

IOWA TELECOMMUNICATIONS SERVICES, Inc.
D/b/a IOWA TELECOM

PSC MO. NO. 3

ORIGINAL ADOPTION NOTICE SHEET A

**Missouri Public
Service Commission**

ADOPTION NOTICE

REC'D JUN 01 2000

IOWA TELECOMMUNICATIONS SERVICES, Inc.

GENERAL and LOCAL EXCHANGE TARIFF

IOWA TELECOMMUNICATIONS SERVICES, Inc., an Iowa Corporation, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Public Service Commission, State of Missouri, by GTE Midwest Incorporated prior to June 30, 2000, the beginning of its possession.

By this notice it also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which GTE North Incorporated has heretofore filed with said Commission.

This Tariff applies to the General and Local Exchange Services of IOWA TELECOMMUNICATIONS SERVICES, Inc., hereinafter referred to as the Company for the Missouri customers in the following Iowa exchanges of:

- Seymour (South Seymour, Missouri)
- Farmington (Athens, Missouri)

For administrative purposes, subsequent tariff filings made by the Company will be identified in the upper left hand corner of the tariff sheet as IOWA TELECOMMUNICATIONS SERVICES, Inc.

Issued: June 1, 2000

Effective: June 30, 2000

D. M. Anderson
Vice President - Regulatory Affairs
Newton, Iowa

**Missouri Public
Service Commission**

00-403
FILED JUN 30 2000

Cancelled

PSC MO NO 1
TE-2006-0337

Missouri Public
Service Commission

ADOPTION NOTICE

GTE MIDWEST INCORPORATED

GENERAL and LOCAL EXCHANGE TARIFF

RECEIVED

MAR 16 1993

MISSOURI
Public Service Commission

GTE MIDWEST INCORPORATED, a Delaware Corporation, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Public Service Commission, State of Missouri, by Contel of Iowa, Inc. (MO) d/b/a GTE Iowa (MO) prior to April 1, 1993, the beginning of its possession.

By this notice it also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which Contel of Iowa, Inc. (MO) d/b/a GTE Iowa (MO) has heretofore filed with said Commission.

This Tariff applies to the General and Local Exchange Services of GTE MIDWEST INCORPORATED, hereinafter referred to as the Company for the Missouri customers in the following Iowa exchanges of:

- Seymour (South Seymour, Missouri)
- Farmington (Athens, Missouri)

For administrative purposes, subsequent tariff filings made by the Company will be identified in the upper left hand corner of the tariff sheet as GTE MIDWEST INCORPORATED (former GTE Iowa (MO)).

FILED

APR 1 1993
93 - 1

MO. PUBLIC SERVICE COMM.

Issued: March 15, 1993

Effective: April 1, 1993

Gerald D. Harris
Regional Director-External Affairs
Wentzville, Missouri

FILED
MO PSC

Cancelled

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Missouri Public

Service Commission

CONTEL OF IOWA, INC. (MO)
d/b/a GTE IOWA (MO)
Telephone Tariff

PSC MO. NO. 3
PART 1
FIRST REVISED TITLE SHEET
CANCELING ORIGINAL TITLE SHEET

TITLE SHEET

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JUN 17 1991

**MISSOURI
Public Service Commission**

GENERAL AND LOCAL EXCHANGE TARIFF

Schedule of Rates, Rules and Regulations
Governing Telecommunications Services

Offered By:

CONTEL OF IOWA, INC. (MO) (T)

d/b/a GTE Iowa (MO) (T)

This Tariff encompasses Sections 1 through 7
for Contel of Iowa, Inc., (MO) d/b/a GTE Iowa (Missouri). (T)
Contel of Iowa, Inc. (MO) d/b/a GTE Iowa (Missouri) concurs with the (T)
General Regulations of Contel of Missouri, Inc. d/b/a GTE Missouri
(See Part 2 of this Tariff).

All future tariff sheets filed will reflect (T)
the new Company name in all instances. (T)

Applying to the following Missouri Service Areas:

Seymour (South Seymour, Missouri)

Farmington (Athens, Missouri)

Issued: June 17, 1991

Effective: JUL 17 1991 **FILED**

D. M. Anderson
Midwest Director - External Affairs
Grinnell, Iowa

JUL 17 1991

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EXPLANATION OF SYMBOLS

- (C) - Change in regulation or condition which affects a rate or charge.
- (D) - Discontinued regulation, condition, rate or charge.
- (I) - Increase in rate or charge.
- (L) - Limited Service (See Definitions).
- (M) - Matter Relocated
- (N) - New regulation, condition, rate or charge.
- (R) - Reduction in rate or charge.
- (T) - Change in text only - no change in regulation, condition, rate or charge.

FILED

JUN 24 1991

Issued:

FEB 27 1991

Effective:

By: James Horton, President
Newton, Iowa

Public Service Commission
JUN 24 1991

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Newton, Iowa

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Issued: January 6, 2006

Effective: February 6, 2006

D. M. Anderson
Vice President - External Affairs
Iowa Telecommunications Services, Inc.

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By February 6, 2006
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MISSOURI
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CONTEL OF IOWA, INC.
(MO.) - TELEPHONE TARIFF

PSC MO. NO. 3
PART 2
ORIGINAL CONCURRENCE SHEET
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GENERAL RULES AND REGULATIONS

**MISSOURI
Public Service Commission**

Contel of Iowa, Inc. (MO.) concurs with the General Regulations of Contel of Missouri, Inc., together with any amendments or successive issues thereof, for service provided to customers within the State of Missouri.

Contel of Iowa, Inc. (MO.) hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of Contel of Iowa, Inc., subject to the jurisdiction of the Missouri Public Service Commission.

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Newton, Iowa

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GENERAL RULES AND REGULATIONS

MISSOURI
Public Service Commission

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GENERAL RULES AND REGULATIONS

FEB 27 1991

A. APPLICATION

MISSOURI
Public Service Commission

1. General

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

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JUN 24 1991

Public Service Commission

Issued: FEB 27 1991

Effective:

JUN 24 1991

By: James Horton, President
Newton, Iowa

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GENERAL RULES AND REGULATIONS

FEB 27 1991

B. OBLIGATION AND LIABILITY OF COMPANY

MISSOURI
Public Service Commission

1. Availability of Facilities

- a. The Company's obligation to furnish exchange and toll telephone service is dependent upon its ability to secure and retain, without unreasonable expense, except as provided for in Part 5, construction charge, suitable facilities and rights for such facilities.

2. Allowance for Failure of Service

a. Service Guarantee Credit

- 1) The Company will provide credit for one month of local exchange service should the customer experience an "out of service" condition on the local access line over 24 hours from the time the "out of service" condition is reported to or discovered by the Company. The credit will be applicable to all single-line, business and residence service.
- 2) The credit will be applicable to one month's billing for all local exchange service charges.
- 3) For each repeat occurrence of a local access line "out of service" condition lasting over 24 hours from the time the outage is reported or discovered by the Company, the customer will receive an additional one month's credit.
- 4) The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, or circumstances beyond the control and knowledge of the Company. This credit also will not apply to "out of service" conditions where service has been temporarily or permanently discontinued for nonpayment of bills.

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Public Service Commission

Issued:

Effective:

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By: James Horton, President
Newton, Iowa

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MISSOURI
Public Service Commission

GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF COMPANY (Continued)

2. Allowance for Failure of Service (Continued)

a. Service Guarantee Credit (Continued)

5) Service Guarantee Program Specifics

The following criteria will be used in the administration of Contel's Service Guarantee Program:

- a) Any customer experiencing an out-of-service condition that is not restored within 24 hours will be credited with one month's exchange service.
- b) Out-of-service is defined as not being able to receive calls OR not being able to make calls.
- c) The outage period will be measured from the time reported by the customer (or company detected) until the time cleared by repair service.
- d) One month exchange service is outlined as follows:

Includes:

- Local Exchange Access Line Charge
- Extended Area Service
- Custom Calling Features
- Touch Calling Service
- Directory Listing Service

Excludes:

- Special Service/Private Line
- Directory Advertising
- Business System/Centrex Service
- Toll Plans
- Toll Message Charges
- Installation Charges (Service Charges)
- NSF Check Charges

- e) The Credit will be generated on a per-incident basis. There are no maximum number of credits per month.

S & E Code(s)

GSCR - Credit for Out of Service (Over 24 hour outages)
TMOT - Credit for Service Problem (Repeats, good will, etc.)

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Newton, Iowa

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GENERAL RULES AND REGULATIONS

FEB 27 1991

B. OBLIGATION AND LIABILITY OF COMPANY (Continued)

MISSOURI
Public Service Commission

3. Directory Errors and Omissions

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

4. Transmitting Messages

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

5. Use of Connecting Company Lines

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

6. Defacement of Premises

- a. The Company shall exercise care in all work done on a customer's premise. However, the customer indemnifies and saves the Company harmless against any defacement or damage to the customer's premise resulting from the installation, repair or removal of services, unless such defacement or damage is due to the negligence of the Company or its employees.

7. Adjustment of Charges

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

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Newton, Iowa

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GENERAL RULES AND REGULATIONS

FEB 27 1991

C. USE OF SERVICE AND FACILITIES

MISSOURI
Public Service Commission

1. Ownership and Use of Equipment

- a. All equipment and facilities furnished on a non-regulated basis by the Company, on the premises of a customer, are the property of the Company. The Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment and facilities, or for the purpose of making collections or, upon termination of the service, for the purpose of removing such equipment and facilities. Such equipment and facilities are not to be used for transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.
- b. If installation and maintenance of service are requested at locations which are dangerous to the Company's employees or to the public, the Company may refuse to provide such service. If such service is furnished, the Company may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Company harmless from any claims, loss or damage from such facilities or equipment.
- c. Customer-Premise equipment may be connected to the facilities of the Company under provisions of Part 7 (Customer-Premise Equipment) of this Tariff.
- d. The Company will no longer lease, install, repair or maintain Customer-Premise Equipment on a regulated basis.

2. Unauthorized Attachments or Connections

- a. The Company shall not be required to attach its equipment or facilities to facilities not owned and installed by it unless provided for elsewhere in this Tariff (Part 7, Customer Premises Equipment). In case any such unauthorized attachment or connection is made, the Company shall have the right to disconnect the same or to suspend the service during the continuance of such attachment or connection or to terminate the service.

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GENERAL RULES AND REGULATIONS

MISSOURI
Public Service Commission

C. USE OF SERVICE AND FACILITIES (Continued)

3. Use of Customer Service

- a. Customer telephone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.
- b. Customers who subscribe to pay telephone service may resell such local exchange service to users of their customer provided pay telephone equipment. The Company is not responsible for the confidentiality of service between customers and their users.

4. Use of Party Line Service

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

5. Tampering With Equipment

- a. The Company may deny telephone service to any persons whose telephone equipment owned by the Company shows evidence of tampering, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges for the service rendered.

6. Use of Profane Language or Impersonation of Another

- a. The Company may suspend or terminate without notice telephone service to any persons who, over the facilities furnished by the Company, uses, or permits to be used, foul, abusive, obscene or profane language; or in a manner which could reasonably be considered frightening to others.

7. Use for Unlawful Purposes

- a. The service is furnished subject to the condition that it shall not be used for unlawful purposes.

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Effective:

JUN 24 1991

By: James Horton, President
Newton, Iowa

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Public Service Commission

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GENERAL RULES AND REGULATIONS

FEB 27 1991

C. USE OF SERVICE AND FACILITIES (Continued)

MISSOURI
Public Service Commission

8. Resale of Service

- a. The resale of any service provided by the Company is not permitted unless the customer is in compliance with and certified under Section 214 of the Communications Act, and as may be excepted elsewhere in this Tariff or as specifically authorized by the Company.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

- a. Applications for service may be made orally or in writing.⁽¹⁾ These applications become contracts upon the establishment of service, and in the case of a married applicant, both spouses are jointly liable no matter whose name the service is listed in. Applicants for service are responsible for payment of an amount equal to one month's exchange and Service Charges (if any). The terms and conditions specified for such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.
- b. Requests from customers for additional service, equipment, etc., may be made orally. No advance payment will be required. A move from one geographic location to another within the same exchange is not considered to terminate the contract; orders for such moves may be made orally.
- c. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service, or additions to service, is established, and the minimum charge is the minimum authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.

2. Telephone Numbers

- a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business. However, the customer is entitled to both intercept, with the exception of number changes which result from failure to pay for yellow page advertising, and reasonable notice before such number changes are made.

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(1) For applications including Customer-Premise Equipment, see Part 7.

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D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

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3. Alterations

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

4. Payment For Service

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

5. Maintenance and Repairs (1)

- a. The customer is responsible for installation, maintenance and repairs of customer-premise equipment and inside wire. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's instruments or accessories, not due to normal use. Customers may not rearrange, disconnect or remove, or permit others to rearrange, disconnect or remove any apparatus leased to them by the Company without the written consent of the Company or as provided elsewhere in this Tariff.

6. Unusual Installation Costs

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

7. Furnishing Party Line Service

- a. Party line service within the local Base Rate Area may be furnished as set forth in the Company's Local Exchange Tariffs.
- b. Party line service beyond the local Base Rate Area may be furnished as set forth in the Company's Local Exchange Tariffs.

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(1) See also Customer-Premise Inside Wire, this Part.

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E. TELEPHONE DIRECTORIES

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1. Distribution

a. The Company may furnish one directory containing the serving exchange listings for each access line without charge. Additional directories may be furnished at the discretion of the Company. Directories containing listings for other areas may be provided at a nominal charge.

2. Ownership and Use

a. Directories furnished to customers remain the property of the Company, and are provided to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories.

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F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

a. The Company is not obligated to furnish service to any individual or firm that owes for regulated service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:

- 1) By furnishing acceptable credit references to the Company.
- 2) By providing a suitable guarantee in writing, in a form prescribed by the Company.
- 3) By means of a cash deposit.

b. A customer may be required to establish or re-establish credit by the payment or increase of a cash deposit in accordance with F. 2. when any of the following conditions occur:

- 1) The customer's service has been disconnected by the Company for failure to pay a delinquent bill, in accordance with Regulation J., Part 2.
- 2) The customer has been delinquent in the payment of any two consecutive bills.
- 3) The customer has been delinquent in the payment of any three bills during the preceding twelve months.

2. Amount of Deposits

a. The amount of deposit required for the purpose of establishing a customer's credit shall not exceed his estimated bill for exchange service and toll charges for one normal billing period plus thirty days.

b. The Company may require the customer to increase the amount of deposit when toll usage is considered abnormal.

- 1) Customers with at least six consecutive months of service, abnormal usage of toll service is at least a twenty-five percent increase in monthly toll charges which amounts to at least twenty dollars. To determine the increase, a comparison shall be made to the customer's average monthly toll during not less than the prior three months.
- 2) Customers with less than six consecutive months of service, abnormal usage of toll service is when one month's toll charges exceeds the deposit attributable to toll by at least twenty-five percent and this excess amounts to at least twenty dollars.

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F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

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Public Service Commission

3. Deposit Not to Affect Regular Collection Practices

- a. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills; nor constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current regulated bills regardless of the fact that such customer has made a deposit with the Company to secure payment of such bills.
- b. Deposits will be refunded after 12 consecutive months of prompt payments and will be refunded by the Company after a prompt payment record has been established.

