

**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 1
Replacing Original Sheet No. 1

Missouri Public

REC'D DEC 17 2001

Service Commission

TITLE SHEET

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

IOWA NETWORK SERVICES, INC.

REGULATIONS, RATES AND CHARGES

This tariff replaces in its entirety the **PSC. Mo. No. 1 INTEREXCHANGE
TELECOMMUNICATIONS SERVICES** Tariff of **IOWA NETWORK SERVICES, INC.**
which was in effect prior to November 17, 2001.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by IOWA NETWORK SERVICES, INC. (INS) within the State of Missouri. This tariff is on file with the Missouri Public Service Commission and copies may be inspected, during normal business hours, at INS' principal place of business.

INS operates as a competitive telecommunications company within the State of Missouri.

Issued: December 17, 2001

Effective: January 1, 2002

By: Dick M. Vohs, President
Iowa Network Services, Inc.
4201 Corporate Drive

West Des Moines, Iowa 50266-5906

**Missouri Public
Service Commission**

FILED JAN 01 2002

CANCELLED
April 1, 2011
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**PSC Mo. No. 2
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TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 1

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JAN 01 2002
By *JSR*
Public Service Commission
MISSOURI

Service Commission

TITLE SHEET

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

IOWA NETWORK SERVICES, INC.

REGULATIONS, RATES AND CHARGES

This tariff replaces in its entirety the **PSC. Mo. No. 1 INTEREXCHANGE TELECOMMUNICATIONS SERVICES** Tariff of **IOWA NETWORK SERVICES, INC.** which was in effect prior to the effective date of this tariff.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by IOWA NETWORK SERVICES, INC. (INS) within the State of Missouri. This tariff is on file with the Missouri Public Service Commission and copies may be inspected, during normal business hours, at INS' principal place of business.

INS operates as a competitive telecommunications company within the State of Missouri.

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**PSC Mo. No. 2
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WAIVER OF RULES AND REGULATIONS

Service Commission

Pursuant to Case No. TA-94-336, the following statutes and rules have been waived for purposes of offering telecommunications services as set forth herein:

STATUTES

Section 392.240(1)	Rates-reasonable average return on investment.
Section 392.270	Property valuation.
Section 392.280	Depreciation rates.
Section 392.290	Issuance of stocks and bonds.
Section 392.310	Issuance of stocks and bonds.
Section 392.320	Issuance of stocks and bonds.
Section 392.330	Issuance of stocks and bonds.
Section 392.340	Reorganization.

COMMISSION RULES

4 CSR 240-10.020	Income on depreciation fund investments.
4 CSR 240-30.010(2)(C)	Posting exchange rates at central offices.
4 CSR 240-32.030(1)(B)	Exchange boundary maps.
4 CSR 240-32.030(1)(C)	Record of access lines.
4 CSR 240-32.030(2)	Records kept within state.
4 CSR 240-32.050(3-6)	Telephone directories.
4 CSR 240-32.070(4)	Coin telephones.
4 CSR 240-33.030	Inform customers of lowest priced service.

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IOWA NETWORK SERVICES, INC.

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TARIFF FORMAT

REC'D OCT 15 2001

1. Sheet Numbering

Service Commission

Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. When a new sheet is added between existing sheets, a decimal is added. For example, a new sheet added between sheets 15 and 16 would be 15.1.

2. Sheet Revision Numbers

Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Missouri Public Service Commission. For example, the 2nd revised Sheet 15 cancels the 1st revised Sheet 15.

3. Paragraph Numbering Sequences

There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence used in this tariff:

2.
2.1.
2.1.1.
2.1.1.A.
2.1.1.A.1.
2.1.1.A.1.(a).
2.1.1.A.1.(a).1.
2.1.1.A.1.(a).1.(i).
2.1.1.A.1.(a).1.(i).(1).

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CONCURRING CARRIERS

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NONE

CONNECTING CARRIERS

NONE

OTHER PARTICIPATING CARRIERS

NONE

REGISTERED SERVICE MARKS

NONE

REGISTERED TRADEMARKS

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TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 15

Missouri Public

EXPLANATION OF ABBREVIATIONS

REC'D OCT 15 2001

Service Commission

BOC	- Bell Operating Company
CUSC	- Carrier Universal Service Charge
ICB	- Individual Case Basis
LIDB	- Line Information Data Base
Mbps	- Megabits per Second
NANP	- North American Numbering Plan
NPA	- Numbering Plan Area
NXX	- Three-Digit Central Office Code
PSC	- Public Service Commission
WATS	- Wide Area Telecommunications Service(s)

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By: William P. Bagley, President
Iowa Network Services, Inc.

4201 Corporate Drive
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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 16
Missouri Public

1. APPLICATION OF TARIFF

REC'D OCT 15 2001

- 1.1. This Interexchange Telecommunications Services Tariff applies to service furnished by Iowa Network Services, Inc., hereinafter referred to as INS, or furnished jointly by INS and other carriers, between points within the State of Missouri.
- 1.2. The regulations, rates and charges which are set forth in the body of this tariff apply to Intrastate Interexchange Telecommunications Services.

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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 17

Missouri Public

2. GENERAL REGULATIONS

REC'D OCT 15 2001

2.1. Undertaking of INS

Service Commission

2.1.1. Scope

Interexchange Telecommunications Services are furnished for communications originating and terminating within Missouri in accordance with the conditions and regulations as set forth in the body of this tariff.

2.1.2. Limitations

A. Availability of Service

The provision of all services under this tariff is subject to the availability of facilities and the provisions contained herein.

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**PSC Mo. No. 2
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IOWA NETWORK SERVICES, INC.

Original Sheet No. 18

2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.1. Undertaking of INS (CONTINUED)

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2.1.2. Limitations (CONTINUED)

Service Commission

B. The customer may not assign or transfer the use of services provided under this tariff; however, where there is no interruption of use or relocation of the services, such assignment or transfer may be made to:

1. Another customer, whether an individual, partnership, association or corporation, provided the assignee or transferee assumes all outstanding indebtedness and current charges for such services, if any.

In all cases of assignment or transfer, the written acknowledgment of INS is required prior to such assignment or transfer. The acknowledgement shall be made within fifteen (15) days from the receipt of notification. All regulations and conditions contained in this tariff shall apply to such assignee or transferee.

The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

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2.1. Undertaking of INS (CONTINUED)

Service Commission

2.1.2. Limitations (CONTINUED)

C. Interconnection with Other Carriers

Service furnished by the Telephone Company may be interconnected with services or facilities of other common carriers and with private systems, subject to the technical limitations established by the Telephone Company. Service furnished by the Telephone Company is not part of a joint undertaking with such other common carriers. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of the Telephone Company and other common carriers shall be provided at the customer's expense.

Interconnection with the facilities or services of other common carriers shall be under the applicable terms and conditions of the other common carriers' tariffs. The customer is responsible for taking all necessary legal steps for interconnecting their customer-provided terminal equipment or communications systems with such other common carrier's facilities. The customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.

D. Force Majeure

INS reserves the right to discontinue furnishing service upon written notice when necessitated by events or circumstances beyond its control or without notice when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.1. Undertaking of INS (CONTINUED)

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2.1.2. Limitations (CONTINUED)

Service Commission

E. Priority of Services

Subject to compliance with Commission or Government rules or regulations, where a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of Interexchange Telecommunications Services shall take precedence over all other intercity services.

F. Limitations on Duration of Connections

INS reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

2.1.3. Liability

- A. The Telephone Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- B. INS' liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. With respect to any other claim or suit, by a customer, subscribers to or users of any services provided to or resold by the customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption, or restoration of any service or facilities offered under this tariff, INS' liability, if any, shall not exceed an amount equal to the proportionate monthly recurring charges for the period during which the service was affected.

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**PSC Mo. No. 2
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IOWA NETWORK SERVICES, INC.

Original Sheet No. 21

2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.1. Undertaking of INS (CONTINUED)

REC'D OCT 15 2001

2.1.3. Liability (CONTINUED)

Service Commission

B. (CONTINUED)

INS shall be indemnified and held harmless by the customer, subscribers to or users of any services provided to or resold by the customer, against:

1. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over INS' facilities; and
2. Claims for patent infringement arising from combining or connecting INS' facilities with apparatus and systems of the customer; and
3. All other claims arising out of any act or omission of the customer in connection with any service provided by INS; and

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 22

2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.1. Undertaking of INS (CONTINUED)

REC'D OCT 15 2001

2.1.3. Liability (CONTINUED)

Service Commission

B. (CONTINUED)

4. Any claim, loss or damage arising from the use of services offered under this tariff including but not limited to claims by subscribers to or users of services provided to the customer, and users of any services provided by or resold by the customer.

- C. INS shall not be liable for and the customer indemnifies and holds INS harmless 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 persons, for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by INS where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of INS' negligence. No agents or employees of other carriers shall be deemed to be agents or employees of INS.

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INTEREXCHANGE
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IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 23
Replacing Original Sheet No. 23

2. GENERAL REGULATIONS (CONTINUED)

2.1. Undertaking of INS (CONTINUED)

2.1.3. Liability (CONTINUED)

- D. The liability of INS for damages to the customer, subscribers to or users of any services provided to or resold by the customer, arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities, and not caused by the negligence of the customer, subscribers to or users of any services provided to or resold by 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 occurs. No other liability shall in any case attach to INS.
- E. Now, or at any future time, if a state, county or other taxing authority including federal commissions, agencies and/or courts possesses or acquires the legal right to impose an occupation tax, license tax, sales tax, gross receipts tax, permit fee, franchise fee, Universal Service Fund contributions factor or other similar charge upon INS, and has imposed, or imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the customers receiving service within the territorial limits of such taxing authority. Such billing shall allocate the tax, fee, or charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee, or charge or as directed by the imposing authority.

