's customer premises equipment.

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- 3) Line Switch & 4/2-Wire Converter Card – Available only when the “with monitoring” feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert on incoming four-wire E&M trunk to a two-wire ground start line circuit (GSLC).
 - 4) Cellular Transceiver – A radio transceiver that will interface one loop start or ground start telephone line to the cellular network. The transceivers are available in one- or four-channel models and are installed with a 3 dB gain antenna. To establish cellular connection, one unit is installed at the originating central office, connected to one through four CDUs, and the second unit is installed at the PSAP, connected to one through four CAUs. The number of pairs of CDUs and CAUs will match the number of channels established with the cellular transceivers.
 - 5) 9 dB Gain Antenna – A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.
5. Application of System Components
- a. Alternate Network Routing Without Monitoring
The components required include:
 - 1) A Call Dial Unit
 - 2) A Call Answer Unit
 - 3) Business Line for the CDU
 - 4) Incoming Business Line for the CAU
 - b. Alternate Network Routing with Monitoring
The components required include:
 - 1) A Call Dial Unit with Monitoring Capability
 - 2) A Call Answer Unit with Monitoring Capability

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- c. The additional components required may include:
 - 1) A pair of one- or four-channel cellular transceivers
 - 2) Cellular license for each channel
 - 3) Optional 9 dB Gain Antenna
- 6. Customer Obligation
 - a. The 911 Customer will subscribe to a business access line for each outgoing CDU circuit and an incoming business access line to each CAU, and will be responsible for all normal customer access line charges and toll calls billed to those circuits.
 - b. Where the 911 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 911 Customer will obtain the cellular radio license and pay for all charges related to its use.

C. RATES AND CHARGES

- 1. The following rates and charges apply in addition to all other applicable rates and charges shown elsewhere in this Tariff.
- 2. Rates for Enhanced 911 Services

The following rates are applicable to facilities provided within the Telephone Company's service territory. Connecting company rates apply to facilities located within connecting company service territory.

- a. Dedicated Circuits
 - 1) Intraexchange Dedicated Circuits – Based on applicable private line rates
 - 2) IntraLATA Interexchange Dedicated Interexchange Private Circuits (between exchanges, except remotes) – Based on applicable interexchange private line concurrence rates

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b.	ANI Spill Service	
	1) Engineering/Installation (all technologies)	
	Per central office arranged (nonrecurring):	\$2,567.00
	2) ANI Dedicated Circuit Enabling	
		<u>Monthly</u>
	Analog Direct Control Office, Each dedicated circuit:	\$163.75
	Analog SPC & Digital Office, Each dedicated circuit (Excludes RLU and RSU locations):	48.05
3.	PSAP Data Base Establishment and Update Service	
		<u>Monthly</u>
a.	Data Base Establishment (nonrecurring)	
	Each PSAP:	\$1,990.10
	Each telephone number in data base:	\$0.35
b.	Data Base Update	
	Each PSAP, per month:	\$0.00
	Each telephone number in data base:	\$0.11

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4. Alternate Network Routing	<u>Monthly</u>	<u>Nonrecurring</u>
Alternate Network Routing		
Without monitoring (digital C.O.) – 1 st trunk	\$150.00	\$776.25
Without monitoring (digital C.O.) – add'l trunk	130.00	571.00
Four-to-two wire converter	57.00	13.00
Call Answer Unit		
Without monitoring (digital C.O.)	71.00	510.00
Cellular Transceiver		
One-channel	57.00	770.00
Four-channel	183.00	866.00
Optional Cellular Antenna		
9 dB antenna	8.00	0.00

5. Tie Lines, Private Lines, and Extension Lines

Tie Lines, private lines, extension lines and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established rates for such services and facilities as specified herein and in appropriate tariffs.

6. Special Service Arrangement Charges

If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Telephone Company at charges designed at least to recover the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management as well as central office modification to provide basic 911 service where necessary.

7. Program Development Charges

These charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 Service, its billing and its data base management. The rate will be designed to at least recover the costs of providing such service.

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8. Records Conversion Charges

These charges are applicable to the work necessary to design, review, modify, and maintain any Company customer records keeping systems in order to support E911 Service, its billing and data base management. The rate will be designed to at least recover the costs of providing such service.