4. Interest to be Paid on Deposits

- a. Interest at the rate of 12% per annum, compounded annually, shall be paid by the Company on all deposits made for the purpose of establishing credit. Simple interest shall be computed from the date of payment of the deposit and shall be paid annually or at the time of discontinuance of service or date of request for withdrawal of the deposit.

5. Discontinuance of Service for Failure to Establish Credit

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

6. Restoration of Service

- a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, appropriate Service Charges will apply. (See Part 6.)

7. Deposit Records

- a. The Company shall maintain and update records of deposits. These records may be obtained by the customer from the appropriate business office. A receipt shall be issued to all customers who require a deposit, acknowledging receipt of a deposit. In the event the customer loses his receipt, a new receipt shall be issued upon proper identification and validity of deposit. The Company shall make a reasonable effort to locate unclaimed deposit refund owners. In the event the owner cannot be located, the deposit shall be considered abandoned and subject to the state's laws on abandoned property.

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G. APPLICATION OF BUSINESS AND RESIDENCE RATES

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1. The classification of a customer's service as a business or residence is determined by the character of use and location of such service.

a. Service will be classified as business if:

- 1) The use of the service is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or;
- 2) The service is located in a business location.

b. Service will be classified as residence if:

- 1) The major use of the service is of a social or domestic nature, and business use, if any, is merely incidental, and
- 2) Service is located in a residence, or in the case of a combined residence and business premise, the service is located in bona fide residential quarters of such premises and business service is also located in the business quarters of the same premises. Residence service may be extended into a business location, in the case of a combined residence-business premise, on an incoming basis only.

c. Telephones located in churches will be considered to be of a social nature unless in business locations, i.e., in an office where book-keeping, secretarial functions or correspondence related to the business of the church are accomplished on more than a part-time basis.

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H. LINE CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

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1. General

- a. Lines will be extended in accordance with provisions specified in the Construction Charges. (See Part 5).
- b. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual Service Charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:
 - 1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area.
 - 2) Conditions require the provision of special equipment or unusual methods of plant construction, installation or maintenance.
 - 3) The customer's location requires the use of costly private right-of-way.
- c. Title to all construction, as specified in H.3., provided wholly or partly at a customer's expense is vested in the Company.
- d. "Cost" is labor and materials including loaded overheads.
- e. Construction charges will not include the customer's drop.

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H. LINE CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (Continued) MISSOURI
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2. Special Type of Construction

- a. If a special type of construction is desired by a customer (e.g., when underground service is desired in places where aerial construction would normally be used) or if unusual requirements of a customer make the cost of construction higher than it would be if the usual type of construction were used, the customer is required to bear the difference in cost between the special type of construction and the average cost of the usual type of construction.

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H. LINE CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (Continued)

3. Interim Excess Construction Charges for Advance Rural Regraded Service

- a. Regrading of a customer's service on an individual basis in advance of the scheduled regrade for an exchange may be accomplished as set forth herein.
- b. Charges for advance rural regraded service are intended to cover a portion of the costs for providing upgraded service and are in addition to the monthly rates for the class and grade of service provided, including mileage outside of the base rate area when applicable.
- c. All construction will be of a type, determined by the Company, as would normally be provided in the area where additional facilities are requested.
- d. Customers who may be provided service on the same upgraded facility may be grouped for the application of these charges insofar as the apportionment does not increase the charges applicable to provide service to a single customer alone.
 - 1) Charges for a group are those in excess of the individual allowance in which is applicable in each instance of advance regraded service. The total amount in excess of the total allowance for a group will be apportioned to each upgraded customer in equal amounts.
- e. Charges
 - 1) All charges (estimated costs) in excess of \$1,000.00 per customer, per advance upgraded line.

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GENERAL RULES AND REGULATIONS

I. MINIMUM CONTRACT PERIODS AND TERMINATION OF SERVICE

1. Minimum Contract Period

- a. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

2. Termination of Service

a. By the Company

- 1) The Company may refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, within five days after the Company has mailed notice stating reason(s) for termination or refusal to customer:
 - a) Upon the continuance of any unpaid amount due for a period of five days following temporary suspension;
 - b) Upon the continuance of any attachment with facilities provided by the Company, except as provided for in this Tariff;
 - c) Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is or will be used for an illegal purpose;
 - d) Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse, fraud or may tend to injuriously affect the efficiency of the Company's plant, property or service;
 - e) Upon a violation of any of the regulations governing the furnishing of a service.

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I. MINIMUM CONTRACT PERIODS AND TERMINATION OF SERVICE (Continued)

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2. Termination of Service (Continued)

b. At Customer's Request

- 1) Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable. Advance notice of termination by customer may be in the form of writing or by phone contact to the appropriate Company personnel.
- 2) Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the facilities have been installed.
- 3) No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- 4) No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction or damage to property by fire or other cause beyond the control of the customer.

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J. PAYMENT FOR SERVICE AND FACILITIES

MISSOURI
Public Service Commission

1. General

- a. Generally all customers shall pay for regulated services and regulated facilities monthly in advance - and shall pay for toll messages, and move and change charges, in arrears. Municipal, State or Governmental agencies may be exceptions to this rule.
- b. All bills for local, toll or regulated miscellaneous services are due when rendered, or as specified on the bill.
- c. When warranted, in the judgment of the Company, special toll bills may be rendered.

2. Disconnection of Service by the Company

Customers are required to pay any regulated bill on or before that regulated bill becomes delinquent. The bill is considered delinquent if not paid within 20 days after being rendered. After the bill becomes delinquent the Company may discontinue service upon five days written notice in accordance with Part 2, Sheet 17 of this Tariff.

3. Restoration of Service

If a customer's service is restored after having been disconnected for nonpayment in accordance with this Tariff, the customer will be required to pay appropriate Service Charges. (See Part 6.)

4. A customer may opt to pay initial establishment of Service Charges in installments. (See Part 6.)

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K. TAXES OR FEES TO BE BILLED TO CUSTOMERS

MISSOURI
Public Service Commission

1. General

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

2 Customer Complaints

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

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

- b. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.
- c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa State Utilities Board.

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GENERAL RULES AND REGULATIONS

L. CUSTOMER-PREMISES INSIDE WIRE

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Public Service Commission

A. General

1. Premises inside wire and jacks associated with residence and business one-party, multi-party, PBX, Key Systems and Pay Telephone exchange services may be provided by either the Company on an unregulated basis or the customer as determined by the customer.
2. Premises inside wire provided by the customer is connected to exchange telephone service at the point of demarcation.
3. The demarcation point is provided as part of exchange telephone service at no additional monthly rate and will be installed on the customer's premises at a location determined by the Company which is accessible to the customer. The location of the receptacle shall be in close proximity to the protector or equivalent.
4. In the event that the customer, or someone on the customer's behalf, provides, maintains or attempts to provide or maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property or death of or injury to any person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's acts or those of anyone acting on the customer's behalf.

B. Responsibility of the Customer

1. Where the customer elects to provide inside wire and jacks, the installation must be in accordance with technical standards as outlined in information available at the Company's business office.
2. In the event that the customer provides, maintains or attempts to provide or maintain inside wire, the customer assumes the risk of loss of service, damage to property or death to or injury of the customer or anyone acting on behalf of the customer.

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L. CUSTOMER-PREMISES INSIDE WIRE (Continued)

C. Violation of Regulations

1. Where any customer-premise inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of the technical standards, the Company will promptly notify the customer of the violation and will take such immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Company employees.
2. The customer shall discontinue use of the customer-premise inside wire and jacks or correct the violation and notify the Company in writing within ten days after receipt of such notice that the violation has been corrected.
3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of the Tariff.

D. Standards for Customer-Premises Inside Wire

1. General

- a) Wiring must be used only with FCC registered or grandfathered terminal equipment.
- b) Intrasystem wiring in customer provided PBX and key telephone systems shall be in compliance with applicable registration standards promulgated by the FCC.
- c) Information regarding standards for inside wire will be available through the Company.

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L. CUSTOMER-PREMISES INSIDE WIRE (Continued)

MISSOURI
Public Service Commission

D. Standards for Customer-Premises Inside Wire (Continued)

2. Installation Information

a) Demarcation Point

- 1) Customer-premises inside wiring shall be connected to the telephone line at the demarcation point provided and maintained by the Company. The demarcation point shall remain accessible to both the Company and customer.
- 2) Newly constructed single-family dwelling demarcation point shall normally be placed within twelve inches of the protector.
- 3) Existing single-family dwellings demarcation point shall normally be within twelve inches of the protector.
- 4) For multi-family dwellings including apartments and highrise buildings, the demarcation point will be located at a point mutually agreeable between Company and the builder, the owner or the owner's representative, in compliance with local or national building codes (new and existing construction).

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DEFINITIONS

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

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permits transmission of sound.

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

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

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

BASE RATE - A rate for urban grades of exchange service available to customers located within a Base Rate Area.

BASE RATE AREA - A specific area within which local telephone exchange service, other than rural-line or suburban service, is furnished at rates quoted in the Local Exchange Service Tariffs without extra mileage charges.

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

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

CENTRAL OFFICE LINE - A circuit extending from the Central Office equipment to the demarcation point.

CHANNEL - A path for communication between two or more stations or central offices furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

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

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

COIN TELEPHONE SERVICE - See "PAY TELEPHONE SERVICE".

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DEFINITIONS

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

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications.

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

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

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

CONNECTOR - See "SWITCH".

CONNECTION CHARGE - See "SERVICE CHARGES".

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the Exchange Tariffs.

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

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

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

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

CUSTOMER-PREMISES EQUIPMENT - Terminal Equipment located on the customer premise owned by the customer or owned by the Telephone Utility or some other supplier and leased to the customer.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DEMARICATION POINT - See "POINT OF DEMARICATION".

DIAL SWITCHING EQUIPMENT - A unit of electromechanical or electronic switching used in a central office.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic or inductive coupling.

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

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

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and building in which the station or switchboard is located.

DUE NOTICE - See "DISCONNECT NOTICE".

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

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

EXCHANGE AREA - The territory served by an exchange.

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

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EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area in accordance with the regulations and charges specified in the Local or General Exchange Tariffs. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long-distance calls or Extended Area Service calls.

EXCHANGE STATION - A station connected with a central office of the Company over its own lines.

EXTENDED AREA SERVICE - Interexchange telephone service furnished at a flat rate between one or more exchange areas.

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

EXTRA LISTING - See "ADDITIONAL LISTING".

FLAT-RATE SERVICE - Intraexchange service furnished at a fixed monthly charge.

FOREIGN ATTACHMENT - Equipment or facilities not owned, furnished or authorized by the Company which are attached or connected to, and used with, exchange telephone service.

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

FOREIGN EQUIPMENT - See "FOREIGN ATTACHMENT".

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

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

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FOUR-PARTY LINE - See "PARTY LINE".

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

GRANDFATHERED EQUIPMENT - Equipment listed by the FCC which may be connected to access services of the Company.

HARM - Harm consists of hazards to personnel, damage to Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

HOUSEHOLD INCOME - Total annual cash receipts before taxes from all sources for all individuals residing at applicant's address. Household income includes money, wages, and salaries before any deductions. Income also includes net receipts from non-farm or farm self-employment.

INDIVIDUAL LINE - An exchange line designed for the connection of a telephone set.

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

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

INSIDE STATION WIRING - The portion of the wiring located on the customer's premises, extending from the demarcation point to the terminal or ancillary equipment.

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

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

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

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

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LIMITED SERVICE - Limited Service consists of service no longer offered for new installations. **Public Service Commission**

LINE CONSTRUCTION CHARGES - The charges applied for additions to existing central office line facilities outside a Base Rate Area to provide service to business or residence customers.

LINE EXTENSION - A circuit extending from a main terminal to an auxiliary terminal such as a line from a PBX switchboard to a telephone set or to a key.

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

LINE FINDER - See "SWITCH".

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

LOCAL EXCHANGE SERVICE - Telephone communications within a local service area in accordance with the provisions of the Company's Tariffs.

LOCAL MESSAGE - A completed communication between customers' stations located within the same exchange area or local service area.

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

LONG-DISTANCE SERVICE - That part of the total telephone service provided by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

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

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

MESSAGE - A completed customer call.

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MILEAGE - The measurement upon which charges are computed for Public Service Commission extension, tie and private lines and for lines serving exchange stations located outside the Base Rate Area or outside the central office area of the serving central office.

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

MODULAR CONNECTING DEVICE - A type of jack and plug arrangement as defined by the FCC.

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

NETWORK CONTROL SIGNALING UNIT - The terminal equipment used by the customer for the provision of network control signaling.

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

NOTICE - See "DISCONNECT NOTICE".

NRC - See "NONRECURRING CHARGE".

PARTY LINE - An exchange line designed for the connection of more than one primary station with the central office.

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

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

POINT OF DEMARCATION - The point of connection provided and maintained by the telephone utility to which the customer-premise inside station wiring becomes dedicated to an individual customer's use.

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

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

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

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

RURAL AREA - See "SUBURBAN AREA".

RURAL SERVICE - Base Rate classes and grades of service furnished to customers in certain sections outside the Base Rate Area but within the Exchange Area, with the addition of rural or extra exchange mileage.

SELECTOR - See "SWITCH".

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

SERVICE CHECK CHARGE - The charge for a service check at the customer's premise when it is determined that the trouble is located on the customer's side of the point of demarcation.

SERVICE STATION - A station or one of a group of stations which, under arrangements made by the service station customers, receive service from a Company central office over facilities provided in part by the Company.

STATION - Specific identifying number associated with a location on a communications system.

SUBSCRIBER - See "CUSTOMER".

SUBURBAN AREA - The territory outside of the Base Rate Area in which Suburban and Rural Services are furnished and in which urban classes of service are furnished at established rates plus extra exchange line mileage charges.

SUBURBAN SERVICE - Service furnished to customers outside the Base Rate Area but within the exchange area.

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

TARIFF - The regulated rates, charges, rules and regulations adopted and filed by the Company with the Iowa State Utilities Board.

TELEPHONE COMPANY - See "COMPANY".

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

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LOCAL EXCHANGE SERVICE

A. General

1. Local Exchange Service

a. The rates for Local Exchange Service, shown under B. Rates below, are subject to the Conditions set forth herein and the General Regulations governing provision of service. The General Regulations are set forth in Part 2 of this Company's Tariff.

2. Local Exchange Rates

a. Rates in the local exchange are determined by their Rate Group Classification.

1) Rate Group Classification is determined by two elements. They are:

a) Minimum grade of service offered in each exchange. (See 2.b. following.)

b) The flat rate calling area.

The size of the flat rate calling area is determined by the total number of access lines in an exchange.

b. Two Local Exchange Rate Schedules are included herein; see Sheets 12 and 13.

1) Schedule "A" encompasses those exchanges in which the minimum class and grade of service offered are no less than the following:

a) Individual Line Service for business (Bl/ABl) and residential (Rl/ARl) customers, Within the Base Rate Area and Outside the Base Rate Area.