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By: Richard M Vohs, President and Chief Executive Officer
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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

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Missouri Public

2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.1. Undertaking of INS (CONTINUED)

Service Commission

2.1.3. Liability (CONTINUED)

- D. The liability of INS for damages to the customer, subscribers to or users of any services provided to or resold by the customer, arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities, and not caused by the negligence of the customer, subscribers to or users of any services provided to or resold by 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 occurs. No other liability shall in any case attach to INS.
- E. Now, or at any future time, if a state, county or other local taxing authority possesses or acquires the legal right to impose an occupation tax, license tax, sales tax, gross receipts tax, permit fee, franchise fee or other similar charge upon INS, and has imposed, or imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the customers receiving service within the territorial limits of such taxing authority. Such billing shall allocate the tax, fee, or charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee, or charge.

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**PSC Mo. No. 2
INTEREXCHANGE
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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

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2.2. Use

Service Commission

2.2.1. Use of Service

This service is provided for use by the customer and may be used by others, when so authorized by the customer, subject to the provisions of this tariff.

2.2.2. Abuse and Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- A. The use of service or facilities of INS to transmit a message without payment of the charge applicable for service;
- B. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, Interexchange Telecommunications Services, by rearranging, tampering with, or making connection with any facilities of INS, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
- C. The use of service or facilities of INS for a call or calls, anonymous or otherwise, if in a manner which could reasonably be expected to frighten, abuse, torment, or harass another;
- D. The use of profane or obscene language;

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INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

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~~Missouri Public~~

2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.2. Use (CONTINUED)

Service Commission

2.2.2. Abuse and Fraudulent Use (CONTINUED)

- E. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

2.2.3. Unlawful Purposes

The service is furnished subject to the condition it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If INS receives other evidence giving reasonable cause to believe that such service is being or will be so used, it will either discontinue or deny the service or refer the matter to the appropriate law enforcement agency.

2.2.4. Cancellation for Cause

For nonpayment of any sum due INS, or for abuse or fraudulent use of the service, INS may either suspend, terminate without suspension, or refuse service without incurring any liability.

2.2.5. Interference or Impairment

The characteristics and methods of operation of any circuits, facilities or equipment provided by other than INS and associated with the facilities utilized to provide services under this tariff shall not interfere with or impair service over any facilities of INS or its affiliated companies or divisions involved in its services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public.

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IOWA NETWORK SERVICES, INC.

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Missouri Public

2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.3. Maintenance of Services

The services provided under this tariff shall be maintained by INS. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by INS, except with the written consent of INS.

INS shall adopt and pursue a maintenance program aimed at achieving efficient operation of its system so as to promote the rendering of safe, adequate and continuous service at all times. Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safe and adequate service performance. Broken, damaged or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted as necessary when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical faults, such as noise induction, cross talk, or poor transmission characteristics shall be corrected to the extent practical within the design capability of the plant affected.

Maintenance of aerial plant shall include the replacement of broken or badly deteriorated poles, brackets, and broken-down guides. Defective splices shall be replaced and adequate clearance provided.

Switching equipment shall be inspected and routinely tested at regular intervals, and such repairs, adjustments or replacements made as are found to be necessary and as required to ensure the proper functioning of the equipment.

Records of various tests and inspections shall be kept on file in the office of INS for a minimum of one (1) year. These records shall show the line or regulated equipment tested or inspected, the reason for the test, the general conditions under which the test was made, the general result of the test and such corrections as were made when the test indicated need for same.

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 27

Missouri Public

2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.4. Disconnection of Service

Service Commission

2.4.1. Without Prior Notice

Interexchange service may be refused or disconnected without prior notice by INS for the following reasons:

- A. In the event of a condition on the customer's premises determined by INS to be hazardous.
- B. In the event of customer's use in such a manner as to adversely affect INS' facilities or INS' service to others.
- C. In the event of tampering with facilities leased or owned by INS.
- D. In the event of interexchange service being used by a customer in connection with a plan or contrivance to secure a large volume of interexchange calls to be directed to such customer or the telephone service of any designated customer at or about the same time, resulting in preventing, obstructing or delaying the interexchange service of others.
- E. In the event of unauthorized use.

Following the disconnection of service for any of these reasons, INS, or the local exchange carrier acting as INS' agent, will notify the telephone customer that service was disconnected and why. The notice will include all reasons for the disconnection and will include a toll-free number where a customer can obtain additional information. Notice shall be deemed given upon deposit, postage prepaid, in the U. S. Mail to the customer's last known address.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.4. Disconnection of Service (CONTINUED)

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2.4.2. With Prior Notice

Service Commission

Service can be disconnected with prior notice for the following reasons:

- A. In the event the customer is indebted to INS for the same type of telephone service previously furnished.
- B. In the event the customer supplied false or inaccurate information of a material nature in order to obtain telephone service.
- C. For failure of the customer or prospective customer to furnish service equipment, permits, certificates, rights of way necessary to obtain 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 Commission.
- D. For failure of the customer to permit INS reasonable access to its facilities on the customer's premises.
- E. For nonpayment of a bill, where a reasonable attempt has been made at collection, except bills for merchandise purchased from INS, a different class of service or another customer which had been guaranteed.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

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2.4. Disconnection of Service (CONTINUED)

Service Commission

2.4.2. With Prior Notice (CONTINUED)

- F. For nonpayment of deposit as specified.
- G. In the event the service is or is likely to be used for unlawful purposes.
- H. Any other violation of the conditions governing the furnishing of service.
- I. For violation or noncompliance with INS' tariff on file with the Commission, the requirements of any municipal ordinance, regulation or law pertaining to the service.

2.4.3. Notice

For disconnects under Section 2.4.2. preceding, written notice of a pending disconnect will be rendered five (5) days prior to the disconnection. 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. A notice of disconnect based upon non-payment will not be issued until the bill becomes delinquent. Notice shall be deemed given upon deposit, postage prepaid, in the U. S. Mail to the customer's last known address.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.4. Disconnection of Service (CONTINUED)

Service Commission

2.4.3. Notice (CONTINUED)

A. Unusual Circumstances

Disconnection may take place prior to the expiration of the five (5)-day unpaid bill notice period if the utility determines, from verifiable data, that usage during the five (5)-day notice period is so abnormally high that a risk of irreparable revenue loss is created.

B. Time Restrictions on Disconnection

Except as provided in Section 2.4.1. preceding or in unusual credit circumstances or abnormal usage of service, no calls will be disconnected on the day preceding or the day on which INS is closed. Service will not be disconnected on a weekend, holiday or after 2 p.m. unless service can be reconnected the same day.

2.4.4. Suspended Service

INS may suspend service when a customer is delinquent in payment. INS will issue the same five-day notice for suspension of service as is issued for termination of service. If INS and the customer cannot resolve payment of the delinquent bill, service may be terminated without an additional notice, and without service being reestablished.

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**PSC Mo. No. 2
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IOWA NETWORK SERVICES, INC.

Original Sheet No. 31

2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.5. Engineering

REC'D OCT 15 2001

2.5.1. Requirement for Good Engineering Practice Service Commission

The facilities of INS shall be constructed, installed, maintained and operated in accordance with accepted good engineering practice in the communications industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

2.5.2. Adequacy of Service

- A. INS shall employ recognized engineering and administrative procedures to determine the adequacy of service being provided to the customer.
- B. Traffic studies shall be made and records maintained to determine that sufficient equipment and an adequate operating force are provided during the busy-season, busy-hour period.
- C. INS shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, or from fire, storm, or acts of God. INS shall inform employees as to procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of Interexchange Telecommunications Services. A permanent auxiliary power unit will be installed at INS' switch, and alarms will be maintained in proper condition to indicate improper functioning of the equipment.

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 32

2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.5. Engineering (CONTINUED)

REC'D OCT 15 2001

2.5.2. Adequacy of Service (CONTINUED)

Service Commission

- D. INS shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up-to-date and checked periodically to maintain proper balance in all groups.
- E. INS shall furnish and maintain adequate plant, equipment and facilities to provide satisfactory transmission of communications. Transmission shall be at adequate volume levels and free of excessive distortion. Levels of noise and cross talk shall be such as not to impair communications.

For interexchange trunks, INS will provide facilities so that at least ninety-five percent (95%) of telephone calls offered to the group will not encounter an all-trunks-busy condition. For toll connecting trunks, the figure shall be at least ninety-seven (97%).

The transmission objectives set forth herein are based upon the use of standard telephone stations connected to a forty-eight (48) volt dial central office, and measured at a frequency of one thousand (1,000) hertz. The overall transmission loss on interexchange or interoffice trunks will not be more than ten (10) decibels. Whenever feasible, the overall transmission loss on intertoll trunks and on terminating links will be no more than five (5) decibels measured at multiple frequencies between two hundred (200) and three thousand (3,000) hertz.

Because these trunks may be only one of several connected links on some toll routes, it may be necessary to provide better facilities in order to keep the overall net circuit losses within the five (5) decibel limit so as to provide satisfactory message transmission.

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 33

2. GENERAL REGULATIONS (CONTINUED)

Missouri Public

2.5. Engineering (CONTINUED)

REC'D OCT 15 2001

2.5.2. Adequacy of Service (CONTINUED)

Service Commission

E. (CONTINUED)

Where joint construction is mutually agreed upon, it shall be subject to the provisions of the Iowa electrical safety code or such other appropriate regulation as may be prescribed.

2.5.3. Service Interruption

- A. INS shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, INS shall reestablish service with the shortest possible delay.
- B. Arrangements shall be made to have personnel available to receive and record trouble reports twenty-four (24) hours daily and also to clear trouble of an emergency nature at night, on holidays and on weekends, as well as during regular working hours.

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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 34

Missouri Public

2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.5. Engineering (CONTINUED)

Service Commission

2.5.3. Service Interruption (CONTINUED)

- C. Whenever service must be interrupted during regular working hours for the purpose of working on the lines, cable or equipment, the work shall be done at a time which will cause the least inconvenience to the customers, and any who would be seriously affected by such interruption shall, so far as possible, be notified in advance.

INS shall keep a written record showing all interruptions affecting its Interexchange Telecommunications Services or any major portion thereof for a minimum of six (6) years. This record shall show the date, time, duration, time cleared and extent and cause of the interruption. This record shall be available to the Commission or its authorized representatives upon request at any time within the period prescribed for retention of such records.

