

GENERAL AND LOCAL EXCHANGE TARIFF

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

403 W. 4<sup>th</sup> Street North  
Newton, IA 50208

(T)

GENERAL AND LOCAL EXCHANGE TARIFF

PSC MISSOURI NO. 1

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Effective April 1, 2006

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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**SECTION 2: DEFINITIONS**

**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.

**PSC** – Missouri Public Service Commission

**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.

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**SECTION 3: GENERAL RULES AND REGULATIONS**

**A. APPLICATION**

1. The rules and regulations specified herein apply to the intrastate services and facilities furnished in Missouri 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. (C)
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.

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**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.

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**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.

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**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.

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- 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.

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- 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.

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**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.

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**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.

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**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.

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**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.

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- 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.

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