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A. General (Continued)

2. Local Exchange Rates (Continued)

2.b. (Continued)

- 2) Schedule "B" encompasses those exchanges in which the minimum classes and grades of service offered are no less than the following:
 - a) Within the Base Rate Area — Business Individual Line Service (B1) and Residence Individual Line Service (R1). Residence Two-Party Service (R2) is limited to existing customers at existing locations.
 - b) Outside the Base Rate Area — Business Individual Line (AB1) and Residence Four-Party Service (AR4). Business Two-Party Service (AB2) is limited to existing customers at existing locations.
 - c) Mileage charges will be applied as specified on Local Exchange Rate Schedule "B".
- c. Rate groups within Schedules "A" and "B" have specific access line parameters and monthly rates for the various classes and grades of service. The rates shown for each of the rate groups on Local Exchange Rate Schedules "A" and "B", by class and grade of service constitute filing or availability of any or all specific classes and grades of service in any exchange.
- d. Local Exchange Service Listing sheets will be revised and filed with the Iowa State Utilities Board to reclassify an exchange to its proper Rate Group Classification when the quantity of access lines in that exchange through normal growth exceeds or falls below the limits of its effective Rate Group Classification for more than three consecutive months.
- e. The rate group into which each exchange has been classified by its access line range parameter is shown on the Local Exchange Service Listing sheets in this Part.

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A. General (Continued)

3. Service Upgrades

a. At the option of the Company, services will be upgraded to:

- 1) Business Individual Line (BI/AB1) and Residence Individual Line (RI/AR1).
- 2) Upgrading of business and residence services may be accomplished on a line by line basis at the option of the Company as set forth in 1) above.
- 3) As an exchange is upgraded, only individual line service will be available. The rates shown on the appropriate Rate Schedule will be applied.

4. Extended Area Service

- a. The establishment of additional Extended Area Service routes within Contel of Iowa, Inc. operating areas will be considered after the expression of interest and calling volume requirements have been fulfilled in accordance with Missouri Public Service Commission General Rules and Regulations.
- b. The Company has performed a cost study to determine the rate to be applied to each Extended Area Service route proposed after the effective date of this Tariff. Rates for each embedded Extended Area Service route will equal two-thirds of cost or \$10.00, whichever is less of the cost identified in the above described cost study. The approval of the Iowa State Utilities Board will be required prior to provision of new Extended Area Service routes.

5. Taxes

Applicable taxes levied by state, county and local taxing authorities are in addition to the rates set forth in this Part. (See also General Regulations — Part 2 of this Tariff.)

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A. General (Continued)

6. Exchange Listing

<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Afton	B	3	Arispe	\$ 1.05
Agency	A	2	Bladensburg, Ottumwa	3.10
Ainsworth	A	2	Crawfordsville	1.05
Albert City	A	2	Marathon	1.05
Alden (Popejoy)	A	3	Buckeye, Dows, Iowa Falls	4.00
Alpha	A	1	Hawkeye, Lawler, Waucoma	2.95
Argyle	B	2	Donnellson, Montrose	2.55
Arispe	B	1	Afton	1.05
Attica-Columbia	A	1	Bussey, Knoxville, Tracy	4.30
Auburn	A	2	Lake View, Lanesboro	2.55
Bagley	A	2	Bayard, Jamaica, Yale	2.90
Benton	B	1	Diagonal, Kellerton, Mt. Ayr, Redding, Tingley	6.65
Bladensburg	A	1	Agency, Batavia, Ottumwa	4.20
Blakesburg	B	2	Chillicothe, Ottumwa	3.40
Brandon	A	2	Rowley, Urbana, Walker	3.65
Brighton	A	3	Richland	1.15
Buckeye	A	1	Alden, Hubbard, Iowa Falls, Radcliffe	5.10
Bussey	A	2	Attica-Columbia, Knoxville, Lovilia, Tracy	5.25

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A. General (Continued)

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6. Exchange Listing (Continued)

<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Centerville	A	4	Cincinnati, Moravia, Mystic, Plano, Promise City, Seymour, Unionville	\$ 3.40
Chariton	A	4	Lucas, Russell, Williamson	1.05
Chillicothe	B	1	Blakesburg, Ottumwa	3.40
Cincinnati (Exline)	A	2	Centerville, Moravia, Mystic, Plano Promise City, Unionville	7.70
Clearfield	A	2	—	—
Columbus Junction	A	3	Conesville, Grandview, Letts	2.00
Conesville	A	1	Columbus Junction	1.25
Coon Rapids	A	3	Dedham	1.15
Crawfordsville	A	1	Ainsworth, Olds	2.00
Dedham	A	1	Coon Rapids	1.25
Denmark	A	2	Ft. Madison	1.15
Diagonal	A	1	Benton, Kellerton, Mt. Ayr, Redding Shannon City, Tingley	7.70
Donnellson	A	3	Argyle, Houghton, Primrose, West Point	4.70
Douds	A	2	Eldon, Keosauqua, Libertyville	3.45
Dows (Galt)	A	3	Alden, Clarion	2.90
Eldon	A	3	Batavia, Douds, Floris, Ottumwa	5.85
Farmington (Athens*)	A	2	Bonaparte, Primrose	2.10

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* State of Missouri portion of the Farmington exchange.

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6. Exchange Listing (Continued)

<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Farson	A	1	Hedrick, Martinsburg	\$ 2.00
Fayette	B	3	Maynard, Randalia	2.00
Fonda	A	3	Newell, Pocahontas	2.85
Grandview	A	2	Columbus Junction, Letts, Wapello	3.60
Gravity	B	1	Bedford	1.30
Hedrick	A	2	Farson, Martinsburg, Ottumwa	4.20
Hillsboro	A	1	Bonaparte, Salem, Stockport	3.85
Houghton	A	2	Donnellson, Primrose, Salem, West Point	5.10
Humeston	A	2	Derby	1.05
Jamaica	A	1	Bagley, Yale	2.00
Kellerton	B	2	Benton, Diagonal, Mt. Ayr, Redding, Tingley	7.70
Knoxville	A	4	Attica-Columbia, Bussey, Tracy	1.55
Lacona	B	2	Liberty Center, Milo	2.10
Lake View	A	3	Auburn, Wall Lake	2.00
Lanesboro	A	1	Auburn	1.35
Lawler	B	2	Alpha, Waucoma	2.00
Leighton	A	1	Oskaloosa, Otley, Pella, Peoria	6.15
Letts	A	2	Columbus Junction, Grandview	2.35

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6. Exchange Listing (Continued)

<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Liberty Center	A	1	Lacona, Milo, Indianola	\$3.90
Libertyville	A	2	Fairfield, Batavia, Douds	3.95
Lime Springs	A	2	Cherry Grove, MN	1.30
Linn Grove	A	2	Alta, Peterson, Rembrandt, Sioux Rapids	4.55
Lockridge	B	2	Mt. Pleasant	1.70
Lone Tree	A	3	Nichols, Riverside	2.10
Lovilia	A	2	Bussey	1.05
Lucas	B	2	Chariton, Russell, Williamson	4.50
Lytton	B	2	—	-
Macksburg	A	1	Winterset	1.70
Marathon	B	1	Albert City	1.05
Martensdale	A	2	Indianola	1.95
Martinsburg	A	1	Farson, Hedrick, Ollie, Packwood	4.10
Maynard	B	2	Fayette, Randalia	2.00
Melcher	A	3	Knoxville	1.70
Milo	A	2	Lacona, Liberty Center	2.10
Milton	B	1	Cantril	1.05
Monroe	A	3	Reasnor	.55

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6. Exchange Listing (Continued)

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<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Montrose	A	3	Argyle, Ft. Madison	\$ 3.10
Moravia	A	3	Centerville, Cincinnati, Mystic, Plano, Promise City, Unionville	7.70
Mt. Ayr	A	3	Benton, Diagonal, Kellerton, Redding, Tingley	3.65
Mt. Pleasant	A	4	Lockridge, Mt. Union, New London, Olds, Salem	2.25
Mt. Union	A	1	Mt. Pleasant, New London, Winfield	4.00
Mystic	B	2	Centerville, Cincinnati, Moravia, Plano, Promise City, Unionville	7.70
New London	A	3	Mt. Pleasant, Mt. Union	1.70
New Virginia	A	2	—	—
Newell	A	3	Fonda, Storm Lake	2.90
Nichols	A	1	Lone Tree	1.05
Oakville	A	2	Wapello	1.25
Olds	A	2	Crawfordsville, Mt. Pleasant, Wayland, Winfield	4.85
Ollie	A	1	Martinsburg, Packwood, Richland	3.10
Otley	A	1	Leighton, Pella, Peoria	4.50
Packwood	A	1	Batavia, Fairfield, Martinsburg, Ollie, Richland	6.30

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6. Exchange Listing (Continued)

<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Paullina	A	3	—	\$ -
Pella	A	4	Leighton, Otley, Peoria	1.15
Peoria	A	1	Leighton, Otley, Pella	4.10
Peru	A	1	Winterset	1.55
Peterson	A	2	Linn Grove	1.05
Plano	B	1	Centerville, Cincinnati, Moravia, Mystic, Promise City, Seymour, Unionville	7.70
Pleasantville	A	3	—	-
Primrose	A	1	Donnellson, Farmington (Athens, MO), Houghton	3.40
Promise City	A	1	Centerville, Cincinnati, Corydon, Moravia, Mystic, Plano, Seymour, Unionville	7.70
Randalia	B	1	Fayette, Maynard, Hawkeye	2.90
Redding	A	1	Benton, Diagonal, Kellerton, Mt. Ayr, Tingley	7.70
Rembrandt	A	1	Linn Grove, Sioux Rapids, Storm Lake	3.85
Richland	A	2	Brighton, Ollie, Packwood	3.10
Ricketts	A	1	Schleswig, Ute	2.35
Riverside	A	3	Iowa City, Lone Tree	4.20
Rowley	A	1	Brandon, Independence	2.80

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6. Exchange Listing (Continued)

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<u>Exchange Name</u>	<u>Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>	<u>EAS Component</u>
Russell	B	2	Chariton, Lucas, Williamson	\$ 4.10
St. Lucas	B	1	Ft. Atkinson, Waucoma	2.00
Salem	A	2	Hillsboro, Houghton, Mt. Pleasant	3.65
Schleswig	A	3	Ricketts	1.15
Seymour (So. Seymour*)	A	3	Centerville, Corydon, Plano, Promise City	5.65
Shannon City	B	1	Creston, Diagonal, Tingley	3.85
Solon	A	3	Iowa City	1.60
Tingley (Ellston)	B	2	Benton, Diagonal, Kellerton, Mt. Ayr, Redding, Shannon City	7.70
Tracy	A	2	Attica-Columbia, Bussey, Knoxville	4.10
Unionville (Udell Village)	B	1	Centerville, Cincinnati, Moravia, Moulton, Mystic, Plano, Promise City	7.70
Ute	B	2	Ricketts	1.15
Vail	A	2	—	—
Wapello	A	3	Grandview, Oakville	1.25
Waucoma	A	2	Alpha, Ft. Atkinson, Hawkeye, Lawler, St. Lucas	5.25
West Point	A	3	Donnellson, Ft. Madison, Houghton	4.70
Williamson	A	2	Chariton, Lucas, Russell	4.00
Winfield	A	3	Olds, Mt. Union	

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* State of Missouri portion of the Seymour exchange.

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LOCAL EXCHANGE SERVICE

FEB 27 1991

B. RATES

MISSOURI
Public Service Commission

1. Local Exchange Rates - Schedule "A" with Implicit Touch Tone
Rate Groups (*)

CLASS OF SERVICE	S & E Code	Rate Groups (*)			
		(1) 1-300	(2) 301-600	(3) 601-1,500	(4) 1,501-Over
WITHIN THE BASE RATE AREA					
BUSINESS SERVICE					
Individual Line/Contel					
Enhanced Business Line	BIT/BCMT	\$26.30	\$27.15	\$27.80	\$28.85
Business Trunk	BTT	26.30	27.15	27.80	28.85
Key Business Line	KBLT	26.30	27.15	27.80	28.85
RESIDENCE SERVICE					
Individual Line	RIT	13.10	13.60	14.10	14.35
PAY TELEPHONE SERVICE					
	CBT	26.30	27.15	27.80	28.85
CUSTOMER OWNED PAY TELEPHONE SERVICE					
	XCTT	26.30	27.15	27.80	28.85
OUTSIDE THE BASE RATE AREA					
BUSINESS SERVICE					
Individual Line/Contel					
Enhanced Business Line	ABIT/OBCT	26.30	27.15	27.80	28.85
Business Trunk	ABTT	26.30	27.15	27.80	28.85
Key Business Line	AKBT	26.30	27.15	27.80	28.85
RESIDENCE SERVICE					
Individual Line	ARIT	13.10	13.60	14.10	14.35
PAY TELEPHONE SERVICE					
	ACBT	26.30	27.15	27.80	28.85
CUSTOMER OWNED PAY TELEPHONE SERVICE					
	COTT	26.30	27.15	27.80	28.85

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(*) The following rates do not include an Extended Area Service rate component.

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LOCAL EXCHANGE SERVICE

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B. RATES

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2. Local Exchange Rates - Schedule "B" with Implicit Touch Tone Public Service Commission
Rate Groups (*)

CLASS OF SERVICE	S & E Code		(1)	(2)	(3)	(4)
	w/o TT	w/TT	1-300	301-600	601-1,500	1,501-Over
WITHIN THE BASE RATE AREA						
BUSINESS SERVICE						
Individual Line/Contel						
Enhanced Business Line	B1/BCM	B1T/BCMT	\$21.75	\$22.75	\$23.45	\$24.50
Business Trunk	BTK	BTT	21.75	22.75	23.45	24.50
Key Business Line	KBL	KBLT	21.75	22.75	23.45	24.50
RESIDENCE SERVICE						
Individual Line (1)	R1-RR1	R1T/RR1T	10.90	11.35	11.80	12.25
Two Party (L)	R2	R2T	10.40	10.85	11.25	11.70
PAY TELEPHONE SERVICE						
	CB	CBT	21.75	22.75	23.45	24.50
CUSTOMER OWNED PAY TELEPHONE SERVICE						
	XCOT	XCTT	21.75	22.75	23.45	24.50
OUTSIDE THE BASE RATE AREA						
BUSINESS SERVICE						
Individual Line/Contel						
Enhanced Business Line	AB1/OBCM	AB1T/OBCT	24.45	25.25	26.20	27.15
Business Trunk	ABTK	ABTT	24.45	25.25	26.20	27.15
Key Business Line	AKBL	AKBT	24.45	25.25	26.20	27.15
Two Party (L)	AB2	AB2T	21.75	22.70	23.45	24.40
RESIDENCE SERVICE						
Four Party	AR4	AR4T	9.60	10.15	10.30	10.90
PAY TELEPHONE SERVICE						
	ACB	ACBT	24.45	25.25	26.20	27.15
CUSTOMER OWNED PAY TELEPHONE SERVICE						
	COTR	COTT	24.45	25.25	26.20	27.15

(*) The following rates do not include an Extended Area Service rate component.

(1) Mileage rates apply Outside the Base Rate Area except where the upgrade is associated with a service improvement program being accomplished within a specific area of an exchange.

(L) Limited to existing customers at existing locations.