Whenever a trouble report is received, a record will be made by INS and if repeated within a thirty (30)-day period by the same customer, this case shall be referred to a supervisor for permanent correction.

When a customer's service is reported or is found to be out of order, it shall be restored as promptly as possible.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.5. Engineering (CONTINUED)

Service Commission

2.5.3. Service Interruption (CONTINUED)

- D. The sole remedy for service interruptions, even if it is INS' fault, is the service interruption credit. In the event of an interruption to service which is not due to the negligence or willful act of the customer or the customer's premises equipment, a pro-rata adjustment of the monthly charge for the service will be allowed. The out of service condition must have existed for a period of twenty-four hours or more, and INS must have discovered the interruption to exist or the customer must request the adjustment within thirty (30) days.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.6. Safety

Service Commission

INS shall exercise reasonable care to reduce the hazards to which its employees, its customers or users and the general public may be subjected. INS shall give reasonable assistance to the Commission in the investigation of the cause of accidents and in the determination of suitable means of preventing accidents. INS shall maintain a summary of all reportable accidents arising from its operations.

INS shall adopt and execute a safety program, fitted to the size and type of its operations. At a minimum, the safety program will:

1. Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner.
2. Instruct employees in safe methods of performing their work.
3. Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

2.7. Held Applications

During such period of time as INS may not be able to supply initial Interexchange Telecommunications Services to prospective customers or upgrade existing customers within thirty (30) days after the date applicant desires service, INS shall keep a record showing the name and address of each applicant for service, the date of application, the date that service is desired, the class and rate of service applied for, together with the reason for the inability to provide new service or a higher grade of service to the applicant.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.8. Customer Information

Service Commission

- A. INS shall maintain up-to-date maps, plans, or records of its network, together with such information as may be necessary to enable INS to advise prospective customers, and others entitled to the information, as to the facilities available for serving prospective customers in a serving area.
- B. INS shall notify customers affected by a change in rates or schedule classification in accordance with the Commission's rules.
- C. INS shall post notices in a conspicuous place in each office of INS where applications for service are received, informing the public that copies of the rate schedules and rules relating to the services of INS, as filed with the Commission, are available for inspection.
- D. INS shall furnish such additional information as the customer may reasonably request.
- E. Employees responsible for the receiving of customer telephone calls and customer office visits shall be properly qualified and instructed in the screening and prompt handling of complaints to assure prompt reference of the complaint to the person or department capable of effective handling of the matter complained of and to obviate the necessity of the customer's preliminary repetition of the entire complaint to employees lacking in ability and authority to take appropriate action.

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IOWA NETWORK SERVICES, INC.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.9. Customer Complaints

Service Commission

A. Complaints concerning the charges, practices, facilities or service of INS shall be investigated promptly and thoroughly. INS shall keep a record of such complaint showing the name and address of the complainant, the date, and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint, which will enable INS to review and analyze its procedure and actions. The records maintained by INS under this rule shall be available for inspection by the Commission or its staff upon request.

B. The customer must notify INS in writing of the nature and basis of any complaint. Should the complaint not be resolved by the payment date, the customer will, notwithstanding the continuing existence of the dispute, pay the billed amount. Within a reasonable period of time following notification, INS will provide written notice to the customer of the status of the complaint. The final step in the complaint hearing and review procedure shall be a filing for Commission resolution of the issues.

1. The General Manager of INS is the person authorized to receive, act upon and respond to communications from the Commission and customers regarding complaints. The General Manager can be contacted by telephone at (515) 830-0110 or 1-800-469-4000. Written complaints should be mailed to INS' address listed on the bottom of this tariff.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.10. Obligations of the Customer

Service Commission

2.10.1. Damages

- A. The customer shall be responsible for damages to INS' leased or owned facilities caused by the negligence or willful act of the customer or those using through the customer. The customer or those using through the customer may not alter, physically modify or intrude upon, rearrange, disconnect, remove or attempt to repair, or permit others to alter, physically modify or intrude upon, rearrange, disconnect, remove or attempt to repair any INS facilities except upon written consent of INS.
- B. The customer's obligation to INS is the same whether the facilities involved are INS-owned facilities or are facilities leased by INS from another party. If INS incurs expenses due to the customer's actions which result in damage to or impairment of INS leased facilities, INS will pass through to the customer any and all expense which the owner of the facilities imposes on INS.

2.10.2. Ownership of Facilities and Theft

Facilities utilized by INS to provide service under the provisions of this tariff shall remain the property of INS. Such facilities shall be returned to INS by the customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear will permit.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.10. Obligations of the Customer (CONTINUED)

Service Commission

2.10.3. Availability for Testing

The services provided under this tariff shall be available to INS at times mutually agreed upon in order to permit INS to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

2.10.4. Balance

All signals for transmission over the services provided under this tariff shall be delivered by the customer balanced to ground except for ground start, duplex (DX) and McCulloh-Loop (Alarm System) type signaling and dc telegraph transmission at speeds of 75 baud or less.

2.10.5. Claims and Demands for Damages

The customer shall defend, indemnify and save harmless INS from and against any suits, claims, losses or damages, including punitive damages, attorneys' fees and court costs by the customer or third parties arising out of any act or omission of the customer in the course of using services provided under this tariff.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.11. Payment Arrangements and Credit Allowances

2.11.1. Payment of Rates, Charges and Deposits

Service Commission

- A. INS will, in order to safeguard its interests, only require a customer which has a proven history of late payments to INS or does not have established credit, except for a customer which is a successor of a customer which has established credit and has no history of late payments to INS, to make a deposit prior to or at any time after the provision of a service to the customer to be held by INS as a guarantee of the payment of rates and charges. Such deposit may not exceed the actual or estimated rates and charges for the service for a two-month period. The fact that a deposit has been made in no way relieves the customer from complying with INS' regulations as to the prompt payment of bills. At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded. At the option of INS, such a deposit may be refunded or credited to the customer's account when the customer has established credit or after the customer has established a one-year prompt payment record at any time prior to the termination of the provision of the service to the customer. In the case of a cash deposit, the customer will receive interest at an interest rate which is equal to a rate of one percent (1%) above the prime lending rate as published in the Wall Street Journal for the last business day of September. The rate will be adjusted annually on October 1 of each year to reflect the most current prime lending rate. Interest will be compounded annually, for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the customer's account or to the date the customer's bill becomes permanently delinquent.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.11. Payment Arrangements and Credit Allowances (CONTINUED)

Service Commission

2.11.1. Payment of Rates, Charges and Deposits (CONTINUED)

A. (CONTINUED)

The date a customer's bill becomes permanently delinquent, relative to an account treated as an uncollectible account, is the most recent date the account became delinquent.

1. INS shall keep records to show:

- (a). The name and address of each depositor.
- (b). The amount and date of the deposit.
- (c). Each transaction concerning the deposit.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.11. Payment Arrangements and Credit Allowances (CONTINUED)

Service Commission

2.11.1. Payment of Rates, Charges and Deposits (CONTINUED)

A. (CONTINUED)

2. INS, or a local exchange carrier acting as INS' agent, shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish their claim if the receipt is lost.
3. The deposit shall be refunded after not more than twelve (12) consecutive months of prompt payment..
4. INS shall make a reasonable effort to return each unclaimed deposit and accrued interest after the termination of the services for which the deposit was made. INS shall maintain a record of deposit information for at least two (2) years or until such time as the deposit, together with accrued interest, escheats to the state at which time the record and deposit, together with accrued interest less any lawful deductions, shall be sent to the State Treasurer.
5. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account.

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2. GENERAL REGULATIONS (CONTINUED)

2.11. Payment Arrangements and Credit Allowances (CONTINUED)

REC'D OCT 15 2001

2.11.1. Payment of Rates, Charges and Deposits (CONTINUED)

Service Commission

A. (CONTINUED)

6. A new or additional deposit may be required when a deposit has been refunded or is found to be inadequate by virtue of increased service usage or non-payment. Written notice shall be mailed advising the customer of any new additional deposit requirement. The customer shall have no less than twelve (12) days from the date of mailing to comply. The new or additional deposit shall be payable at any of INS' business offices or local authorized agents. An appropriate receipt shall be provided.
7. No written notice is required to be given of a deposit required as a prerequisite for commencing initial service. If usage is abnormal, INS may require a new deposit or an increase in deposit to guarantee payment of bills. A customer who fails to comply with the deposit requirements may be disconnected. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

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2. GENERAL REGULATIONS (CONTINUED)

2.11. Payment Arrangements and Credit Allowances (CONTINUED)

REC'D OCT 15 2001

2.11.1. Payment of Rates, Charges and Deposits (CONTINUED)

Service Commission

- B. Rules on billing periods, bill format, bill issuance, timely payment, late payment charge, payment and collection efforts, and the resolution of billing disputes shall be established by the local exchange utilities billing and collecting INS' rates and charges for Interexchange Telecommunications Services.

2.11.2. Rates for Fractional Periods

- A. For the purpose of administering this regulation with respect to determining charges for a fractional part of a month, every month is considered to have thirty days.
- B. The charges for a fractional part of a month will be a proportionate part of the monthly recurring rate based on the actual number of days the service is provided.

2.11.3. Returned Check Fee

A charge of \$20.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it was written.

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IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 46
Replacing Original Sheet No. 46

2. GENERAL REGULATIONS (CONTINUED)

2.12. Application for Service

Message Telecommunications Service must be ordered from the exchange carrier providing local service to the customer. Rules on ordering information and customer cancellation of service shall be established by the local exchange carrier providing local service to the customer.

2.13. Carrier Universal Service Charge

Starting 04/01/03 the Carrier Universal Service Charge (CUSC) is discontinued. The Federal Communications Commission has directed the application of a Universal Contribution Factor or USF factor. This factor is not applied to INTRASTATE usage.

2.14. Special Arrangements

The arrangements, utilized in the furnishing of the services and facilities provided at the rates and charges specified in this Tariff, are provided in accordance with industry standards.