9. Changes to Orders

When a customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charges.

10. Cancellation of Order

Cancellation of the service, in whole or in part, by the customer prior to establishment thereof, will require payment of an amount equal to the costs incurred up to the time of cancellation resulting from the customer's order for service in writing, but not to exceed the total nonrecurring charges.

D. CONDITIONS

1. This Service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 Service will be provided within any government agency's locality.
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in this Tariff.
3. The Service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.

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5. E911 Service is provided solely for the benefit of the customer operating the PSAP; the provision of such service shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or legal entity other than the customer.
6. The Telephone Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
7. E911 Service information consisting of the name, address, and telephone numbers of telephone customers whose listings are not published in directories or listed in directory assistance offices is confidential, however, such information may be provided for the purpose of responding to emergency E911 Service calls or as otherwise required.
8. Any party residing within the E911 Service district forfeits the privacy afforded by nonpublished service to the extent that the telephone number and the address associated with the originating station location are furnished to the PSAP.
9. The customer releases, indemnifies, and holds harmless the Telephone Company from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person caused, or claimed to have been caused, directly or indirectly by its publication of such number or the disclosing of said number to any person.
10. The Telephone Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this section and other sections of this Tariff.
11. The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Telephone Company in the event the system is not functioning properly.
12. E911 Service will be designed by the Telephone Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.

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13. Because the Telephone Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephones served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
14. Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone 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 E911 Service request.
15. In addition to all other terms and conditions, the following requirements will apply:
 - a. The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
 - b. The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service 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 develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.

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- d. Each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 911 Service network from each central office to the central office serving the PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard. This standard can be modified only when a waiver of this requirement has been specifically granted under 605 IAC 10.10 by the Emergency Management Division of the Department of Public Defense and a copy of such waiver is provided to the Telephone Company. Even with a waiver, a minimum of one dedicated circuit is required between each Central Office and the PSAP.
 - e. The customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of out-going calls and for receiving other emergency calls including any which may be relayed by Telephone Company operators.
16. The Telephone Company will load and establish the initial Database into the PSAP customer's equipment from the Telephone Company's master list. A special form will be sent to all Exchange Group 1 and Exchange Group 1a customers by the Telephone Company on which they can record emergency and address information for use by the PSAP customer to be entered into their database for response to emergency calls. Data Base Update Service for the Telephone Company's exchange(s) will be provided to the PSAP customer on a cycle basis. A hard copy of the complete Database will be furnished by the Telephone Company to the customer on request for verification of telephone number, name, and address.
17. 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 agency 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. These ESN's will be carried in the PSAP's system 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. The following terms define the customer's responsibility in providing this information.

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- 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 Telephone Company prior to the effective date of service.
 - b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Telephone Company of any changes in street names, establishment of new 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 E911 calls to the proper PSAP.
 - c. The Telephone Company will provide to the customer on request a complete hard copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations, at charges as provided for under Records Conversion Charges.
 - d. Changes which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
18. The customer will agree to release, indemnify, and hold harmless the Telephone Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 Service hereunder.
19. The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay,

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error, or defect in transmission of service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission of service which are caused or contributed to by the negligence or willful act of the customer or authorized user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Telephone Company.

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SECTION 12: CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

A. CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT

1. General

Customer premises equipment and wiring may be used with the facilities furnished by the Telephone Company for telecommunications service as set forth in this Tariff section and Section 3.

This Tariff shall not be construed as to prohibit connection of registered or grandfathered customer premises equipment or protective circuitry which may be directly connected to the telecommunication network in accordance with 47 C.F.R. Part 68.

2. Conditions

a. Liability

- 1) In view of the fact that the customer has exclusive control of the customer's communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavailability of errors incident to the services and the use of such facilities of the Telephone Company the services and facilities furnished by the Telephone Company are subject to the terms, conditions, and limitations herein specified.
- 2) The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Telephone Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities occurs.