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LOCAL EXCHANGE SERVICE

B. Lifeline Assistance Service

1. General

- a. Lifeline Assistance Service is a basic single line residential service that provides voice grade access to the public switched network and includes touch calling, a standard white page listing, access to emergency services (e.g., 911, E911), access to operator services, access to interexchange services, access to directory assistance, and toll blocking service. A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disable assistance program

2. Low Income Assistance

- a. Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
- 1) Medicaid
 - 2) Food Stamps
 - 3) Supplementary Security Income (SSI)
 - 4) Federal Public Housing Assistance or Section 8
 - 5) Low-Income Home Energy Assistance Program (LIHEAP).
 - 7) Temporary Assistance to Needy Families (TANF)
 - 8) National School Lunch (NSL) free lunch program
- b. The customer shall request low income assistance through completion of a form provided by the company. The customer is responsible for notifying the Company if the customer ceases to participate in any of the qualifying assistance programs.

(N)

(N)

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LOCAL EXCHANGE SERVICE

B. Lifeline Assistance Service (Cont'd)

(N)

2. Low Income Assistance (Cont'd)

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

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

3. Disabled Assistance

- a. A disabled customer, or a dependent, is a customer who requests or receives basic single line residential service, as defined in 1.a. preceding and meets the eligibility requirements set forth below.
- b. Disabled assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent in the household, are totally and permanently disabled or blind and receiving any of the following
 - 1) Federal Social Security Disability benefits
 - 2) Federal Supplemental Security benefits
 - 3) Veterans Administration benefits
 - 4) State blind pension pursuant to Section 209.010 to 209.160 RSMo
 - 5) State aid to blind person pursuant to Section 209.240 RSMo
 - 6) State supplemental payments pursuant to Section 208.030 RSMo Section 660.100.2 RSMo2000

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LOCAL EXCHANGE SERVICE

B. Lifeline Assistance Service (Cont'd)

3. Disabled Assistance (Cont'd)

- c. Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for basic single line residential service, as defined in B.1.a.

Missouri Baseline Amount \$3.50

4. Missouri Universal Service Fund

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

(N)

(N)

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LOCAL EXCHANGE SERVICE

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USAGE PRICING SERVICE

MISSOURI
Public Service Commission

A. General

1. Usage Pricing Service provides an optional exchange area telephone service subject to application of Usage Charges in addition to Monthly Rates. Usage Charges are based upon the frequency, duration, distance and time-of-occurrence of completed calls. Monthly Rates are recurring monthly amounts charged for connection to the telephone network.
2. For definition purposes, "exchange area" is that area within which call completion is permitted without the application of message toll charges.

B. Conditions

1. Vacation Rate Service is not available in conjunction with Usage Pricing Service.
2. The discount for Residential Additional Lines is not available in conjunction with Usage Pricing Service.
3. Joint User Service is not available in conjunction with Usage Pricing Service.
4. The individual Line Hunting Service rate is applicable in conjunction with Usage Pricing Service.
5. Usage Pricing Service is available to individual line residential customers only.

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USAGE PRICING SERVICE (Continued)

MISSOURI
Public Service Commission

C. Rates

The following rates apply in addition to all other rates and charges for associated service and equipment items.

Line Hunting Service is available in conjunction with Usage Pricing Service. For rates see Part 5, Line Hunting Service.

1. Access Line Rates

	PLAN I		PLAN II	
	S & E Code	Monthly Rate	S & E Code	Monthly Rate
<u>Inside the Base Rate Area</u>				
<u>Residence</u>				
Individual Line	UR1T	\$ 8.30	UR2T	\$ 6.00
<u>Outside the Base Rate Area</u>				
<u>Residence</u>				
Individual Line	XR1T	8.30	XR2T	6.00

2. Usage Pricing Service Rates (1)

Usage Charges

Zone	Airline Miles	PLAN I		PLAN II	
		Per Call	Per Min.	Per Call	Per Min.
1	Home Exchange (NXX)	.04	.015	.07	.04
2	0 - 9	.04	.02	.07	.05
3	10 - 18	.04	.025	.07	.06

(1) S & E Code varies.

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USAGE PRICING SERVICE (Continued)

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Public Service Commission

C. Rates (Continued)

3. Discount periods on Usage

- a. A 50% discount on Night Periods will be applied for calls placed between 11 p.m. and 8 a.m.
- b. The discount period for set up and first minute is determined by the time of connection as marked by the electronic billing equipment at the central office of the calling station.
- c. The discount period for each additional minute is determined by the rate period in which the beginning of each additional minute occurs.

4. Application of Rates and Charges

- a. Total Monthly Charge = Monthly Rate + Usage Charges for set up (charge per call) and duration (charge per minute or fraction thereof) to all zones called.
- b. There will be no charge for calls to the Service Office, Repair Service, Emergency Numbers (Fire & Police) or for local calls which require operator assistance due to equipment malfunctions which prevent completion of direct dialed calls.
- c. Zones beyond Zone 1 are exclusive of the home exchange.

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LOCAL EXCHANGE SERVICE

USAGE PRICING SERVICE (Continued)

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C. Rates (Continued)

4. Application of Rates and Charges (Continued)

d. Within six (6) months of the initial service offering, customers may change from one Usage Pricing Plan to another or revert to their original local exchange service one time without application of service charges. After the initial six month period has expired all applicable service charges shall apply.

5. Mileage Charges apply to off-premises line extensions (on continuous or noncontinuous property), including PBX/PABX trunks, tie lines, private lines and leased pairs. All mileage is measured on an air line basis unless otherwise indicated.

D. Call Detail Billing

1. Call Detail Billing can be provided to customers upon request. Detail billing is available on a go-forward basis only. Previous month(s) detail is not available.

2. Call Detail Billing includes the date, connect time, duration and called number for each call.

3. Rates and Charges

a. The following charges apply for each billing period (minimum of one month) for which the service is furnished.

	<u>S & E Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. Monthly Itemized Billing, per account	LMSR	\$ 1.75	\$ (*)
2. Each Call Printed	-	.02	-

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(*) Service Charges apply. See Part 6.

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LOCAL EXCHANGE SERVICE

USAGE PRICING SERVICE (Continued)

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E. Exchange Listing & Zone Designations

<u>Exchange</u>	<u>Called EAS Exchange</u>	<u>Zone</u>	<u>Prefix</u>	<u>Active Date</u>	<u>Billing Cycle Date</u>
Columbus Junction	Conesville	2	728	12-07-86	07
	Grandview	3			
	Letts	2			
Grandview	Columbus Junction	3	729	12-01-86	01
	Letts	2			
	Wapello	2			
Letts	Columbus Junction	2	726	12-01-86	01
	Grandview	2			
Conesville	Columbus Junction	2	725	12-19-86	19

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First Revised Sheet No. 27
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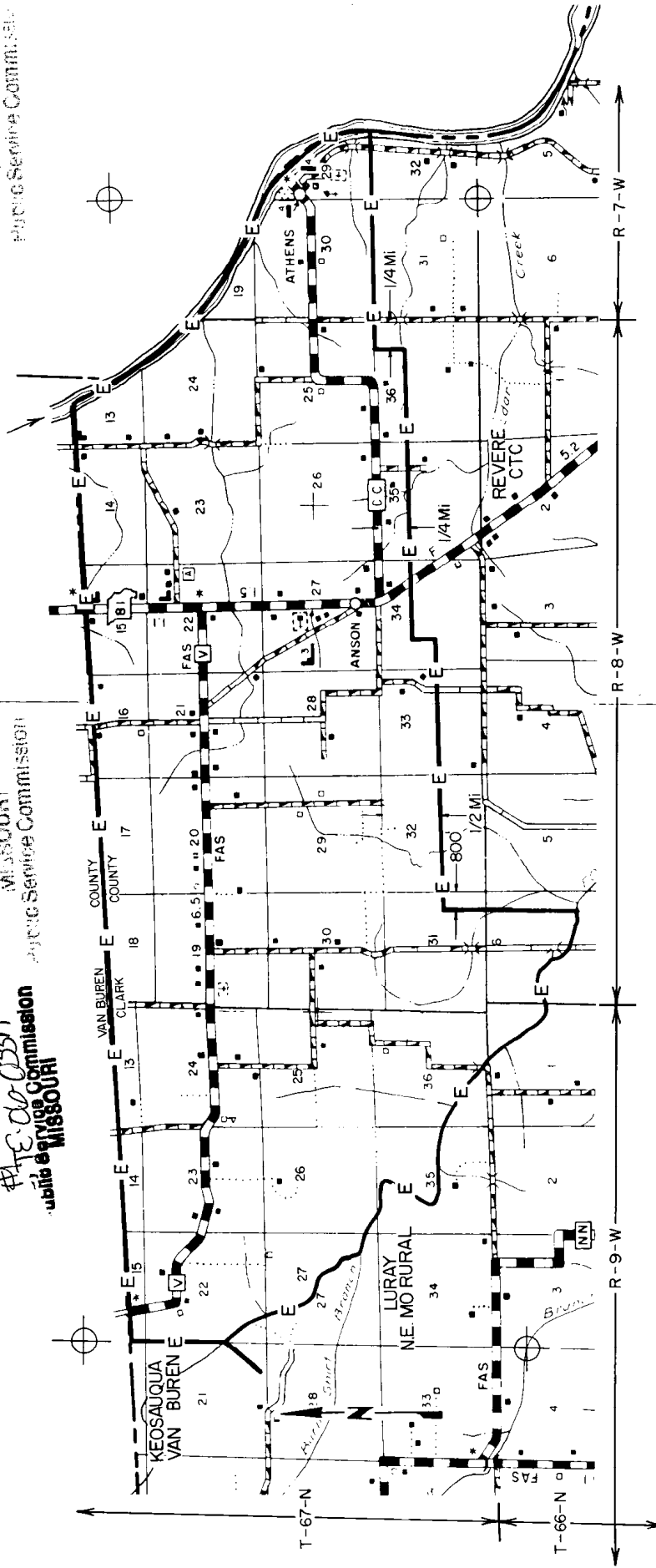
FARMINGTON
Exchange Area Boundary
(Missouri Portion)

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EXCHANGE AREA **E-E**

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By: D. M. Anderson
Director-External Affairs
Grinnell, Iowa

Effective: JULY 15, 1992



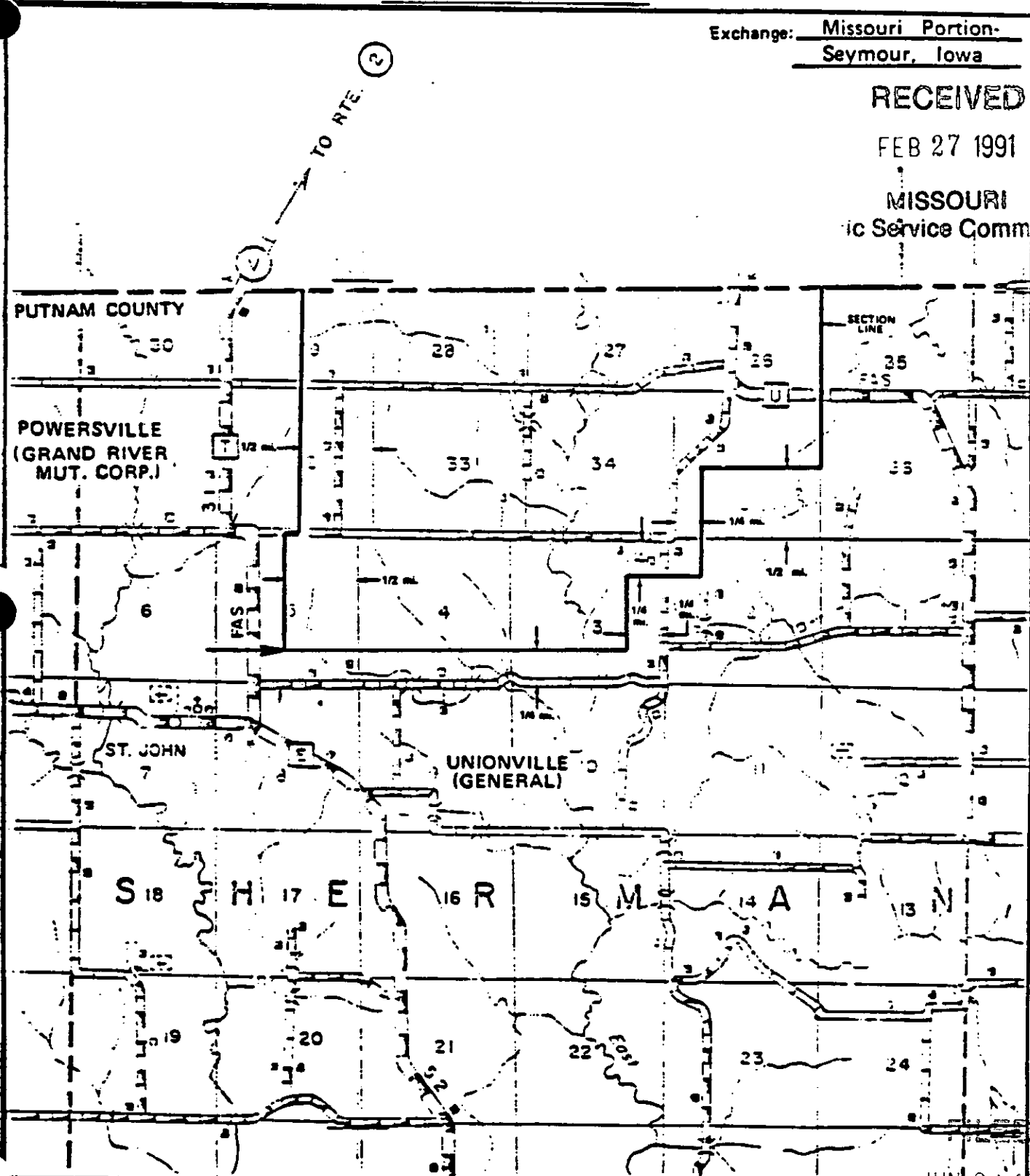
EXCHANGE AREA MAP

Exchange: Missouri Portion-
Seymour, Iowa

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R21W | R20W

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GENERAL SERVICES

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ADJACENT EXCHANGE SERVICE

MISSOURI
Public Service Commission

A. General

1. Adjacent Exchange Service is a form of rural telephone service provided from one exchange to a customer located in another contiguous exchange.
2. Definition of Terms:
 - a. Primary Exchange - The exchange in which the customer is located.
 - b. Adjacent Exchange - An exchange which is contiguous to the customer's primary exchange and from which the customer desires to receive rural telephone service.
 - c. Rural Telephone Service - As used in the Tariff, is the minimum or standard grade of telephone service normally provided outside of the Base Rate Area of the adjacent exchange.

B. Rates

1. Where a customer located in a primary exchange of this Company requests Adjacent Exchange Service, the rural rate in effect in the adjacent exchange shall apply, plus a mileage charge, Section B.5.
2. Where a customer located in an exchange of another company requests Adjacent Exchange Service from an exchange of this Company, the rural service rate in effect in this Company (serving exchange) shall apply plus any mileage or maintenance charge that may be required by the other company.
3. Rates for General Services and Service Charges of the serving exchange will apply.