For special arrangements not specifically covered in this Tariff, charges based upon the estimated cost of furnishing such arrangements apply.

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By: Richard M. Vohs, President and Chief Executive Officer
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2. GENERAL REGULATIONS (CONTINUED)

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2.12. Application for Service

Service Commission

Message Telecommunications Service must be ordered from the exchange carrier providing local service to the customer. Rules on ordering information and customer cancellation of service shall be established by the local exchange carrier providing local service to the customer.

2.13. Carrier Universal Service Charge

- A. In addition to all other rates in this tariff, customers will be assessed an undiscounted Carrier Universal Service Charge (CUSC) of 3.2% of all Missouri intrastate charges. Subject to billing availability, this charge will be applied with respect to charges billed on or after April 4, 1998.
- B. The 3.2% CUSC does not apply to service provided to resellers that contribute directly to universal service. For this purpose, a reseller is a telecommunications service provider that 1) incorporates purchased telecommunications services into its own offerings and 2) can reasonably be expected to contribute to support universal service based on revenues from those offerings.

2.14. Special Arrangements

The arrangements, utilized in the furnishing of the services and facilities provided at the rates and charges specified in this Tariff, are provided in accordance with industry standards.

For special arrangements not specifically covered in this Tariff, charges based upon the estimated cost of furnishing such arrangements apply.

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2. GENERAL REGULATIONS (CONTINUED)

REC'D OCT 15 2001

2.14. Special Arrangements (CONTINUED)

Service Commission

The estimated cost consists of an estimate of the following items to the extent that they are applicable:

- A. Cost of maintenance.
- B. Cost of operation.
- C. Depreciation on the estimated installed cost of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated salvage.
- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average charges for these items.
- E. Any other specific items of expense associated with the particular situation as deemed necessary by INS.
- F. A reasonable amount, computed on the estimated installed cost of any facilities provided, for a return on the investment, and for contingencies.

Estimated installed cost as mentioned in "C." and "F." preceding includes the cost of materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.

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IOWA NETWORK SERVICES, INC.

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3. DEFINITIONS

REC'D OCT 15 2001

Calls

Service Commission

The term "Calls" means telephone messages attempted by customers or users.

Central Office

The term "Central Office" means an independent switching unit in a telecommunications system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting access lines and trunks or trunks only. There may be more than one central office in a building.

Charges

The term "Charges" means nonrecurring amounts billed to customers for tariffed services.

Commission

The term "Commission" means the Missouri Public Service Commission.

Customer

The term "Customer" means any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity, responsible by law for the payment of charges and compliance with the regulations of this tariff.

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3. DEFINITIONS (CONTINUED)

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REC'D OCT 15 2001

Customer Premises Equipment

Service Commission

The term "Customer Premises Equipment" means all terminal equipment normally used on the customer's premises owned by the customer or by the telephone utility or some other supplier and leased to the customer.

Delinquent or Delinquency

The terms "Delinquent" or "Delinquency" means an account for which an uncontested bill or payment agreement for regulated services has not been paid in full on or before the last day for timely payment. The term can also relate to a contested bill once the Commission finds the customer's complaint without merit.

Disconnect

The term "Disconnect" means the disabling of circuitry preventing outgoing and/or incoming communications from the INS switch.

Exchange

The term "Exchange" means a unit established by an exchange carrier for the administration of access line service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with associated plant used in furnishing access line service in the area.

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3. DEFINITIONS (CONTINUED)

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Exchange Carrier or Exchange Utility

Service Commission

The terms "Exchange Carrier" or "Exchange Utility" mean a local exchange telephone company operating under authority of a "certificate of service authority" engaged in providing access line service and related telecommunications service, regulated and unregulated, to the public. An exchange carrier may provide interexchange service as authorized by the Missouri Public Service Commission.

Exchange Service

The term "Exchange Service" means a local communication service furnished by means of local exchange plant and facilities.

Exchange Service Area or Exchange Area

The terms "Exchange Service Area" or "Exchange Area" refer to the general area in which the local telephone carrier holds itself out to furnish exchange telephone service.

Extended Area Service

The term "Extended Area Service (EAS)" means telecommunications service whereby subscribers located in a given exchange may make calls to, and receive messages from, one or more other exchanges, or make calls to one or more other exchanges without toll charges.

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3. DEFINITIONS (CONTINUED)

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Feature Group D

Service Commission

The term "Feature Group D" means the switched access service provided by a local exchange company as trunk side switching through the use of end office or access tandem switch equipment. Where no access code is required, the number dialed by the customer shall be a seven or ten digit number for calls in the North American Numbering Plan (NANP). Feature Group D is also known as equal access.

Individual Case Basis

The term "Individual Case Basis" (ICB) denotes a condition in which the regulations (if applicable) rates and charges for an offering under the provisions of this tariff are developed based on the circumstances, including costs to provide the service, in each case.

Interexchange Carrier

The term "Interexchange Carrier" means a telecommunications company which provides interexchange telephone service.

Interexchange Service

The term "Interexchange Service" is the provision of intrastate telecommunications services and facilities between local exchanges and does not include EAS.

Local Exchange Service

The term "Local Exchange Service" means the telecommunications service provided within a local calling area in accordance with the Exchange Carrier's tariffs.

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INTEREXCHANGE
TELECOMMUNICATIONS SERVICES

IOWA NETWORK SERVICES, INC.

Original Sheet No. 52

Missouri Public

3. DEFINITIONS (CONTINUED)

REC'D OCT 15 2001

Local Service Area

Service Commission

The term "Local Service Area" means the area within which are located the lines to which calls may be made under a specified schedule of exchange rates without payment of toll charges.

Message

The term "Message" means a completed telephone call by a customer or user.

Premises

The term "Premises" denotes the space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

Rates

The term "Rates" shall mean recurring amounts billed to customers for regulated services and equipment.

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3. DEFINITIONS (CONTINUED)

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Special Dialing Procedures

Service Commission

The term "Special Dialing Procedures" means the dialing procedures which are an exception to the three-step procedure. Special dialing procedures are available where a customer is in an equal access area and has registered specific lines with INS for either "1+" or "10XXX" dialing. In such a case, and only when dialing from such customer's designated telephone lines, the call may be dialed in the following sequence:

10XXX + 1 + area code + long distance telephone number.

Additionally, in the above case and when INS has been designated as the customer's primary interLATA and/or intraLATA carrier, the call may be dialed in the following sequence:

1 + area code + long distance telephone number.

Suspend

The term "Suspend" means temporary disconnection or impairment of service which shall disable either outgoing or incoming communications or both.

Tariff

The term "Tariff" means the schedule of rates, tolls, rentals, charges, classifications, rules, and regulations which are filed by a telephone company and approved by the Commission.

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3. DEFINITIONS (CONTINUED)

REC'D OCT 15 2001

Service Commission

Telephone Company, Telephone Utility or Utility

The terms "Telephone Company", "Telephone Utility" or "Utility" mean any person, firm, partnership, or corporation engaged in the business of furnishing telecommunications services to the public by authority of and under jurisdiction of the Missouri Public Service Commission.

Timely Payment

The term "Timely Payment" is 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 utility for a series of partial payments to settle a delinquent account.

Toll Message

The term "Toll Message" means a message made between different exchange areas for which a charge is made, excluding message rate service charges.

Toll Rate

The term "Toll Rate" means the tariff charge prescribed for toll messages, usually based upon the duration of the message, the distance between the exchanges, and the day and time of the message.

Traffic

The term "Traffic" means telephone call volume based on the number and duration of calls.

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4. MESSAGE TELECOMMUNICATIONS SERVICE

Service Commission

4.1. Application

Service between two points within the State of Missouri handled exclusively by INS or jointly by INS and other carriers is furnished as set forth in this tariff.

4.2. Mileage Measurement

Rates are based on the airline distance between the rate center for the calling point and the rate center for the called point, based on V & H coordinates. In general, each city, town, or locality is designated as a rate center and those localities not so designated are assigned a nearby rate center.

4.3. Dialing Procedure

When a customer presubscribes to Message Telecommunications Service provided by INS in local exchange areas where central office facilities provide Feature Group D equal access and INS subscribes to equal access and INS has been selected as the customer's primary interLATA and/or intraLATA toll carrier, calls are originated by dialing 1 + area code + long distance telephone number. In local exchange areas where central office facilities are able to provide Feature Group D equal access and when INS has not been selected as the primary interLATA and/or intraLATA toll carrier, the customer can access Message Telecommunications Service by dialing 10XXX + 1 + area code + long distance telephone number.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.4. Application of Rates and Charges

4.4.1. Class of Service

Message Telecommunications Service is an interexchange telephone service which allows customers to originate calls and terminate calls in any interLATA or intraLATA location within the State of Missouri. Usage charges are based on the distance and duration of each call.

4.4.2. Initial Period, Additional Periods, and Discounts

- A. Initial period rates set forth in the rate table in 4.5.1 following are for a connection of one minute or any fraction thereof.
- B. Subsequent usage beyond the initial minute will be rounded to the next full minute.
- C. The charge calculated for the initial minute plus additional minutes determine the charge for the call. The total amount of the call is rounded up to the nearest whole cent.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.4. Application of Rates and Charges (CONTINUED)

4.4.3. Timing of Messages

- A. Chargeable time is determined as follows.
1. The date, day and time (standard or daylight savings) at the rate center of the calling party when the connection is established determines the initial period charge.
 2. The charge for the initial period is the initial period billing rate applicable for the rate period in which the message connect time occurs. The charges for each additional period of usage is the additional billing rate for the rate period in which the beginning of each additional period of usage occurs. The billing rates are shown in 4.5.1.
- B. Chargeable time begins when connection is established between the calling station and the desired telephone, private branch exchange, CENTRON or CENTREX system, CENTRON or CENTREX station which is reached directly rather than through a private branch exchange, CENTRON or CENTREX attendant.
- C. Chargeable time ends when the connection is terminated.