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- 3) The Telephone Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof, against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Telephone Company.
- b. Responsibility of the Telephone Company
- 1) The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer premises equipment. Subject to Section 3 of this Iowa Tariff, telecommunications service is not represented as adapted for use with all customer premises equipment and, where such equipment is connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such telecommunications service. Subject to this responsibility, the Telephone Company shall not be responsible for (1) the transmission of signals through or generated by customer premises equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer premises equipment.
 - 2) The Telephone Company shall not be responsible to the customer or otherwise if changes in the Network Protection criteria as set forth in this Tariff section, or in any of the facilities, operations or procedures of the Telephone Company render any customer premises equipment obsolete or require modification or alteration of such equipment or other wise affect its use or performance.
- c. Responsibility of the Customer
- 1) Where telecommunications service is available under this Tariff for use in connection with customer premises equipment, the operating characteristics of such equipment shall be such as not to

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interfere with any of the services offered by the Telephone Company.

- 2) The customer shall subscribe to Telephone Company facilities which are in parity with the operating characteristics of the customer premises facilities.
- 3) Such use is subject to the further provisions that the customer premises equipment does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of the facilities of the Telephone Company; interfere with the proper functioning of such facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services.
- 4) Upon notice from the Telephone Company that the customer premises equipment or wiring is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. (Refer to Section 3 this Tariff)
- 5) The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from the customer premises equipment or wiring.

d. Violation of Regulations

Where any customer premises equipment is used with telecommunications service in violation of any of the provisions set forth herein, the Telephone Company will take such immediate action as necessary for the protection of the network, and will promptly notify the customer of the violation. (Refer to Section 3 of this Tariff.)

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3. Network Protection Criteria

To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer premises equipment must comply with the following minimum network protection criteria:

- a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer premises equipment to the network be limited so that the signal power at the output to the network (that is, at the input to the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three-second interval. However, to permit each customer, independent to distance from the central office, to supply signal power which at the central office approximates 12db below one milliwatt when averaged over any three-second interval, the Telephone Company, at the customer's request, will specify, for each customer location, the signal power at the output of network control signaling unit (that is, at the input to the Telephone Company line), which shall in no case exceed one milliwatt.
- b. To protect other services, it is necessary that the signal which is applied by the customer premises equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (that is, at the input to the Telephone Company line):
 - 1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified above.
 - 2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - 5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

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- c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer premises equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (that is, at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

4. Regulations Applying to Specific Types Of Equipment and Facilities

a. Recording Equipment

Telecommunications service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations. However, customer premises recording equipment may be used in connection with telecommunications service subject to the following conditions:

b. Recording of Two-Way Telephone Conversations

Recording equipment shall be equipped with or connected to a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except as follows:

- 1) Such distinctive recorder tone need not be produced when the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air.
- 2) Recorder connector equipment without the recording tone device is allowed in connection with public fire and/or police service for the recording of two-way telephone conversations, provided that proper public authority certifies that the service will be used exclusively for receipt of emergency fire and police calls.

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- 3) The distinctive recorder tone need not be produced when the recording equipment is being used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of the President's immediate family, or the White House and its grounds.
- 4) Such distinctive recorder tone need not be produced when the recording equipment is being used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to Long Distance Message Telecommunications Service.

c. Automatic Announcement Equipment

1) General

Customers providing automatic announcement service must subscribe to a sufficient number of central office access lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Telephone Company. In the event that the use of such customer premises equipment causes such interference, the Telephone Company shall have the right to discontinue service. (Refer to Section 3, Rules and Regulations)

2) Public Announcement Service

- a) For purposes of identification, customers of telephone service who transmit recorded public announcements over lines provided by the Telephone Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- b) Customers transmitting factual public announcements such as stock market quotations, airline schedules, time of day, and similar information are excluded from the preceding condition.

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- c) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

5. Service Check Charges

- a. A service check will be performed by the Telephone Company per a customer request to perform a check of the Telephone Company's facilities up to the demarcation point.
- b. Rates
- 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.

When a customer requests 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 the customer's and the Telephone Company's side of the demarcation point.

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SECTION 13: CONCURRENCE STATEMENTS

A. INTRASTATE ACCESS SERVICE

Intrastate Access Services are provided in accordance with Iowa Telecom, Iowa No. 2 – Facilities for Intrastate Access Service Tariff.