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ADJACENT EXCHANGE SERVICE (Continued)

MISSOURI
Public Service Commission

B. Rates (Continued)

4. Construction charges for the provision of Adjacent Exchange Service at exchanges of this Company apply as follows:
 - a. The applicant shall be required to pay the estimated cost of providing the facilities from their premises to the adjacent exchange boundary.
 - b. The applicant may be required to pay all or a portion of the estimated cost of required construction in the adjacent (serving) exchange.
5. In addition to the rates and charges for rural service of the adjacent (serving) exchange, mileage charges based on the air line distance from the customer's location in an exchange of this Company to the nearest point on the exchange boundary apply as follows:

	<u>S & E Code</u>	<u>Monthly Rate</u>
a. First one mile or fraction thereof	MGAM/	\$5.70
b. Each additional quarter mile or fraction thereof	MGAN/	1.40

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ADJACENT EXCHANGE SERVICE (Continued)

MISSOURI
Public Service Commission

C. Conditions

1. The providing of Adjacent Exchange Service is contingent upon a customer contracting for and retaining local exchange service from his primary exchange. Suspension or termination of the customer's primary service for any reason shall require suspension or termination of the Adjacent Exchange Service.
2. Adjacent Exchange Service will be provided between any primary and adjacent exchange in the state of Iowa.

If Adjacent Exchange Service is provided by another telephone company, the other company must have a comparable tariff on file or concur in a comparable tariff.

- a. Long distance (toll) calls may be placed on the adjacent exchange line only when the customer is experiencing a service outage on his primary line.
 - b. Violations of this regulation will be cause for suspension or termination of the Adjacent Exchange Service.
3. Adjacent Exchange Service is not provided with pay telephone service.

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GENERAL SERVICES

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BUSY VERIFICATION SERVICE

MISSOURI
Public Service Commission

A. General

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

B. Charges

1. Per request

	<u>Charge</u>
a. Line Status	\$1.53
b. Busy Interrupt	2.15

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

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GENERAL SERVICES

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CONSTRUCTION CHARGES

A. General

Line extensions are the additions made to line facilities of the Company beyond those now existing.

B. Rates

	<u>Charge</u>
1. Line extension and additions within the Base Rate Area or Special Rate Area:	
a. Extensions and additions to plant necessary to provide telephone service	No Charge
2. Line extensions and additions in the Suburban Area:	
a. Additions to plant along existing exchange or toll telephone circuits of the Company, including poles and buried wire	No Charge
b. Extension to plant beyond existing exchange or toll circuits of the Company along public roads or on private property:	
1) Free footage allowance:	
a) The Company will construct at its expense a maximum of 1,000 feet of line extension per applicant of which not more than 300 feet of this footage may be on private property or along private roads	No Charge
2) Extensions to plant exceeding free footage allowance:	
a) Each 100 feet or fraction thereof	\$10.00

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CONSTRUCTION CHARGES (Continued)

C. Conditions

1. Applicability

- a. Payment for line extension charges are applied for the provision of service to applicants with abnormally long extension requirements to prevent unreasonable burdening of the existing customers. All line extensions will be owned and maintained by the Company.
- b. Line extension charges set forth in this schedule are applicable in connection with all classes, types and grades of service, when established by means of an extension to the Company's plant consisting of "buried wire" or pole construction, including extensions by means of poles to be owned solely by the Company or jointly with others. The Company shall determine the type of construction to be used.

2. Location and Measurement of Line Extensions:

- a. The location and route of line extensions are determined by the Company, and the distance (excluding drop wire) is measured along the route so selected.
- b. Where the proposed construction is over private property and forms a part of a route to be used for serving customers in general, or the construction is on private property in lieu of on public roads, at the option of the Company, such construction shall be treated as being on public roads. (Any construction to serve two or more customers is considered as being used for serving customers in general).
- c. The total extension to facilities (along public roads or on private property) to be furnished without charge in the Suburban Area shall not exceed 1,000 feet per applicant. Where the total extension exceeds 1,000 feet, the free footage allowance is first computed for the private property portion of the extension prior to computing any allowance for the construction along public roads.

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CONSTRUCTION CHARGES (Continued)

MISSOURI
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C. Conditions (Continued)

3. Collective Application and Grouping of Applicants:

- a. When construction is required to serve a new applicant, a survey may be made of all prospects who might be served from the new construction or an extension thereof and who could derive benefit by being included in the project. Allowances are made only for those prospective customers making application for service.
- b. All applicants may be grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile. Two or more projects may be combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved.
- c. The free footage allowance may be granted each applicant at one premise only, regardless of the number of services ordered for that premise.
- d. When an applicant requests service and makes application for service at more than one premise, he is treated as being a separate applicant at each premise of this schedule.

4. Apportionment of Charges to Group of Applicants:

- a. Applicants may be divided into two groups:
 - 1) The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charges is made to such applicants.
 - 2) The second group includes all remaining applicants on the project. The overall charge for the project is divided equally among all applicants in the second group.
- b. Exceptions:
 - 1) No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group may be absorbed by the Company.
 - 2) Charges for extensions to plant on private property are assumed by applicants on whose property such extensions are made and these charges are not included in the overall charges for the project. Likewise, the free footage allowance on private property is not included in the collective allowance for the project.

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CONSTRUCTION CHARGES (Continued)

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C. Conditions (Continued)

5. Payment of Charges:

- a. Line extension charges are payable in advance and, except as described in Conditions 7, 10 and 11, are not refundable.

6. Charges to Subsequent Applicants:

- a. When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the line extension charge based upon a number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, the time to be computed from the date service is established for the new applicant.
- b. Where additional construction is required for an applicant to be served from a project less than three years old, the cost of the project is recomputed as above if such recomputation does not increase the charges to those customers served from the existing project. Otherwise, a new project will be established.

7. Adjustment in Charges When Additional Applicants are Connected:

- a. When a project is recomputed as described in Condition 6 above, existing customers will be refunded a prorate of the difference between the original charges and refigured charges, based on the remainder of the three-year term. Recomputation of charges due to the addition of new applicants is made on the assumption that there have been no disconnects.
- b. In the event the Company attaches interexchange toll facilities to the line extension within the three-year period, the Company will refund a prorated amount to cover the unexpired portion of the line extension charges for that part of the line extension facilities so used.
- c. Where construction on private property is subsequently treated as being on public roads, or where a private road is dedicated to the public use, within three years of completion of the original project, the line extension charges shall be recomputed and refunds made to the initial applicants, where applicable.

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CONSTRUCTION CHARGES (Continued)

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C. Conditions (Continued)

8. Disconnects:

- a. When one or more customers on a project disconnects within the three-year term, no refund is made of the line extension charge to the disconnect customer. Charges to remaining customers are not affected by disconnects.

9. Re-Use of Facilities

- a. When a customer disconnects service or moves off the project and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original customer and the new applicant.
- b. Where a customer is disconnected for any reason and subsequently reapplies for service for the same premises, the customer will not be required to pay any additional line extension charges in addition to his total original obligation.
- c. Where a customer has paid line extension charges for service at a premise on a given project and subsequently applies for service at a different premise on the same project, the customer will not be assessed additional line extension charges greater than his original obligation unless additional construction is required.

10. Line Extensions Into Real Estate Subdivisions:

- a. When line extensions are requested into real estate subdivisions by a subdivider and the facilities and/or type of construction requested differs from that considered prudent by the Company, an installation charge equal to the difference between the estimated cost of the facilities that would normally be provided by the Company will apply.

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CONSTRUCTION CHARGES (Continued)

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C. Conditions (Continued)

11. Temporary or Speculative Service:

- a. Line extensions to provide service to an applicant engaged in temporary or speculative business may be made on the condition that the applicant pays to the Company the total cost of the construction and removal of the line necessary in furnishing the service less the salvage value of the materials used.
- b. If a customer maintains for 36 consecutive months a service installation which was originally established on a temporary or speculative basis, and if his business or operation at the end of that time has proven its permanency to the satisfaction of the Company, there will be refunded to the customer an amount equal to the difference between the payment made pursuant to the above paragraph and the normal line extension charge which would have been applicable at the time the customer's service was installed.
- c. In no event shall service installation be classed as temporary or speculative for more than six years. Refund provisions of this condition apply at the end of not more than six years.

12. Contracts:

- a. Contracts, covering periods of not to exceed three years of telephone service, may be required by the Company as a condition precedent to the establishment of the service when line extensions are necessary. Such contracts will not require advance or unusual payments in excess of those otherwise required by this schedule, and shall not interfere with the Company's right to collect amounts as provided for elsewhere in its Tariff schedules.

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CONSTRUCTION CHARGES (Continued)

MISSOURI
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C. Conditions (Continued)

13. Saving Clause:

a. Arrangements may be made, other than as provided for above in this schedule, in the following cases subject to prior authorizations of the Iowa State Utilities Board when required:

- 1) Where the applicant requests a particular type of construction or a specific route for extensions to meet the applicant's special requirements and where the construction or route requested differs from the normal standards of the Company and is not required by law.
- 2) Line extensions involving underground crossings of railroads, highways or power lines, submarine cable or long river crossings.
- 3) Any other line extensions involving unusual or disproportionately large construction expenditures as compared to the usual line extension.

14. Disputes:

a. In case of disagreement or dispute regarding the application of any provision herein, or in circumstances where the application of this rate appears impracticable or unjust to either party, the Company, applicant or applicants may refer the matter to the Iowa State Utilities Board for ruling.

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GENERAL SERVICES

CUSTOM CALLING SERVICE

MISSOURI
Public Service Commission

A. General

Custom Calling Service consists of one or more of the following features which provide special kinds of customer-controlled communications features on individual service lines. Custom Calling Service is available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as:

1. Call Waiting--Provides a signal to a customer using the telephone that another call is being attempted to his number. The customer can "hold" the original call to answer the incoming call.
2. Call Forwarding--Permits all calls directed to a customer number to be routed on to another dialable number, predetermined and activated by the customer. (See NOTE.)
 - a. Calls forwarded beyond the local (toll free) calling area will be charged to the customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.
3. Three-Way Calling--Allows for the addition of a third number to a connection made between two numbers without the assistance of a Company operator. (See NOTE.)
4. Speed Calling--Permits customer calling to other telephone numbers through the dialing of a code rather than an entire telephone number. Two capacities are available: 8- or 30-number code lists.

NOTE: The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, normal grade of end-to-end transmission cannot be guaranteed on such calls.

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GENERAL SERVICES

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CUSTOM CALLING SERVICES (Continued)

B. Rates

1. Service Charges apply, except that the Company may waive certain applicable service charges during promotions as follows:
 - a. Special promotions in all exchanges equipped with available facilities.
 - b. Introductory promotions in exchanges where Custom Calling Services become available because of technological changes.
2. First time customers to this service, because of technological changes, may be included in a 30 day promotion at the time of the change.
3. Service Charges are not applicable when provided in conjunction with the original installation of another service.

	<u>S & E Code</u>		<u>Monthly Rate</u>	
	<u>Bus.</u>	<u>Res.</u>	<u>Bus.</u>	<u>Res.</u>
4. Per 1-party line equipped with:				
a. Custom Calling Service I.D.	BCCS/	RCCS/	\$ -	\$ -
b. Call Forwarding (Call Transfer)	BCF/	RCF/	2.35	1.65
c. Call Waiting	BCW/	RCW/	2.35	1.65
d. Speed Call				
1) Capacity of 8 preselected numbers	BAD/	RAD/	2.35	1.65
2) Capacity of 30 preselected numbers	BAE/	RAE/	3.75	3.05
e. Three-Way Calling	B3C/	R3C/	2.35	1.65
f. Credit for Multiple Feature same line, each	BCCR/	RCCR/	(.40)(1)	(.40)(1)

C. Conditions

1. Restriction of service to Three-Way and Speed Call features may be inherent due to equipment limitations; i.e., within same "hunting group".
2. Custom Calling Services may be provided on individual lines, Private Branch Exchange trunks, key business lines, and pay telephone access lines.

(1) The specified credit per feature, per month, applies when two or more Custom Calling Features are provided on the same line.

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GENERAL SERVICES

DIRECTORY ASSISTANCE SERVICE

MISSOURI
Public Service Commission

A. General

Directory Assistance Service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this Tariff apply when the Company's customers request the telephone number listings in the Number Plan Area (NPA-area code) in which the customer receives local exchange service or within any adjacent local calling area covered by Tariffs on file. Such charges also apply to customers within such adjacent local calling areas who request numbers of other customers within such local calling areas or within the Number Plan Area in which the customer receives local exchange service, when a directory assistance charging plan is in effect in that state.

B. Rates

Customer originated calls in excess of the applicable monthly allowance (maximum of two requests per call),
each \$.60

C. Conditions

1. An allowance of two calls per month, at no charge, will be made for each access line.
2. Call allowances are not transferable between accounts.
3. For the purposes of administering this Tariff, the full allowance will apply for service on record as of the customer's billing date.

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DIRECTORY ASSISTANCE SERVICE (Continued)

MISSOURI
Public Service Commission

C. Conditions (Continued)

4. Charges for Directory Assistance Service are not applicable to calls placed from:

- a. Hospitals.
- b. Hotels and motels.
- c. Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.

Blind and physically disabled people may apply for exemption from these charges through the business office.

- d. Calls from certified exempt customers and charged to their Calling Card.
5. Charges will apply on requests for numbers which are unlisted or which the operator cannot find.

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GENERAL SERVICES

DIRECTORY LISTINGS

MISSOURI
Public Service Commission

A. General

The following rates are applicable to the alphabetic section of the telephone directory for business or residence customers.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>
1. Primary Listings (See Condition 1)	-	\$ -
2. Additional Listings		
a. Business	ALB/	1.05
b. Residence	ALR/	1.05
3. Alternate Listings		
a. Business	ALTB/	1.05
b. Residence	ALTR/	1.05
4. Non-published Service, per listing	NPN/	1.35
5. Non-listed Service, per listing	NLN/	1.05
6. Foreign Exchange Listings (See Condition 4)	FL/	1.05
7. Cross Reference Listing	CREF/	1.05
8. Line of Information	LIF/	1.05

C. Conditions

1. A primary listing is furnished as part of and in the rates for telephone service. The primary listing may include the name, address and telephone number of:

- a. The individual, organization, firm or corporation contracting for the service.
- b. The same surname with no more than two individual given names. Each given name for the purposes of this Tariff is defined as any combination, not to exceed two, of the following:
 - 1) First name
 - 2) Middle name
 - 3) Initial
 - 4) Nickname
 - 5) Maiden name

c. An additional listing reversing the order of the individuals' given names in b. above may be provided at the rates for Additional Listings, shown in B. Rates above.

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DIRECTORY LISTINGS (Continued)

C. Conditions (Continued)

2. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.
 - a. Additional listings may be furnished with business, residence or pay telephone service for persons who occupy the same premises at the rates shown above. (See Joint User Service).
3. An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.
 - a. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.
4. A foreign or noncustomer listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.
5. Non-published service is the omission of a customer's listing from both the telephone directory and Directory Assistance records.
 - a. When non-published service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished listing.
 - b. The rate for a non-published service is specified in Section B. Rates.
 - c. No charge will apply to non-published numbers for customers having other listed services.
6. Non-listed service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance Operator.

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DIRECTORY LISTINGS (Continued)

MISSOURI
Public Service Commission

C. Conditions (Continued)

7. Line of Information is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties.
8. The charge for additional, alternate, non-listed or non-published listings begins on the day the Directory Assistance records are posted.
9. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.
10. Listings will be limited to such information as is necessary for proper identification.
11. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
12. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.