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1st Revised Sheet No. 58
Replacing Original Sheet No. 58

4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Missouri Public

4.4. Application of Rates and Charges (CONTINUED)

REC'D DEC 17 2001

4.4.4. Determination of Time and Day

Service Commission

A. Day Rate

These rates are applicable from 8:00 a.m. to 5:00 p.m.
Monday through Friday with the exception of holidays.

B. Evening Rates

These rates are applicable from 5:00 p.m. to 11:00 p.m.
Sunday through Friday.

C. Night/Weekend Rates

These rates are applicable from 11:00 p.m. to 8:00 a.m.
Sunday through Friday, all day Saturday and between 8:00
a.m. and 5:00 p.m. on Sunday.

4.4.5. Rates Applicable on Certain Holidays

On New Year's Day, Independence Day, Labor Day, Thanksgiving
Day, and Christmas Day, the holiday rate is the night/weekend rate.
The holiday will be applied for the complete 24 hours of the particular
holiday.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.4. Application of Rates and Charges (CONTINUED)

4.4.4. Determination of Time and Day

A. Day Rate

These rates are applicable from 8:00 a.m. to 5:00 p.m.
Monday through Friday with the exception of holidays.

B. Evening Rates

These rates are applicable from 5:00 p.m. to 11:00 p.m.
Sunday through Friday.

C. Night/Weekend Rates

These rates are applicable from 11:00 p.m. to 8:00 a.m.
Sunday through Friday, all day Saturday and between 8:00
a.m. and 5:00 p.m. on Sunday.

4.4.5. Rates Applicable on Certain Holidays

On Christmas Day, New Year's Day, Independence Day,
Thanksgiving Day and Labor Day, the holiday rate applicable is the
evening rate unless a lower rate would normally apply. If the holiday
falls on a Saturday, the holiday rates are applied on the proceeding
Friday. If the holiday falls on a Sunday, the holiday rate is applied to
calls placed on the following Monday.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.4. Application of Rates and Charges (CONTINUED)

4.4.6. Medical Emergency

INS shall postpone the disconnection of interexchange service to a residential customer (defined as a customer located in a residence, residential apartment, including a residential apartment in a hotel, and any other premises of strictly a residential nature as long as business listings are not provided, and where the predominate use of the service is social and domestic in nature rather than commercial, professional, occupational or administrative) for a reasonable time, not in excess of thirty (30) days, if the customer produces verification from a physician or a public health or social service official, which states that interexchange toll service is essential due to an existing medical emergency of the customer, a member of the customer's family who resides at the premises of the customer, 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 made by telephone if written verification is received by INS within five (5) calendar days.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED) Service Commission

4.5. Rates and Charges

The following rates represent the charges INS will apply per minute for intrastate interexchange message telecommunications service. Actual rates charged may vary based upon certain factors such as customer location, traffic volume, and calling patterns.

4.5.1. Standard Service

<u>Rate Period</u>	<u>Mileage Band</u>	<u>Initial Period</u>	<u>Additional Period</u>
<u>Day</u>	0 - 10	\$0.2400	\$0.2400
	11 - 22	\$0.2700	\$0.2700
	23 - 55	\$0.2800	\$0.2800
	56 - 430	\$0.3000	\$0.3000
	431-925	\$0.3000	\$0.3000
<u>Evening</u>	0 - 10	\$0.2080	\$0.2080
	11 - 22	\$0.2180	\$0.2180
	23 - 55	\$0.2380	\$0.2380
	56 - 430	\$0.2580	\$0.2580
	431-925	\$0.2580	\$0.2580
<u>Night/Wknd</u>	0 - 10	\$0.1980	\$0.1980
	11 - 22	\$0.2080	\$0.2080
	23 - 55	\$0.2180	\$0.2180
	56 - 430	\$0.2300	\$0.2300
	431-925	\$0.2300	\$0.2300

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.5. Rates and Charges (CONTINUED)

4.5.2. Optional One-Plus Service -Plan A

Customers that select INS as both their primary interLATA and intraLATA toll carrier for calls originated by dialing 1 + (area code) + the seven digit telephone number, may select the following rates, where the service is available:

Service Charge - recurring \$3.95 per month

Usage Rate - 24 hours a day, seven days a week

\$0.10 per minute

Billing periods: Initial period
60 - seconds,
each message

Additional periods
Six seconds

4.5.3. Optional One-Plus Service -Plan B

Customers that select INS as both their primary interLATA and intraLATA toll carrier for calls originated by dialing 1 + (area code) + the seven digit telephone number, may select the following rates, where the service is available:

Standard Rate - 24 hours a day, seven days a week

\$0.14 per minute

Billing periods: Initial period
30 - seconds, each message

Additional periods
Six seconds

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.5. Rates and Charges (CONTINUED)

4.5.4. INS Plus Long Distance

The following intraLATA and interLATA rates are available to customers that select INS as both the customer's primary interLATA toll carrier and primary intraLATA toll carrier for calls originated by dialing 1+ (area code) + the seven digit telephone number:

4.5.4.A. <u>Usage Rates:</u>	<u>Day</u>	<u>Evening and Night/Wknd.</u>
Rate, per minute	\$0.18	\$0.14

4.5.4.B. Volume Discounts

Volume discount options are available to customers whose usage exceeds specific minimum levels during the billing period. The subscriber must specify, prior to the start of the billing period, his or her intent to be billed at the volume discount rate. If the usage during that billing period does not meet the minimum requirement, the rates for that billing period will be those specified in 4.5.4.A. preceding.

4.5.4.B.1. Usage Rates:

The following option is available to customers whose total billing for INS Plus Long Distance Service exceeds 10,000 billed messages for the billing period:

	<u>Day</u>	<u>Evening and Night/Wknd</u>
First 18 Seconds	\$0.095	\$0.095
Subsequent usage, per call per minute	\$0.170	\$0.150

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.5. Rates and Charges (CONTINUED)

4.5.4. INS Plus Long Distance (CONTINUED)

4.5.4.B. Volume Discounts (CONTINUED)

4.5.4.B.2. Option 1

Option 1 is available to customers whose total billing for INS Plus Long Distance Service exceeds 200,000 billed messages:

Usage Rates:	<u>Day</u>	<u>Evening and Night/Wknd</u>
First 18 Seconds	\$0.095	\$0.095
Subsequent usage per call, per minute	\$0.160	\$0.140

4.5.4.B.2. Option 2

Option 2 is available to customers in exchanges where special arrangements have been made with the local exchange telephone company to bill customers whose usage for INS Plus Long Distance Service exceeds 200,000 billed messages:

Usage Rates:	<u>Day</u>	<u>Evening and Night/Wknd</u>
First 18 Seconds	\$0.045	\$0.045
Subsequent usage per call, each additional six seconds	\$0.015	\$0.015

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.5. Rates and Charges (CONTINUED)

4.5.5. D/B/A Marketing Agent Service, Option 1

Customers that select INS as both their primary interLATA and intraLATA toll carrier for calls originated by dialing 1 + (area code) + the seven digit telephone number, may select the following rates, where the service is available:

Standard Rate - 24 hours a day, seven days a week

\$0.14 per minute

Billing periods: Initial period
30 - seconds, each message

Additional periods
Six seconds

Volume Discounts

For customers whose monthly bill, rated at the standard rate, is between \$250.00 and \$499.99, the per minute rate will be \$0.13 for all messages.

For customers whose monthly bill, rated at the standard rate, is \$500.00, or greater, the per minute rate will be \$0.12 for all messages.

The initial period for each call is for a connection of 30 seconds or any fraction thereof. Subsequent usage beyond the initial 30 seconds will be rounded to the next full six seconds on each call. The charge calculated for the initial period plus the additional periods determine the charge for the call. The total amount of each call is rounded up to the next whole cent.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

Service Commission

4.5. Rates and Charges (CONTINUED)

4.5.6. D/B/A Marketing Agent Service, Option 2

Customers that select INS as both their primary interLATA and intraLATA toll carrier for calls originated by dialing 1 + (area code) + the seven digit telephone number, may select the following rates, where the service is available:

Service charge - recurring

\$3.95 per month

Usage Rate - 24 hours a day, seven days a week

\$0.10 per minute

Billing periods: Initial period
60 - seconds, each message

Additional periods
Six seconds

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

4.5 Rates and Charges (CONTINUED)

4.5.7 INS Plan 6

This plan permits customers to pay for a predetermined usage level of traffic which is either Intrastate or a combination of Intrastate and Interstate traffic. Customers are billed monthly at the predetermined usage level. Unused minutes at the predetermined usage level are not carried over to the next month nor is any credit available to the customer in the current month.

(A) Determination of Time and Day

This plan has the same rates 24 hours a day, seven days a week.

(B) Initial Period and Additional Periods

Initial period _____
60 - seconds, each message

Additional periods _____
Six seconds

The initial period for each call is for a connection of 60 seconds or any fraction thereof. Subsequent usage beyond the initial 60 seconds will be rounded to the next full six seconds on each call. The charge calculated for the initial period plus additional periods determine the charge for the call. The total amount of each call is rounded up to the next whole cent.

(C) Rates:

Service Charge - recurring

The per month charge varies based on the option type chosen and number of minutes in the plan.

Usage Rates

The rate per minute for Intrastate/Interstate usage if not included in the predetermined usage level is \$.10 per minute.

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

4.5 Rates and Charges (CONTINUED)

4.5.7 INS Plan 6 (CONTINUED)

(C) Rates (CONTINUED)

Plan Name	Number of Minutes in Plan	Minutes in Plan Include Intrastate Usage Only Interstate Min. Are @ \$.10/min	Minutes in Plan Includes Intrastate or Interstate Usage	Monthly Service Charge
Option S - 100	100	X		\$ 5.00
Option N - 100	100		X	\$ 7.00
Option S - 250	250	X		\$ 12.50
Option N - 250	250		X	\$ 17.50
Option S - 500	500	X		\$ 25.00
Option N - 500	500		X	\$ 35.00
Option S - 750	750	X		\$ 37.50
Option N - 750	750		X	\$ 52.50
Option S - 1000	1000	X		\$ 50.00
Option N - 1000	1000		X	\$ 70.00
Option S - 1250	1250	X		\$ 62.50
Option N - 1250	1250		X	\$ 87.50
Option S - 1500	1500	X		\$ 75.00
Option N - 1500	1500		X	\$105.00
Option S - 1750	1750	X		\$ 87.50
Option N - 1750	1750		X	\$122.50
Option S - 2000	2000	X		\$100.00
Option N - 2000	2000		X	\$140.00

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4. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

4.5 Rates and Charges (CONTINUED)

4.5.8 DA Toll Service

This service is available to customers that initiate a directory assistance number look-up. If the election is made to have the attendant dial the looked up number that is a toll call, the rate below applies.