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EMERGENCY CONFERENCE SERVICE

MISSOURI
Public Service Commission

A. General

Emergency Conference Service is furnished in the interest of public safety by means of equipment located in a central office of the Company through which any exchange customer may make an announcement to several exchange stations simultaneously.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. Type 291 - Solid State			
a. System I - Capacity 20 lines	/FRCB	\$155.00	\$ 820.00
b. System II - Capacity 30 lines	/FRCH	212.00	1,055.00
c. Automatic Access	/FRCK	4.70	30.85
d. Station Line Circuit	/FRCC	4.60	30.85
2. Automatic Type (1)			
a. Up to 10 reporting stations	/FRS1	25.00	100.00
b. Up to 20 reporting stations	/FRS3	43.00	200.00
c. Additional reporting stations, each	/FRSL	3.75	-

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(1) Limited to existing customers at existing locations.

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EMERGENCY CONFERENCE SERVICE (Continued)

MISSOURI
Public Service Commission

C. Conditions

1. This service may be furnished in connection with individual line service only.
2. A contract or agreement for Emergency Conference Service will be for a minimum service period of three years.
3. Such Emergency Conference equipment is not to be used for performing any function other than the reporting or dissemination of information of an emergency nature.
4. Obligation of the Company for liability in connection with Emergency Conference Service is specified in Part 2 under General Regulations of this Tariff.
5. Connection to a non-amplified Emergency Conference Service System may be denied by the Company if that connection exceeds the operational limits of that system, as determined by the Company.

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GENERAL SERVICES

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EMPLOYEES' TELEPHONE SERVICE

MISSOURI
Public Service Commission

A. General

Employees' Telephone Service is offered to all permanent full-time employees at their listed permanent residence, when such service is provided by the Company.

B. Rates

1. All craft and clerical personnel who reside within an area served by the Company shall be granted a 100% concession on one residence main Access Line and Extended Area Service component. This will include Touch Calling where available and one of the following three Custom Calling Service features where available: Call Waiting, Call Forwarding and Three-Way Calling.
2. All management personnel who reside within an area served by the Company shall be granted a 100% concession on one residence Access Line and Extended Area Service component. This will include Touch Calling where available and the following three Custom Calling Service features where available: Call Waiting, Call Forwarding, and Three-Way Calling.
3. No concession for toll message services is made to employees.
4. This concession does not extend to nonrecurring service charges, mileage charges or other miscellaneous items.

C. Conditions

1. Employees' Telephone Service at their residence is available to employees of the Company having at least three months continuous service with the Company.
2. One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).
3. Retired Company employees who reside in exchanges operated by the Company shall receive Employees' Telephone Service at the same rate as at their time of retirement.
4. Services provided to employees other than as listed in B. Rates above will be provided at regularly filed Tariff rates.

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GENERAL SERVICES

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JOINT USER SERVICE

A. General

Joint Use of Service permits a person, firm or corporation to share the use of telephone service provided to a business customer.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>
1. Joint Use of Service	(1)	50% of applicable business rate.

C. Conditions

1. Joint Use of Service will be furnished with the approval of the Company only with business individual line or PBX/PABX Service.
2. Joint Use of Service will not be furnished to a customer who is in a business of a secretarial nature, or of renting or leasing space to transient or permanent tenants.
3. The Joint User must be located on the premises or in the same office, or in the same suite of offices, as the customer, or in an office adjacent to and directly accessible from the customer's office.
4. A Joint User will be furnished one directory listing without additional charge.
5. Applications for Joint Use of Service shall be made by the customer.
6. The customer will be responsible for all charges incurred by the Joint User.

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(1) Choice of codes available, depending upon the application of service. JUN 24 1991

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JOINT USER SERVICE (Continued)

MISSOURI
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C. Conditions (Continued)

7. Additional listings and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates.
8. After the listing for the Joint User has been included in the directory, Joint Use of Service may not be discontinued during the life of the directory, except under the following conditions:
 - a. The customer's service is discontinued;
 - b. The Joint User moves from the premises where the customer's service is located;
 - c. The Joint User established his own primary service on the same premises.
9. Joint User Service is not available in conjunction with Usage Pricing Service.

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GENERAL SERVICES

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LINE HUNTING SERVICE

A. General

1. Line Hunting Service provides a feature whereby a group of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched in sequence until an idle telephone number is connected.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>
Line Hunting, per line	RNL	\$ 6.00

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GENERAL SERVICES

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LOCAL OPERATOR ASSISTANCE

MISSOURI
Service Commission

A. General

1. Local Telecommunications Service is that of furnishing telephone communications within local service areas.
2. Local operator assistance is furnished to customers upon request in order to complete local calls.
3. Three classes of Local Service are offered, namely, Dial Station-to-Station Service; i.e., local flat rate; Operator Station-to-Station Service; and Person-to-Person Service. These definitions are found in the Long Distance Message Telecommunications Service Tariff, and these definitions apply to local calls as well.
4. Dial Station-to-Station class of service applies to Operator Station-to-Station calls placed sent-paid from residence access lines which are certified by a qualified authority as services of persons who are disabled and unable to dial telephone numbers. All station-to-station calling card calls charged to the certified line are subject to the charges in B.1. following.

Certification is provided upon the customer's written application to the Company for each residence access line to be included. Certification becomes effective with the bill following approval of the application. Requests to change to or from certification are not subject to charge. Customers may verbally identify themselves as being unable to dial a call because of their disability. Any local Dial Station-to-Station charges will apply to these sent-paid calls.

5. Customers who identify themselves as being disabled and unable to dial the call will not be required to pay the operator-assisted charge for sent-paid Station-to-Station calls from pay telephones.
6. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Tariff.

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LOCAL OPERATOR ASSISTANCE (Continued)

MISSOURI
Public Service Commission

B. Charges

Charge
Per Call

1. Credit Card Calls

For customer-dialed "0+" calls, completed by the caller or completed by the operator, that will be billed to the caller's credit card or special billing number instead of the telephone originating the call \$.63

2. Operator Station Calls

For customer-dialed "0-" calls where the operator completes the call and arranges billing to the originating telephone number, credit card, collect or to a third number (includes operator-placed calls to Directory Assistance) 1.31

3. Person-to-Person Calls

For customer-dialed "0-" calls where the operator completes the call to a designated person or extension. Billing can be to the originating telephone number, credit card, collect or to a third number 2.75

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GENERAL SERVICES

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MILEAGE RATES

MISSOURI
Public Service Commission

A. General

Mileage rates apply for extending standard voice grade intra-exchange service between premises or Outside the Base Rate Area for the same customer. Any other intra-exchange improved grade of circuits may be provided as set forth in General Rules and Regulations, Special Assemblies of Equipment.

B. Rates

	S & E Code(1)	Monthly Rate per 1/4 Mile
1. Between Separate Premises		
a. First quarter mile	/OPM1	\$4.70 (2)
b. Each additional quarter mile or fraction thereof	/OPM2	1.95 (2)
2. Tie Line Mileage		
	/TL1	1.80
3. Outside the Base Rate Area		
a. Individual line service, Semipublic Service or PBX/PABX trunk, first quarter mile	MG1/	1.10
b. Each additional quarter mile or fraction thereof.	MG1M/	.95

C. Conditions

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

- Specific mileage codes for specific applications are available.
- For extensions that must pass through the C.O., the Company will calculate total mileage as the airline distance from the first location to the C.O. plus the airline distance from the C.O. to the second location.

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MILEAGE RATES

MISSOURI
Public Service Commission

C. Conditions (Continued)

4. Off-premises line terminations may be furnished subject to the following conditions:
 - a. When provided on party lines, such sets are subject to removal by the Company whenever they interfere with the satisfactory operation of the line.
 - b. May be located on the premises of another customer and restricted to answering incoming calls only, provided the other has his own separate service at the same location.
 - c. Business off-premises line terminations may be provided at a residence location of the same customer where residence service is also provided.
 - d. Residence off-premises line terminations may be provided at a business location of the same customer where business service is also provided.

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SELECTIVE CLASS OF CALL SCREENING

MISSOURI
Public Service Commission

A. General

1. Selective Class of Call Screening Service enables a customer, by means of Company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number or a Company credit card account.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate(1)</u>	<u>NRC</u>
1. Per Access Line Equipped	SCCS	\$ 2.05	\$50.00

C. Conditions

1. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the establishment.
2. This service is available to hospitals, hotels, motels and other such institutions only where facilities permit.
3. Service Charges will apply when customers change the existing Call Screening on the line or add Call Screening to a line.

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(1) The above monthly rate is in addition to any other appropriate rates Commission charges on file in this Tariff.

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SPECIAL BILLING NUMBER SERVICE

MISSOURI
Public Service Commission

A. General

Special Billing Number Service is the provision of a separate listing of toll telephone messages each month for each billing number used in placing calls.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>
1. Special Billing Numbers, each	SBN1/	\$1.00

C. Conditions

1. Special Billing Number Service may be provided in conjunction with all classes and grades of service.
2. The minimum period for which this service may be offered is two months.

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CONTEL OF IOWA, INC.
(MO.) - TELEPHONE TARIFF

PSC MO. NO. 3
PART 5
ORIGINAL SHEET 31

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TRANSFER SERVICE

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A. General

This service provides for the automatic transfer of incoming calls from one line to another through the operation of a key at the customer's location.

B. Rates (1)

	<u>S & E</u> <u>Code</u>	<u>Monthly</u> <u>Rate(2)</u>
Customer Transfer Service	CTS/	\$2.40

C. Conditions

1. This service is available only with individual line services within the same central office, where the central office is so equipped.
2. The customer must provide his own telephone and switch key.

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- (1) Service Charges apply. See Part 6.
 - (2) The monthly rates are in addition to rates and charges for Local Exchange Service.
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GENERAL SERVICES

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VACATION RATE SERVICE

MISSOURI
Public Service Commission

A. General

Vacation Rate Service is provided to residence and individual line business customers whose requirements for telephone services are less than that which might normally be provided in any 12 month period.

B. Rates

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

C. Conditions

Vacation Rate Service will be furnished under the following conditions:

1. Available to all grades of primary residence and individual line business customers, where the usage is of a seasonal nature, for periods not less than one month nor more than six consecutive months.
2. Charges may be billed in total prior to the connection of service or monthly at the option of the Company.
3. Vacation Rate Service is not available in conjunction with Usage Pricing Service.

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SERVICE CHARGES

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SERVICE CHARGES

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A. General

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Service charges are nonrecurring charges for establishing service, connecting equipment, and modifying existing service or equipment. Service charges are incurred by customer requests only.

1. Service Order Charge

The charge for receiving and recording information from a customer or applicant. One of the following will apply:

- a. A primary charge applies to customer requests initiating service, reestablishing service at a new location, and/or changes in telephone numbers.
- b. A subsequent charge applies to all other customer requests.

2. Facility Administration Charge

The charge for work associated with provision of service from the central office including, but not limited to, central office connections, cable cross connections and/or outside plant connections up to and including the protector and/or the point of demarcation.

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SERVICE CHARGES

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B. Application

1. Charges in this section apply in addition to all other rates and charges in this Tariff unless specifically excepted.
2. One or more charges may be applicable, based on the services requested by the customer.
3. Only one Service Order charge applies per customer contact.
4. Installation of off-premise extensions will be performed on a time and materials basis.
5. Facility Administration charges for installing off-premise extensions will be determined by the number of premise visits requested by the customer.
6. Service restoral charges will include a Subsequent Service Order charge and a Facility Administration charge.

C. Exceptions

Service charges do not apply to:

1. Removal or discontinuance of service.
2. Calling card requests.

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SERVICE CHARGES

MISSOURI
Public Service Commission

D. Charges

Service Charges for initial establishment of service may be paid in six equal monthly installments beginning with the first bill.

	<u>Business</u>		<u>Residence</u>	
	<u>S & E Code</u>	<u>Charges</u>	<u>S & E Code</u>	<u>Charges</u>
1. Service Order, per request				
a. Primary	/C5A	\$21.50	/H5A	\$21.50
b. Subsequent	/C5F	14.95	/H5F	14.95
2. Facility Administration charge, per line, per central office	/C5B	20.55	/H5B	20.55

E. Non-Sufficient Funds

A charge applies to cover the administrative cost incurred in handling non-sufficient funds checks.

/NSFC	15.00	/NSFC	15.00
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SERVICE CHARGES

F. Low-Income Telephone Connection Assistance Program-Link Up Iowa

1. General

The Low-Income Connection Assistance Program-Link Up Iowa is a plan to assist qualified low income applicants by providing a credit to the service connection charges applicable to the provisioning of a single telephone line per household at the applicant's principal place of residence. The rules and regulations contained herein are in addition to all other applicable rules and regulations located in other parts of this Company's Tariff.

2. Eligibility Requirements

To be eligible for assistance, an applicant must participate in one of the following programs: (C)

- a. Medicaid (e.g. Title XIX/Medical, state supplemental assistance);
- b. Food Stamps
- c. Supplemental Security Income
- d. Federal Public Housing Assistance Section 8
- e. Low-income Home Energy Assistance Program;
- f. Temporary Assistance to Needy Families;
- g. National School Lunch Program's free lunch program. (C)

3. Application for Program

An applicant for service shall request connection assistance through completion of a form provided by the Telephone Company.

The applicant shall receive the benefit of the Link Up Service program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Link Up Service assistance was provided previously. (N)
(N)

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D. M. Anderson
Vice President - External Affairs
Iowa Telecommunications Services, Inc.

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F. Low-Income Telephone Connection Assistance Program-Link Up Iowa Service Commission

1. General

The Low-Income Connection Assistance Program-Link Up Iowa is a plan to assist qualified low income applicants by providing a credit to the service connection charges applicable to the provisioning of a single telephone line per household at the applicant's principal place of residence. The rules and regulations contained herein are in addition to all other applicable rules and regulations located in other parts of this Company's Tariff.

2. Eligibility Requirements

To be eligible for assistance, an applicant must:

- a. Not be a dependent for federal income tax purposes unless the applicant is more than 60 years of age;
- b. Either be income eligible, for Iowa Low-Income Home Energy Assistance, or be eligible, though not necessarily participating, for public assistance under one of the following programs:
 - (1) Aid to families with dependent children;
 - (2) Food stamps;
 - (3) Supplemental Security income;
 - (4) Title XIX/Medical;
 - (5) Low-Income Energy Assistance program;
 - (6) State supplementary assistance;

3. Application for Program

An applicant for service shall request connection assistance through completion of a form provided by the Telephone Company.

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SERVICE CHARGES

F. Low-Income Telephone Connection Assistance Program-Link Up Iowa (Cont'd)

4. Verification of Eligibility

The customer, who is requesting Link Up Service, must provide a signed form, provided by the Company certifying under penalty of perjury that he or she is receiving benefits from one of the programs specified in F.2. preceding. The applicant must identify the program or programs from which he or she is receiving benefits, and agree to notify the Company when they no longer participate in the program or programs. For customer certifying under the Federal Poverty Guidelines, the customer shall provide the financial documentation to support the number of members of the household and the household annual income.

(C)

(C)

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Vice President - External Affairs
Iowa Telecommunications Services, Inc.

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SERVICE CHARGES

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F. Low Income Connection Assistance Program-Link Up Iowa (Continued)

4. Verification of Eligibility

- a. The applicant shall provide proof that he or she is participating or is eligible to participate, in a public assistance program or that the applicant's total household income from all sources qualifies him or her to participate in the State's Low-Income Energy Assistance program.
- b. The verification provided by the applicant may include, but is not limited to, any one of the following:
 - (1) A Title XIX medical card;
 - (2) A gas or electric bill showing participation in the Low-Income Assistance Program;
 - (3) A copy of a current AFDC, SSI, VA, or Iowa Department of Employment Services check;
 - (4) A state or federal income tax return; or
 - (5) Other appropriate documentation showing eligibility for, or participation in, a public assistance program or the Iowa Low-Income Home Energy Assistance program.

5. Charges and Deferred Payment

- a. All Tariffed charges applied in initiating telephone service to residential customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or thirty dollars (\$30), whichever is less.
- b. All applicants may defer payment of the service connection charges or security deposit. Interest will not be charged on these deferred payments. The deferred payment schedule:
 - (1) Shall not be less than four months if the total deferred payment is \$20.00 or more.
 - (2) May be less than four months if the total deferred payment is less than \$20.00.
 - (3) Shall not be more than twelve months.
 - (4) May require a minimum payment of \$5.00 per month.

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FOREIGN EXCHANGE SERVICE

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A. General

1. Foreign Exchange Service is interexchange service provided at a location in an exchange other than that in which the central office is located and from which the customer would normally be served.
2. Foreign Exchange mileage is covered in the Contel of Iowa Intrastate Access Tariff.

B. Rates

1. Regular filed rates of the serving Company apply to the class and grade of service provided.
 - a. Plus, applicable rural mileage charges in the local exchange if the customer is located outside of the Base Rate Area of the local exchange.
 - b. Plus, applicable Foreign Exchange mileage charge, per mile, or fraction thereof.

C. Conditions

1. A customer to Foreign Exchange Service is considered to be a customer of the local exchange for all contacts, e.g., initiation of service orders, billing, collections, customer payments and other related functions. The only exceptions to this definition will be those resulting through the use of the service, such as repair service, information and toll.
2. Foreign Exchange Service will be limited to business and residence individual line service, or PBX trunks, when facilities for its provision are available.
3. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listings in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.
4. Customers to Foreign Exchange Service are required to subscribe to service of the local exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.
5. Calls beyond the local service area of the service exchange will not be permitted. Local service area is considered to be the telephones served by the Foreign Exchange, plus any extended area service which may be provided from the Foreign Exchange.

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HAWKEYE STATE PLAN CONCURRENCE

A. Concurrence in Rates and Charges of Northwestern Bell Telephone Company

1. Contel of Iowa, Inc. concurs in the rates and regulations of the Hawkeye State Plan contained in Iowa Tariff No. 10 of Northwestern Bell Telephone Company in the state of Iowa.
2. Contel of Iowa, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by the Northwestern Bell Telephone Company.
3. Contel of Iowa, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company by filing with the Iowa State Utilities Board a replacement Tariff.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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MESSAGE TOLL TELEPHONE SERVICE CONCURRENCE

MISSOURI
Public Service Commission

A. Concurrence in Rates and Charges of Northwestern Bell Telephone Company

1. Contel of Iowa, Inc. concurs in the rates and charges governing intrastate Message Toll Telephone Service, as applied by the Northwestern Bell Telephone Company in the state of Iowa.
2. Contel of Iowa, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by the Northwestern Bell Telephone Company.
3. Contel of Iowa, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company by filing with the Iowa State Utilities Board a replacement Tariff.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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PRIVATE LINE TELEPHONE SERVICE

MISSOURI
Public Service Commission

A. Inter-Exchange Private Line Service

- 1. All Private Line Services are provided in the Contel of Iowa Intrastate Access Tariff.

B. Intra-Exchange Private Line Service

- 1. All Private Line Services are provided in the Contel of Iowa Intrastate Access Tariff.

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WIDE AREA TELECOMMUNICATIONS SERVICE CONCURRENCE

MISSOURI
Service Commission

A. Concurrence in Rates and Charges of Northwestern Bell Telephone Company

1. Contel of Iowa, Inc. concurs in the rates and charges governing Wide Area Telecommunications Service, as applied by the Northwestern Bell Telephone Company in the state of Iowa.
2. Contel of Iowa, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by the Northwestern Bell Telephone Company.
3. Contel of Iowa, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company by filing with the Iowa State Utilities Board a replacement Tariff.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE

MISSOURI
Public Service Commission

A. General

Contel Enhanced Business System - II Service is a fully integrated digital communication system designed to serve business customers. This offering is a Central Office service which is an alternative to customer PBX, Multifunction and Key systems.

B. Rates

1. The rates set forth below are for switching equipment located in the Company's central office; station equipment is located at the designated customer location(s).

2. Contel Enhanced Business System - II Access Rates:

a. In addition to Intragroup Calling rates as specified below, individual access line rates for LOCAL EXCHANGE SERVICE, Vol II, Section 4, apply for outside access line service.

b. The Federal Subscriber Line Charge (End User Charge) applies to both the local exchange individual access lines as well as Contel Enhanced Business System II Intragroup Calling Lines and is in addition to the rates described below.

3. Intragroup Calling Services (lines not designated as outside access lines).

Intragroup Calling Service lines provide communication paths for intra customer callings.

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE

# Lines	Distance from Central Office (Miles)							
	S & E Code	.5	S & E Code	1.0	S & E Code	1.5	S & E Code	2.0
2 - 99	IT01	\$6.00	IT02	\$9.30	IT03	\$12.65	IT04	\$15.95

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

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B. Rates (Continued)

3. Intragroup Calling Services (Continued)

3 YEAR TERMINATION AGREEMENT REQUIRED FOR

100 LINES OR MORE

Distance from Central Office (Miles)

# Lines	S & E		S & E		S & E		S & E	
	Code	.5	Code	1.0	Code	1.5	Code	2.0
100 - 149	IT05	\$5.55	IT06	\$8.40	IT07	\$11.25	IT08	\$14.05
150 - 199	IT09	5.10	IT10	7.45	IT11	9.80	IT12	12.15
200 - 299	IT13	5.00	IT14	7.25	IT15	9.50	IT16	11.75
300 - 399	IT17	4.65	IT18	6.60	IT19	8.50	IT20	10.45
400 - 599	IT21	4.50	IT22	6.35	IT23	8.15	IT24	9.95
600 - 899	IT25	4.20	IT26	5.70	IT27	7.15	IT28	8.65
900 - Over	IT29	4.10	IT30	5.45	IT31	6.85	IT32	8.20

a. Conditions to Intragroup Calling Rates.

1. Virtual Facility Group (VFG) Service is required for each outside access line ordered.
2. A termination agreement is required for 100 lines or more.
3. Service offering is limited to availability of Company facilities and construction requirements.
4. In the event that a customer should wish to terminate prior to the end of a termination agreement, the amount due as a termination payment will be the number of months remaining in each termination agreement multiplied by the then current tariff filed rate. Partial months will be calculated on a 30 day/month basis.
5. In the event that a customer should wish to add services subject to a termination agreement, a new agreement is required for the new services and the existing agreement on the existing services would remain in effect.

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

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B. Rates (Continued)

4. Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff. All service and feature rates listed below are per line, per month.

5. Basic Features (1)

	<u>S & E Code</u>	<u>Monthly Rate</u>
Contel Enhanced Business System - II Service Access Lines		
a. Lines 2 - 49, each	IBNA	\$ 3.50
b. Lines 50 to 74, additional	IBNB	3.25
c. Lines 75 and up, additional	IBNC	3.00

6. Enhanced Services & Features

a. Virtual Facility Group (VFG) Feature
(per outside access line when one or more intragroup lines are ordered)

1) Lines 1-50 each	IBF1	2.40
2) Lines 51 and up, additional	IBF2	1.25

b. Business Set Service (2)

1) Lines 1-50 each	IBF3	3.55
2) Lines 51 and up, additional	IBF4	2.35

(1) For available feature listing see Paragraph E.1. following.

(2) A central office software feature which provides the customer the ability to utilize specific functions of specialized customer premise equipment. Business Set Service excludes customer premise equipment.

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

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C. Conditions

1. If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company.
2. Contel Enhanced Business System - II Service is only offered within the digital complexes where facilities are available.
3. Service area is limited to manufacturer's equipment specifications.
4. The minimum charge for service provided under this Tariff shall be one month.
5. Contel Enhanced Business System - II Service is only available to customers with Touch Tone Service as specified in GENERAL SERVICES, Part 5 of this Tariff.
6. Extended Area Service (EAS) is provided with this Service in the event the customer's Central Office Exchange has EAS. Rates will apply as set forth in LOCAL EXCHANGE TARIFF, Part 4.
7. The service is limited to customers with a minimum requirement of two outside access lines.

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

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D. Explanation of Terms

1. Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.
2. Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

E. Basic Service Features

1. Basic Service is available with the following:

a. ATTENDANT FEATURES

- ACCESS TO PAGING
- CALL PARK RECALL TIMER
- CALL SELECTION
- CAMP-ON
- ATTENDANT CONFERENCE (Maximum Six Conferees)
- CONSOLE DISPLAY
- CONTROL OF TRUNK GROUP ACCESS
- LOCKED LOOP OPERATION
- RELEASE UPON COMPLETION OF DIALING
- SPEED CALLING

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E. Basic Service Features (Continued)

1. Basic Service is available with the following: (Continued)

a. ATTENDANT FEATURES (Continued)

- RECORDED ANNOUNCEMENT
- TRANSFER
- AUTOMATIC RECALL
- BUSY VERIFICATION
 - Stations
 - Trunks
- CALL HOLD
- CALL PARK
- CODE CALLING LINE TERMINATION
- CONSOLE TEST
- DELAYED OPERATION
- INTERPOSITION CALLS AND TRANSFERS
- LOCKOUT
- MAINTENANCE & ADMINISTRATION POSITION (MAP) Display For
 - Attendant Operational Measurements
- MULTIPLE CONSOLE OPERATION
- MULTIPLE LISTED DIRECTORY NUMBERS
- POSITION BUSY
- SECRECY
- SERIAL CALL
- STRAIGHTFORWARD OUTWARD COMPLETION
- SUPERVISORY CONSOLE (Basic)
- SWITCHED LOOP OPERATION
- TRUNK GROUP BUSY/Trunk Group Access Control Through Special Keys
- THROUGH DIALING
- TIMED RECALL SET TO ZERO
- TROUBLE KEY ON SYSTEM-II CONSOLE
- TRUNK GROUP BUSY INDICATION
- 2-WAY SPLITTING
- UNIFORM CALL DISTRIBUTION From Queue
- WILD CARD KEY

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

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E. Basic Service Features (Continued)

1. Basic Service is available with the following: (Continued)

b. SERVICES

ACCESS

- Common Control Switching Arrangement (CCSA) E&M Types I & II
- CO From PBX
- Enhanced Private Switched Communication Service (EPSCS)
- Electronic Tandem Network (ETN)
- Special Service Facilities

ATTENDANT SERVICE

- Local Consoles
- Remote Consoles

ATTENDANT SERVICE (Centralized, Limited to Host and Remote Line Equipment)

CLASS-OF-SERVICE RESTRICTIONS

- Fully Restricted Service
- Semirestricted Service
- Toll Restricted Service
- Unrestricted Service

CODE CALL ACCESS

CODE RESTRICTIONS

DATA CALL PROTECTIONS

DATA PULSE CONVERSION

DIAL TONE UPON TRUNK SEIZURE

DICTATION ACCESS & CONTROL (DTMF only)

DIRECT INWARD DIALING (DID)

DIRECT OUTWARD DIALING (DOD)

END-TO-END SIGNALING

FLEXIBLE INTERCEPT

FOREIGN EXCHANGE (FX) Line - Analog

FOREIGN EXCHANGE (FX) Trunk, Digital 2-Way

INCREASE IN NUMBER OF CUSTOMER GROUPS

INDIVIDUAL LINE BUSINESS SERVICE - PBX APPLICATION

LOUDSPEAKER TO RADIO PAGING ACCESS

LOUDSPEAKER PAGING - LINE TERMINATION

MULTICUSTOMER OPERATION

NIGHT SERVICE

Fixed

Flexible

Trunk Answer From Any Station (TAFAS)

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CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

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E. Basic Service Features (Continued)

1. Basic Service is available with the following: (Continued)

b. SERVICES (Continued)

OFF-PREMISES STATIONS AND EXTENSIONS
OPERATIONAL MEASUREMENTS
OUTPUTSING TO LOCAL EXCHANGE SERVICE TRUNKS
QUANTITY CONTROL (100 LINES)
SERVICE ORDER SYSTEM
SIMPLIFIED DIALING
SIX-PORT CONFERENCE CIRCUIT USE CONTROL
STATION-TO-STATION CALLING
TANDEM SWITCHING OF SPECIAL SERVICE CIRCUITS (Senderized Operation)
UNIFORM NUMBERING PLAN CAPABILITY

c. STATION FEATURES

AUTOMATIC LINE
CALL FORWARD
 All Calls
 Busy
 No Answer
CALL HOLD
CALL PICKUP
CALL TRANSFER ENHANCEMENT
CALL WAITING
CONSULTATION HOLD
MEET-ME CONFERENCE
RING AGAIN
SPEED CALLING (ONE SHORT AND ONE LONG LIST PER STATION MAXIMUM)
 Individual - Short List
 Individual - Long List
 Group - Long List
STATION ACCESS TO PAGING
STATION CALL PARK
STATION CONTROLLED CONFERENCE (SIX PORTS MAXIMUM)
3-WAY CONFERENCE/TRANSFER
 3-Way Conference
 Call Transfer of Incoming Calls
 Call Transfer of Outgoing Calls
 Call Transfer of All Calls

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SPECIALIZED SERVICES

CUSTOMER-PREMISES EQUIPMENT (1)

MISSOURI
Service Commission

A. General

1. Customer-premises equipment may be connected at the customer's premises to facilities of the Company for use with individual-line, multiparty line, PBX, key systems and pay telephone exchange service in compliance with FCC regulations.
 - a. Customers may connect equipment or systems, registered or grandfathered by the FCC, directly to the Company's network subject to the provisions as stated elsewhere in this Tariff.
2. The General Regulations contained in Part 2 of this Tariff apply. In any instance where the Tariff of the Company conflicts with the effective order of the FCC, the FCC order will have precedence.
3. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer-premises equipment.
4. Responsibility of the Customer
 - a. A customer connecting customer-premises equipment to the exchange and message toll network must make application to the Company. Such application may be made orally and followed by written application prior to the desired in-service date and shall include the following:
 - 1) The type and manufacturer of each item of the grandfathered equipment or the registration number and ringer equivalence of the registered equipment.
 - 2) The number of main terminals to be connected.
 - b. A customer must notify the Company of his intent to disconnect customer-premises equipment or services from the Company's access lines.
 - c. Upon notification from the Company that the customer-premises equipment is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.
 - d. The customer will be responsible for the payment of charges under Service Check Charges for service calls by Company employees to the customer's premises where a service difficulty or trouble report results from customer-premises equipment and/or inside wire. FILED

(1) See also Customer-Premises Inside Wire, Part 2.