(A) Rates

\$.25 per minute for the answered toll portion of the call

(N)

(N)

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5. TRAVEL CARD SERVICE

Service Commission

5.1. Application

INS and/or the Telephone Company offer a Travel Card Service in connection with its Message Telecommunications Service. Travel Card Service permits customers to make calls between Missouri locations.

Travel Card Services are offered for completion of the following services:

A. Message Telecommunication Services

The travel card allows the completion of Message Telecommunications Service as described in Section 4 of this tariff by use of an 8XX access number.

B. Directory Assistance

The travel card allows the completion of Directory Number Request Service for up to two phone numbers by the use of an 8XX access number.

C. Voice News Network

Provides over 100 information categories by the use of an 8XX access number. Stock quotes, weather forecasts and news items are provided as part of this service.

D. Conference Calls

Calls may be arranged for up to 47 parties at the time of the call or on a scheduled basis up to 47 days in advance of the conference. The use of an 8XX access number is required.

E. Messenger Calls

This service permits the delivery of a prerecorded message of up to three minutes in length, either starting 15 minutes from setup or delayed up to 96 hours from setup. The delivery of the message is attempted eight times at 15 minute intervals.

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Iowa Network Services, Inc.
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West Des Moines, Iowa 50266-5906

Missouri Public

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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 67
Missouri Public

5. TRAVEL CARD SERVICE (CONTINUED)

REC'D OCT 15 2001

5.2. Rates and Charges

Service Commission

5.2.1. The following surcharges for Travel Card Service are in addition to the applicable usage charges and other charges for the portion of the service used as set forth in Section 5.2.2.

A. Message Telecommunication Services

Per call charge for all calls within the United States	\$0.65
And if applicable, Operator end-user dialed number	\$0.50

B. Directory Assistance

Per call charge	\$0.65
Data base lookups/call	\$0.80
Call Completion/Operator Dialed	\$0.50

C. Voice News Network

Per call charge	\$0.65
-----------------	--------

D. Conference Calls

Per call charge	\$0.65
Per Participant	\$2.50

E. Messenger Calls

Per call charge within the United States	\$0.65
Flat Storage Fee	\$1.60

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Iowa Network Services, Inc.

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 68
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5. TRAVEL CARD SERVICE (CONTINUED)

REC'D OCT 15 2001

5.2. Rates and Charges (CONTINUED)

Service Commission

5.2.2. The following per minute Usage Rates for Travel Card Service are in addition to the applicable other charges for other portions of the service used.

A. Message Telecommunication Services:

The following per minute Usage Rates apply in lieu of the Message rates as set forth in Section 4.5 preceding in this tariff.

Within Missouri	\$0.17
-----------------	--------

B. Voice News Network

Per minute charge	\$0.49
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C. Conference Calls

Per Participant United States/per minute	\$0.45
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D. Message Delivery

Per minute	\$0.17
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IOWA NETWORK SERVICES, INC.

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6. PREPAID CARD SERVICE

REC'D OCT 15 2001

6.1. Application

Service Commission

INS Prepaid Card Service provides an outbound voice communications service for calls charged to an INS Prepaid Card.

6.2. Availability of Service

INS Prepaid Card Service is available twenty-four (24) hours a day, seven days a week from Dual Tone Multi-Frequency telephones. The number of available INS Prepaid Cards is subject to technical limitations. Such cards will be offered to customers on a first come, first served basis.

INS Prepaid Calling Card Service customers may originate calls at any telephone in the contiguous United States.

6.3. Dialing Procedure

INS Prepaid Card Service is accessed using the INS 8XX number printed on the card.

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 70

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6. PREPAID CARD SERVICE (CONTINUED)

REC'D OCT 15 2001

6.4. Other Conditions of Service

Service Commission

- A. The following types of calls may not be completed with the INS Prepaid Card Service:

- Calls to 700 numbers
- Calls to 8XX numbers
- Calls to 900 numbers
- Collect calls
- Person-to-Person calls
- Calls requiring the quotation of time and charges

- B. Calls may only be charged against an INS Prepaid Card that has a sufficient available balance.

- C. All INS Prepaid Card calls are rounded to the next higher full minute.

- D. INS Prepaid Card balances will be reduced and depleted based upon customer usage. Customers will be given notice one minute before the available card balance is depleted. When the balance of available time is depleted, the call will be terminated.

- E. INS Prepaid Cards are non-refundable and will expire on the date specified on the card or the carrier or package in which the card is included.

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IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 71
Replacing Original Sheet No. 71

6. PREPAID CARD SERVICE (CONTINUED)

6.5. Retail Rates

INS Prepaid Cards may be obtained from INS or from agents of INS in various denominations.

15 minute card	\$1.90
30 minute card	\$3.30
60 minute card	\$6.05
100 minute card	\$9.75

The end-user is responsible for Sales and School taxes on the above listed rates if any. Federal mandated surcharges for payphone calls are not included in the minute totals. Payphone owners will cause an allowed surcharge to be deducted on a per minute basis from the remaining minute balance of the card.

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(N)

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TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

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6. PREPAID CARD SERVICE (CONTINUED)

REC'D OCT 15 2001

6.5. Retail Rates

Service Commission

INS Prepaid Cards may be obtained from INS or from agents of INS in various denominations.

15 minute card	\$1.90
30 minute card	\$3.30
60 minute card	\$6.05
100 minute card	\$9.75

The end-user is responsible for Sales and School taxes on the above listed rates. Federal payphone fees of four minutes per call are not included in the minute totals.

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INTEREXCHANGE
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IOWA NETWORK SERVICES, INC.

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7. 8XX SERVICE

REC'D OCT 15 2001

7.1. Application

Service between two interstate points handled exclusively by INS or jointly by INS and other carriers is furnished as set forth in 7.2 through 7.6 following. The term "8XX Service" denotes the service access codes of 8XX, 888, 877, 866, 855, 844, 833 and 822.

Service Commission

7.2. Dialing Procedure

The dialing procedure for 8XX Service is 1-8XX-NXX-XXXX, where the NXX-XXXX is the 8XX number assigned to the customer.

7.3. Mileage Measurement

The rates as set forth in 7.5 following apply to calls of all distances.

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Original Sheet No. 73

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7. 8XX SERVICE (CONTINUED)

REC'D OCT 15 2001

7.4. Application of Rates and Charges

Service Commission

INS 8XX Service is an interexchange telephone service which allows a customer to receive calls from any station within the contiguous United States at no toll charge to the calling party. The customer is responsible for all calls placed to the customer's 8XX number.

7.4.1. Determination of Duration

- A. The duration of a call begins when the connection is established between the calling station and the called party.
- B. The duration of a call ends when either party (called or calling) hangs up.
- C. The duration of a call does not include time lost because of faults or defects in service.

7.4.2. Timing of Messages

Chargeable time is determined by the day and time at the rate center of the called party when the connection is established. Chargeable time begins when connection is established between the calling station and the terminating customer premise equipment.

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7. 8XX SERVICE (CONTINUED)

Missouri Public

7.4. Application of Rates and Charges (CONTINUED)

REC'D OCT 15 2001

7.4.3. Determination of Time and Day

Service Commission

A. Day Rates

These rates are applicable from 8:00 a.m. to, but not including, 5:00 p.m. Monday through Friday with the exception of holidays.

B. Evening Rates

These rates are applicable from 5:00 p.m. to, but not including 11:00 p.m. Sunday through Friday.

C. Night/Weekend Rates

These rates are applicable from 11:00 p.m. to, but not including, 8:00 a.m. Sunday through Friday, all day Saturday and on Sunday from 8:00 a.m. to, but not including 5:00 p.m.

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7. 8XX SERVICE (CONTINUED)

Missouri Public

7.4. Application of Rates and Charges (CONTINUED)

REC'D OCT 15 2001

7.4.4. Calculation of Charges

Service Commission

- A. Three Rate Options, and a D/B/A Marketing Agent Service are shown in the rate tables in 7.5 following. Existing customers as of January 1, 1998 may retain their current rate Option (Option 1) or change to Option 2, or to the D/B/A Agent Service if available. Once existing Option 1 customers discontinue service, or change to another service, Option 1 will no longer be available to them. Customers who subscribe to INS 8XX Service on and after January 1, 1998 can no longer subscribe to Option 1.
- B. The rates set forth in the rate table in 7.5 following are for a connection of one minute. Messages are billed in tenths of a minute, with a minimum-billed time per message of two tenths of a minute. Any fraction of a minute beyond two tenths is rounded up to the next tenth of a minute before calculation of the charge for the call.
- C. The total chargeable time in minutes and tenths of minutes is multiplied by the rate in effect during each applicable rating time period of the call as set forth in the rate table at 7.5 following.
- D. The charge calculated for the call is rounded up to the nearest whole cent.

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IOWA NETWORK SERVICES, INC.

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7. 8XX SERVICE (CONTINUED)

REC'D OCT 15 2001

7.5. Rates and Charges

The following rates represent the charges INS will apply per initial and additional period to interstate 8XX service. Actual rates charged may vary based upon certain factors such as customer location, traffic volume, length of service, and calling patterns.

Service Commission

7.5.1. Option 1 - Usage Sensitive Rates

Option 1 is available to only INS 8XX Service customers who are subscribing to the service as of January 1, 1998.

<u>Rate Period</u>	<u>Mileage Band</u>	<u>Rate Per Minute</u>
<u>Day</u>	0 - 5750	\$0.23
<u>Evening</u>	0 - 5750	\$0.19
<u>Night/Wknd</u>	0 - 5750	\$0.19

7.5.2. Option 2

Minimum monthly charge

Per 8XX number \$3.00
Includes the first 20 minutes

Each additional minute \$0.17

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7. 8XX SERVICE (CONTINUED)

Missouri Public

7.5. Rates and Charges (CONTINUED)

REC'D OCT 15 2001

7.5.3. Option 3

Service Commission

Minimum monthly charge

Per 8XX number

\$3.00

Each minute

\$0.15

7.5.4. D/B/A Marketing Agent Service

The following rates are available when the customer subscribes to the service through one of INS' Marketing Agents

Minimum monthly charge

Per 8XX number

\$3.00

Includes the first 20 minutes

Each additional minute

\$0.15

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7. 8XX SERVICE (CONTINUED)

Missouri Public

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7.6. Volume Discounts

Service Commission

INS may offer volume discounts based upon the total dollar amount of 8XX usage for the billing period. Volume discounts will range from 0% to 10%.

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8. DIRECTORY ASSISTANCE SERVICE

REC'D OCT 15 2001

8.1. Nature of Service

Service Commission

Directory Assistance is a telephone service whereby INS customers may obtain assistance in determining telephone numbers by calling a Directory Assistance number. Directory Assistance is available for calls originating within Missouri for all locations in Missouri and the contiguous United States.

8.2. Dialing Procedure

Long distance direct dialed Directory Assistance, from customers who select INS as their 1+ carrier, is obtained by dialing 1+ area code + 555-1212. Calls to Directory Assistance may also be made by use of the Travel Service described in Section 5 of this tariff or by use of INS' Prepaid Card Service described in Section 6.

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Original Sheet No. 80

8. DIRECTORY ASSISTANCE SERVICE (CONTINUED)

Missouri Public

8.3. Application of Rates and Charges

REC'D OCT 15 2001

8.3.1. Allowance

Service Commission

A credit allowance will be given, i.e., the charge that would otherwise apply will be waived, when:

- A. The customer experiences poor transmission or is cut-off during the call to Directory Assistance,
- B. The customer has inadvertently misdialed and has reached Directory Assistance for the wrong area code.

To obtain such a credit/waiver, the customer must promptly notify his or her Customer Care Representative.

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8. DIRECTORY ASSISTANCE SERVICE (CONTINUED)

REC'D OCT 15 2001

8.3. Application of Rates and Charges (CONTINUED)

Service Commission

8.3.2. Operator Services

Directory Assistance requests placed by using INS' Travel Service will result in the application of the appropriate rates specified in Section 5.2 in addition to the Directory Assistance rate specified in Section 8.4.

8.3.3. INS Prepaid Card Service

Directory Assistance requests placed by using INS' Prepaid Card Service will result in the application of the appropriate rates specified in Section 6.5 in addition to the Directory Assistance rate specified in Section 8.4.

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8. DIRECTORY ASSISTANCE SERVICE (CONTINUED)

REC'D OCT 15 2001

8.4. Rates

Service Commission

Each Directory Assistance call will be surcharged the following rate per call
(maximum of two requests per call):

Charge per Call

8.4.1. Call Completion/Operator Dialed Numbers

This charge applies to any end-user number
the Operator has dialed

\$0.50

8.4.2. Dial Station-to-Station

Data base lookups/call

\$0.80

8.4.3. Credit Card Station-to-Station

Placed to Directory Assistance

Credit Card Charge

\$0.65

Data base lookups/call

\$0.80

Total Cost

\$1.45

8.4.4. Operator Station-to-Station

Placed to Directory Assistance

Operator Assistance

\$1.25

Data base lookups/call

\$0.80

Total Cost

\$2.05

8.4.5. Travel Card and Operator Assisted

Placed to Directory Assistance

Per call charge

\$0.65

Data base lookups/call

\$0.80

Operator Assistance

\$1.25

Total Cost

\$2.70

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IOWA NETWORK SERVICES, INC.

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9. OPERATOR SERVICES

Missouri Public

9.1. Nature of Service

REC'D OCT 15 2001

Operator Services are telephone services which allows customers to originate calls by placing calls to an operator who completes the call, or by using a valid credit card number.

9.2. Dialing Procedure

Operator Services may be accessed by any customer who dials one of the following sequences.

0 + (NPA) + NXX-XXXX

00 + (NPA) + NXX-XXXX

0 + (NPA) + NXX-XXXX + credit card number

00 + (NPA) + NXX-XXXX + credit card number

00

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IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 84
Replacing Original Sheet No. 84

9. OPERATOR SERVICES (CONTINUED)

9.3. Application of Rates and Charges

9.3.1. Class of Service

Five classes of Operator Services are offered:

(C)

A. Operator Station-to-Station

Operator Station-to-Station calls allow for completion of operator assisted service to the desired telephone number when the calling party does not specify a particular person to be reached, nor a particular station, department or office to be reached through a communications system attendant. An exception to this service category is outlined in 9.3.1(B) following.

B. Credit Card Station-to-Station

Credit Card Station-to-Station calls allow for completion of non-operator assisted calls when one of the following dialing sequences is utilized:

0 + NPA + NXX-XXXX + Credit Card Number

00 + NPA + NXX-XXXX + Credit Card Number

Calling party inserts a credit card into a card reader (where equipment is available) dials the digit zero, or double zero, plus NPA-NXX-XXXX.

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By: Richard M. Vohs, President and Chief Executive Officer

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IOWA NETWORK SERVICES, INC.

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Missouri Public

9. OPERATOR SERVICES (CONTINUED)

REC'D OCT 15 2001

9.3. Application of Rates and Charges

Service Commission

9.3.1. Class of Service

Four classes of Operator Services are offered:

A. Operator Station-to-Station

Operator Station-to-Station calls allow for completion of operator assisted service to the desired telephone number when the calling party does not specify a particular person to be reached, nor a particular station, department or office to be reached through a communications system attendant. An exception to this service category is outlined in 9.3.1(B) following.

B. Credit Card Station-to-Station

Credit Card Station-to-Station calls allow for completion of non-operator assisted calls when one of the following dialing sequences is utilized:

0 + NPA + NXX-XXXX + Credit Card Number

00 + NPA + NXX-XXXX + Credit Card Number

Calling party inserts a credit card into a card reader (where equipment is available) dials the digit zero, or double zero, plus NPA-NXX-XXXX.

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IOWA NETWORK SERVICES, INC.

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9. OPERATOR SERVICES (CONTINUED)

REC'D OCT 15 2001

9.3. Application of Rates and Charges (CONTINUED)

Service Commission

9.3.1. Class of Service (CONTINUED)

B. Credit Card Station-to-Station (CONTINUED)

In addition, a call is considered as Credit Card Station-to-Station when the calling party dials:

0 + NPA + NXX-XXXX or

00 + NPA + XXX-XXXX, and the credit card number is given to the operator if INS does not have automatic recording equipment to record the credit card number, and the call is not classified as Person-to-Person as described in 9.3.1(C) following.

C. Person-to-Person Service

Person-to-Person Service allows the person originating the call to specify to an operator a particular person to be reached, or a particular station, department, or office to be reached through a communications system attendant. When, after the telephone communications system has been connected and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person, station, department, or office to be reached through a communications system attendant, the classification of the call remains Person-to-Person.

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IOWA NETWORK SERVICES, INC.

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9. OPERATOR SERVICES (CONTINUED)

9.3. Application of Rates and Charges (CONTINUED)

9.3.1. Class of Service (CONTINUED)

C. Person-to-Person Service (CONTINUED)

When the person originating the call wishes the operator to make arrangements in advance with a particular party or station for the establishment of a connection at a specific time (appointment call), the call is classified as Person-to-Person.

D. Call Completion Service

If the caller asks or accepts the operator offer to dial an end-user number for the calling party, a separate charge applies.

E. Operator Inquiry Service

This classification applies to any call, which reaches a live operator and does not result in another billable service. Call examples may include, but are not limited to, calls for time of day, physical locations, weather, dialing instructions, call cost estimates and general service information.

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By: Richard M. Vohs, President and Chief Executive Officer

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9. OPERATOR SERVICES (CONTINUED)

Missouri Public

9.3. Application of Rates and Charges (CONTINUED)

REC'D OCT 15 2001

9.3.1. Class of Service (CONTINUED)

Service Commission

C. Person-to-Person Service (CONTINUED)

When the person originating the call wishes the operator to make arrangements in advance with a particular party or station for the establishment of a connection at a specific time (appointment call), the call is classified as Person-to-Person.

D. Call Completion Service

If the caller asks or accepts the operator offer to dial an end-user number for the calling party, a separate charge applies.

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Iowa Network Services, Inc.
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West Des Moines, Iowa 50266-5906

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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 87

9. OPERATOR SERVICES (CONTINUED)

Missouri Public

9.3. Application of Rates and Charges (CONTINUED)

REC'D OCT 15 2001

9.3.2. Reversal of Charges

Service Commission

Charges for Person-to-Person and Operator Station-to-Station calls may be billed against or collected from the called station (i.e., charges may be reversed), if the charges are accepted at the called station. This collect call may be billed to a calling card or third party number. In the case of a public or semipublic coin telephone, the charges must be billed to a credit card or third party number, or the call may be re-originated from the called station. The regularly established rates apply except that:

When the called station does not accept the charges and the calling party requests the operator to place the call later, on a collect basis, the classification of the call is changed to Person-to-Person and the rates and regulations applicable to Person-to-Person apply.

9.3.3. Bill to Third Party

Bill to Third Party denotes a billing arrangement by which a call may be charged to an authorized station as determined by INS other than the station originating the call or the station where the call is terminated. Bill to Third Party calls may be Person-to-Person or Operator Station-to-Station as designated by the calling party.

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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

1sr Revised Sheet No. 88
Replacing Original Sheet No. 88

9. OPERATOR SERVICES (CONTINUED)

9.3. Application of Rates and Charges (CONTINUED)

9.3.4. Credit Card

The term "credit card" denotes a credit/charge card for use in billing operator services calls. Credit cards are any open line of credit charge cards issued by a BOC or BOC like entity as contained in the LIDB database.

9.3.5. Rates and Charges

The following operator assisted charges are in addition to the rates and charges specified the rate tables in 4.5 preceding.

Each completed call:

Call Completion/Operator Dialed Numbers

This charge applies to any end-user number the Operator has dialed	\$0.50
---	--------

Operator Inquiry Service

This charge applies to all operator calls, which does not result in another billable service	\$0.65
---	--------

(N)
|
(N)

Credit Card Station-to-Station	\$0.65
---------------------------------------	--------

Credit Card Station-to-Station*		Placed to Directory Assistance
--	--	---------------------------------------

Credit Card Charge	\$0.65
Data base lookups/call	\$0.80
Total Cost	\$1.45

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**PSC No. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 88

Missouri Public

9. OPERATOR SERVICES (CONTINUED)

REC'D OCT 15 2001

9.3. Application of Rates and Charges (CONTINUED)

Service Commission

9.3.4. Credit Card

The term "credit card" denotes a credit/charge card for use in billing operator services calls. Credit cards are any open line of credit charge cards issued by a BOC or BOC like entity as contained in the LIDB database.

9.3.5. Rates and Charges

The following operator assisted charges are in addition to the rates and charges specified the rate tables in 4.5 preceding.

Each completed call:

Call Completion/Operator Dialed Numbers

This charge applies to any end-user number the Operator has dialed

\$0.50

Credit Card Station-to-Station **\$0.65**

Credit Card Station-to-Station* Placed to Directory Assistance

Credit Card Charge **\$0.65**

Data base lookups/call **\$0.80**

Total Cost \$1.45

Operator Station-to-Station \$1.25

Operator Station-to-Station* Placed to Directory Assistance

Operator Assistance **\$1.25**

Data base lookups/call **\$0.80**

Total Cost \$2.05

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Missouri Public Service Commission

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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 89
Replacing Original Sheet No. 89

9. OPERATOR SERVICES (CONTINUED)

9.3. Application of Rates and Charges (CONTINUED)

9.3.5. Rates and Charges (CONTINUED)

Operator Station-to-Station	\$1.25	(M)
Operator Station-to-Station*	Placed to Directory Assistance	
Operator Assistance	\$1.25	
Data base lookups/call	\$0.80	
Total Cost	\$2.05	(M)
Travel Card and Operator Assisted*	Placed to Directory Assistance	
Travel Card Surcharge	\$0.65	
Operator Assistance	\$1.25	
Data base lookups/call	\$0.80	
Total Cost	\$2.70	
Person-to-Person	\$3.50	

*Per minute rates do not apply to these calls

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IOWA NETWORK SERVICES, INC.

Original Sheet No. 89

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9. OPERATOR SERVICES (CONTINUED)

REC'D OCT 15 2001

9.3. Application of Rates and Charges (CONTINUED)

9.3.5. Rates and Charges (CONTINUED)

Service Commission

Travel Card and Operator Assisted*

**Placed to Directory
Assistance**

Travel Card Surcharge	\$0.65
Operator Assistance	\$1.25
Data base lookups/call	\$0.80
Total Cost	\$2.70

Person-to-Person \$3.50

*Per minute rates do not apply to these calls

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PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES

IOWA NETWORK SERVICES, INC.

1st Revised Sheet No. 90
Replacing Original Sheet No. 90

10. PUBLIC PAYPHONE SURCHARGE

10.1. Application

A Public Payphone Surcharge applies to all completed customer long distance calls placed from a public/semi-public payphone, which are not paid on a sent paid basis. Specifically, **the public payphone surcharge applies to:**

- Travel Service;
- calls to INS 8XX Service;
- calls to Directory Assistance Service;
- INS Prepaid Card Service;
- collect calls; and
- calls billed to a third number.

The Public Payphone Surcharge is applied in addition to any other applicable Service Charges or Surcharges.

The public payphone Surcharge does not apply to:

- Calls paid for by inserting coins at the public/semi-public payphone.
- Calls placed from stations other than public/semi-public payphones.
- Telecommunications Relay Service calls.

10.2. Rates

As billing capabilities become available, each completed call will be surcharged the following rate per call:

Rate Per Call	\$0.60	(I)
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By: William P. Bagley, President

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PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES

IOWA NETWORK SERVICES, INC.

Original Sheet No. 90

Missouri Public

10. PUBLIC PAYPHONE SURCHARGE

REC'D OCT 15 2001

10.1. Application

A Public Payphone Surcharge applies to all completed customer long distance calls placed from a public/semi-public payphone, which are not paid on a sent paid basis. Specifically, **the public payphone surcharge applies to:**

- Travel Service;
- calls to INS 8XX Service;
- calls to Directory Assistance Service;
- INS Prepaid Card Service;
- collect calls; and
- calls billed to a third number.

The Public Payphone Surcharge is applied in addition to any other applicable Service Charges or Surcharges.

The public payphone Surcharge does not apply to:

- Calls paid for by inserting coins at the public/semi-public payphone.
- Calls placed from stations other than public/semi-public payphones.
- Telecommunications Relay Service calls.

10.2. Rates

As billing capabilities become available, each completed call will be surcharged the following rate per call:

Rate Per Call	\$0.30
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**PSC Mo. No. 2
INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 91

Missouri Public

11. PACKAGE PLANS

REC'D OCT 15 2001

11.0. Description of Service

INS offers many of its services as packages available by Agency Service Commission Agreement to carriers. The packages described below include both regulated services described and offered for sale elsewhere in this tariff and non-regulated services not included within this tariff.

11.1. Package Plan No. 1

Price: \$9.95 Per Month

Includes:

100 minutes of Long Distance provided by INS, or
100 minutes of Toll Free Service when unlimited Internet Access is provided by netINS Internet.

Minutes used beyond the subscribed package plan minutes will cost \$.12 per minute for Long Distance and \$.15 per minute for Toll Free Service.

11.2. Package Plan No. 2

Price: \$18.95 Per Month

Includes:

200 minutes of Long Distance provided by INS, or
200 minutes of Toll Free Service when unlimited Internet Access is provided by netINS Internet.

Minutes used beyond the subscribed package plan minutes will cost \$.12 per minute for Long Distance and \$.15 per minute for Toll Free Service.

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INTEREXCHANGE
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IOWA NETWORK SERVICES, INC.

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11. PACKAGE PLANS (CONTINUED)

Missouri Public

11.3. Package Plan No. 3

REC'D OCT 15 2001

Price: \$26.95 Per Month

Service Commission

Includes:

300 minutes of Long Distance provided by INS, or
300 minutes of Toll Free Service when unlimited Internet Access is
provided by netINS Internet.

Minutes used beyond the subscribed package plan minutes will cost \$.12
per minute for Long Distance and \$.15 per minute for Toll Free Service.

11.4. Package Plan No. 4

Price: \$19.90 Per Month

Includes:

100 minutes of Long Distance provided by INS and
100 minutes of Toll Free Service when unlimited Internet Access is
provided by netINS Internet.

Minutes used beyond the subscribed package plan minutes will cost \$.12
per minute for Long Distance and \$.15 per minute for Toll Free Service.

11.5. Package Plan No. 5

Price: \$37.90 Per Month

Includes:

200 minutes of Long Distance provided by INS and
200 minutes of Toll Free Service when unlimited Internet Access is
provided by netINS Internet.

Minutes used beyond the subscribed package plan minutes will cost \$.12
per minute for Long Distance and \$.15 per minute for Toll Free Service.

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IOWA NETWORK SERVICES, INC.

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11. PACKAGE PLANS (CONTINUED)

REC'D OCT 15 2001

11.6. Package Plan No. 6

Service Commission

Price: \$53.90 Per Month

Includes:

300 minutes of Long Distance provided by INS and
300 minutes of Toll Free Service when unlimited Internet Access is
provided by netINS Internet.

Minutes used beyond the subscribed package plan minutes will cost \$.12
per minute for Long Distance and \$.15 per minute for Toll Free Service.

11.7. Package Plan No. 7

Price: \$0.10/minute INS Long Distance

Includes:

Long Distance is provided by INS @ \$0.10/minute when unlimited
Internet Access is provided by netINS Internet.

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IOWA NETWORK SERVICES, INC.

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REC'D OCT 15 2001

12. DEDICATED INTEREXCHANGE DIGITAL PRIVATE LINE SERVICE

Service Commission

12.1. Application

Digital transmission facilities between the Company's service points which when connected with dedicated access to customer locations, allows for communications between locations of the customer, or the customer's authorized user. These combined facilities are utilized on a dedicated (non-switched) basis between two or more customer locations, as specified by the customer.

12.2. Voice Grade Facilities

Two point effective two/four wire voice grade analog or 64 Kbps digital interface (digitalized voice or otherwise compatible 64 Kbps bit stream facility).

Rate \$ ICB

12.3. DS1/1.544 Mbps Facility

Two point digital interface operating at 1.544 Mbps, which may be furnished on either a channelized or non-channelized basis.

Rate \$ ICB

12.4. DS3/4.6 Mbps Facility

Two point digital interface operating at 4.6 Mbps, which may be furnished on either a channelized or non-channelized basis.

Rate \$ ICB

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INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

Original Sheet No. 95

**12. DEDICATED INTEREXCHANGE DIGITAL PRIVATE
LINE SERVICE (CONTINUED)**

Missouri Public

REC'D OCT 15 2001

12.5. Individual Case Basis

Service Commission

Rates for services offered on an individual case basis (ICB) will be structured to recover the Company's cost of providing the services. Terms of specific ICB contracts will be made available to the Commission upon request on a proprietary basis.

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TELECOMMUNICATIONS SERVICES**

IOWA NETWORK SERVICES, INC.

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13. SPECIAL PROMOTIONS

REC'D OCT 15 2001

13.1. Special Promotions

Service Commission

INS may from time to time engage in special promotional service offerings designed to attract new customers or to increase existing customers' awareness of a particular tariff offering. These promotions will be subject to prior notification and approval by the Missouri Public Service Commission.

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