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CUSTOMER-PREMISES EQUIPMENT (Continued)

MISSOURI
Public Service Commission

A. General (Continued)

4. Responsibility of the Customer (Continued)

- e. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, installation charges, Service Charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities, and Service Check Charges as may apply.
- f. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of main terminals to provide adequate access to his customer-premises equipment in accordance with accepted communications industry standards.
- g. When a customer connects his equipment, he must provide all of the terminal equipment on the customer's side of the point of demarcation.
- h. Use of Company facilities or service in conjunction with any device for recorded public announcements is subject to the following conditions:
 - 1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - 2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.
 - 3) Non-published telephone service will not be furnished for use with recorded public announcements.
 - 4) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

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CUSTOMER-PREMISES EQUIPMENT (Continued)

MISSOURI
Public Service Commission

A. General (Continued)

5. Responsibility of the Company

- a. The technical criteria for customer-premises systems and equipment is contained in the FCC Tariffs of the AT&T Company with which this Company concurs.
- b. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-premises equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures which might affect customer-premises equipment or systems.
- c. The Company shall not be responsible for the installation, operation or maintenance of any customer-premises communications systems or equipment.

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CUSTOMER-PREMISES EQUIPMENT (Continued)

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B. Service Check Charges

1. Upon the individual customer's request and upon the Company's subsequent notification to the customer of the associated Tariff charge, the Company shall perform a service check. If the service check determines difficulty to be on the Company's side of the demarcation point, no charge shall be assessed for the service check. If the service check determines difficulty to be on the individual customer's side of the demarcation point, a charge may be assessed for the service check when the difficulty is associated with existing or new inside station wiring or terminal equipment which is not the responsibility of the Company to replace, repair or maintain. Only one Service Check Charge may be assessed for each difficulty which is detected regardless of the number of tests which are conducted. Normal working hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, holidays excepted.

	<u>S & E Code</u>	<u>Charges</u>
a. During normal working hours, per hour or fraction of: (time measured upon serviceman's <u>departure/arrival</u> from base of operations) . . . /CPE1		\$30.00
b. After normal hours, per hour or fraction of: (time measured upon serviceman's <u>departure/arrival</u> from base of operations) . . . /CPE3		45.00
1) Minimum charge /CPE4		60.00

2. All charges described in this Paragraph "B" are in addition to all other rates and charges billed to the customer for other services and equipment.

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CUSTOMER-PREMISES EQUIPMENT (Continued)

MISSOURI
Public Service Commission

C. Protective Connecting Arrangements

1. General

- a. Protective Connecting Arrangements will be required on party-line service for any customer-premises terminal equipment which has operating characteristics that the Company deems to cause a threat to its network's proper functioning.
- b. The Company may deny access to the Company's network or require a Protective Connecting Arrangement with just cause.
- c. "Just Cause" is any reason that adversely affects the customer's service or the service of other network customers. Examples are, but are not limited to, the following:
 - 1) Abnormal voltage or operating characteristics of customer-premises equipment.
 - 2) Incompatible ringers.
 - 3) Customer-premises equipment incompatible with calling party number identification.

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MOBILE TELEPHONE AND PAGING ACCESS LINE

MISSOURI
Public Service Commission

A. General

Mobile telephone and paging service access lines are those Company facilities that are used to connect a mobile telephone or paging service customer to a central office of an exchange through which calls can be made.

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. Mobile Telephone Access			
a. IMTS without airtime	MTAL/	\$37.70	\$(1)
2. Paging Service Access			
a. Access line with tone	MBAT/	11.00	(1)

C. Service Offerings Exchange

	<u>IMTS</u>	<u>Paging</u>
Centerville		X
Coon Rapids	X	
Knoxville		X
Mt. Pleasant		X
Pella		X

(1) Service Charges Apply. See Part 6.

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RESIDENTIAL ADDITIONAL LINES

MISSOURI
Public Service Commission

A. General

1. This is a local exchange service offering to all individual line residential customers of the Company. This service offering provides a discount for each additional line requested per customer. Additional lines will terminate at the point of demarcation.
2. If the quantity of either central office equipment or outside plant facilities in use exceeds 95% of its actual capacity, the subscriber having any such facilities dedicated for additional individual lines will be given the option to either pay 100% of the applicable residential individual line rate or relinquish any additional lines.

B. Rates

1. On all additional individual residential lines requested, the Company will collect all Service Charges specified elsewhere in this Tariff. If under some circumstance the actual installation costs are in excess of such Service Charges, the Company will charge an extra fee to cover the excess costs of such installation.
2. Each additional rate per line is equal to 80% of the applicable residential individual line rate.
3. All other associated charges will be billed at the full rate.

	S & E Code		Monthly Rate
	W/O TT	W/TT	
a. Additional Access Line Within the Base Rate Area	RLA	RLAT	80% of R1 Rate
b. Additional Access Line Outside the Base Rate Area, Flat Rate	RLAF	RLFT	80% of AR1 Rate
c. Additional Access Line Outside the Base Rate Area, with Mileage	RLAM	RLMT	80% of RR1 Rate

C. Conditions

The discount for Residential Additional Lines is not available in conjunction with Usage Pricing Service.

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DIRECT INWARD DIALING SERVICE

MISSOURI
Public Service Commission

A. General

1. Direct Inward Dialing Service to customer-premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for Direct Inward Dialing from the exchange and long distance message telecommunications network directly to the point of demarcation associated with customer-premises located switching systems.
3. The service must be provided on all lines in a trunk or Network Access Line group arranged for inward service. Routing of calls to selected numbers within the Direct Inward Dialing number group over a separate trunk or Network Access Line group is not contemplated.
4. The charges for the service, as provided in Section B. Rates, are in addition to all applicable charges for Business service and the applicable Network Access Line and connecting arrangement charges.
5. Operational characteristics of interface signal between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
6. The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
7. Directory listings will be provided in accordance with the regulations of Part 5 of this Tariff for PBX-PABX listed number trunks. Direct Inward Dialing numbers furnished herein are not entitled to free directory listings.
8. The customer-premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The rates and charges for the service contemplate the use of standard Company equipment and serving arrangements.

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DIRECT INWARD DIALING SERVICE (Continued)

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Public Service Commission

A. General (Continued)

- 10. Foreign central office mileage charges will apply if a customer is provided Direct Inward Dialing service from a foreign central office, except they will not apply to the provision of (a) Direct Inward Dialing service if two or more customers in the same central office subscribe to the service or (b) Direct Inward Dialing service if a single customer in a central office subscribes to more than 1,000 Direct Inward Dialing service numbers, and at the option of the Company the service is furnished from a foreign central office in the same exchange.
- 11. Construction charges apply where equipment or facilities required to provide a requested service are not available. Construction charges will not apply to the provision of (a) Direct Inward Dialing service if two or more customers in the same central office subscribe to the service or (b) Direct Inward Dialing service if a single customer in a central office subscribes to more than 1,000 Direct Inward Dialing service numbers.
- 12. The Company will assign station numbers for Direct Inward Dialing in blocks of 20 numbers. Station numbers assigned to the subscriber will not exceed 19 vacant numbers. When additional station numbers are required, they will be made available as soon as the Company has equipment available for this purpose. The Company does not guarantee that stations numbers will be made available in all cases.

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DIRECT INWARD DIALING SERVICE (Continued)

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Public Service Commission

B. Rates

Service Charges apply to all services and equipment and apply in addition to any listed nonrecurring charges.

	<u>S & E Code</u>	<u>Monthly Rate</u>	<u>NRC</u>
1. First 20 station numbers assigned	/DND1	\$ 9.60	\$216.00
2. Each additional 20 station numbers assigned	/DNDA	2.65	216.00
3. Trunk termination, per trunk	/DNDDT	16.80	-

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SPECIALIZED SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

MISSOURI
Public Service Commission

BASIC EMERGENCY NUMBER SERVICE (911)

A. General

1. Basic Emergency Number Service, also referred to as 911 Service, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. 911 Service includes a line and equipment necessary (excluding CPE) for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area.
2. 911 Service is offered subject to availability of facilities.
3. The 911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.
4. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Tariff.

B. Rates

1. The rates and charges for 911 Service will be determined on an individual case basis and will be in the form of non-recurring charges, monthly rates and annual charges. Individual features requested by the customer include, but are not limited to, central office modifications, data base preparation, trunking and maintenance.

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EMERGENCY REPORTING TELEPHONE SERVICE

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BASIC EMERGENCY NUMBER SERVICE (911) (Continued)

B. Rates (Continued)

2. Non-recurring charges for 911 Service will be made to one "entity" (normally a city or county) based on actual costs from job order closings. These charges will include, when applicable, one or more of the following expense items associated with the equipment or service provided.
 - a. Maintenance expense.
 - b. Depreciation expense - including reuseable and/or recoverable items.
 - c. Administrative expense.
 - d. Taxes - including Federal Income Tax.
 - e. Any other specific items of expense that may be associated with the facility provided.
 - f. An approved return on investment.
3. The cost used in the derivation of the various expense items shall include the following.
 - a. Material.
 - b. Material overhead.
 - c. Installation labor.
 - d. Installation labor overhead.
 - e. Engineering labor.
 - f. Engineering overhead.
4. The monthly rate in addition to the charges in Section B.2 and B.3 above shall be equal to the business individual line rate per termination, without EAS additive.
5. Annual maintenance and administrative costs will be applied where capital additions were made, causing an increase in annual maintenance. These charges will be billed annually using the maintenance and administrative factors from the most current annual report.
6. The above rates apply in addition to the applicable rates and charges for Private Line and Leased Line Services.
7. Service charges as specified in Part 6 of the Tariff are applicable.

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BASIC EMERGENCY NUMBER SERVICE (911) (Continued)

C. Conditions

1. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
2. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customers' premises.
3. Temporary or vacation suspension of service is not provided for any part of the 911 Service.
4. The 911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP. The names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.
5. The Company's entire liability to any person for interruption or failures of 911 Service shall be limited to the terms set forth in this Part and other Parts of this Tariff.

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BASIC EMERGENCY NUMBER SERVICE (911) (Continued)

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C. Conditions (Continued)

- 6. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- 7. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- 8. Each customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.

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EMERGENCY REPORTING TELEPHONE SERVICE

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BASIC EMERGENCY NUMBER SERVICE (911) (Continued)

C. Conditions (Continued)

9. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
10. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
11. Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

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BASIC EMERGENCY NUMBER SERVICE (911) (Continued)

C. Conditions (Continued)

12. The customer is required to furnish the Company its agreement to the following terms and conditions:
 - a. That all 911 calls will be answered on a 24-hour day, seven-day week basis.
 - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 Service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - c. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
 - d. That the customer will provide CPE with a capacity adequate to handle the number of incoming 911 lines recommended to be installed by the Company. It is the customer's responsibility to ensure their CPE is compatible with the service(s) provided by the Company.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

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Public Service Commission

A. General

1. Enhanced Emergency Number Service, also referred to as E9-1-1 or Enhanced 9-1-1 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Emergency Service Agency (ESA) may receive telephone calls dialed to the three (3) digit telephone number 9-1-1. E9-1-1 Service includes the lines and equipment necessary (excluding CPE) for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. Enhanced 9-1-1 Service is an updated emergency system offering additional features as compared to the basic 9-1-1 system.
 - a. "9-1-1" is a three-digit telephone number designated as the "Universal Emergency Number" for public use throughout the United States to report emergencies and request emergency assistance.
 - b. E9-1-1 Service allows any person dialing "9-1-1" from a telephone usable for access to the local exchange telephone network, arranged to provide E9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP).
 - c. A Public Safety Answering Point (PSAP) may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAP's answer first; Secondary PSAP's receive calls on a transfer basis only.
2. The ESA must be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA may also be known as the E9-1-1 Service Board or the Joint E9-1-1 Service Board. Throughout this Tariff the term ESA is used to designate either the Board or it's duly authorized agents. The ESA must be legally authorized to subscribe to the service and have public or private safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for E9-1-1 calling.
3. The E9-1-1 three (3) digit emergency number is not intended to replace the seven (7) digit telephone service of the various Public Safety Agencies which may participate in the use of this number. The ESA must subscribe to additional local exchange service at the PSAP(s) for administrative purposes, the placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

MISSOURI
Public Service Commission

A. General (Continued)

4. This offering is limited to the use of central office number 911 as the universal emergency number and only one 9-1-1 service will be provided within any geographical area.
5. E9-1-1 Service will be provided by the Company only where facility and operating conditions permit.
6. The Company may enter into a contract or contracts with the ESA or with other telephone companies in order to effectuate the Company's provision of E9-1-1 service in accordance with, pursuant to and subject to the terms, conditions and limitations of this Tariff. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of this Tariff.
7. Application for E9-1-1 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E9-1-1 offering.
8. E9-1-1 Service as a primary provider will include Selective Routing, Automatic Number Identification and Automatic Location Identification. Provision of other features may require central office modification. Features available in the E9-1-1 system may include but are not limited to: Call Detail, Default Routing, Fixed Transfer, Switchhook Status, Forced Disconnect, Manual Transfer, Night Service/Call Transfer, Emergency Ringback and Overflow Call Transfer-Additional Locations.

A more detailed list of descriptions and limitations of the features listed above is maintained in the Company's telephone service office.
9. Selective routing is available in digital central office service areas when an Enhanced 9-1-1 System is served by more than one PSAP. Selective routing is also available when a central office is split by a political boundary and one of the political areas does not subscribe to E9-1-1 Service or the political area subscribes to E9-1-1 service at a later date. This service routes the call to the correct PSAP or an announcement, as appropriate, based on the caller's telephone number.
10. An initial listing of customer names, telephone numbers and addresses from the company's data base as well as periodic updates may be provided only for the purposes of building and maintaining the ALI database and/or MSAG for the ESA or PSAP(s) designated by the ESA.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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A. General (Continued)

- 11. Automatic Number Identification (ANI) spill may be provided for the telephone number of the calling party to be forwarded to the designated PSAP.
 - a. ANI spill does not guarantee the capability of forwarding the number of a multiparty line end user. For calls placed to an E9-1-1 PSAP from off premises stations and stations behind business systems, ANI spill will display the identity of the main billing number.
 - b. The PSAP's premises equipment used in conjunction with Enhanced 9-1-1 ANI spill must be reviewed by the Company to determine the compatibility of the unit with the Enhanced 9-1-1 Service requested.
- 12. Equipment used in conjunction with E9-1-1 Services located at the PSAP(s) may be provided by the Company or the ESA subject to Company approval.
- 13. This service, like all of the Company's other services, is offered subject to the general terms and conditions contained in the General Rules and Regulations section of this Tariff and, in particular, the liability of the Company's provisions in that section of the Tariff.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

MISSOURI
Public Service Commission

B. Rates

1. The following rates and charges apply in addition to all other applicable rates and charges shown elsewhere in this Tariff.
2. The following rates will be used in whole or in part in the specific contractual arrangements made by the Company. As the Company may be the primary provider or may subtend a primary provider for E9-1-1 service, specific rates will apply for the billing of the appropriate agency or local exchange carrier.

a. PLAN 1

The Company, being a
Primary provider, shall
apply the following rates -

	<u>S&E Code(6)</u>	<u>Monthly Rate</u>	<u>S&E Code(6)</u>	<u>NRC</u>
Per Access Line: (1)				
1) Enhanced 9-1-1 Service	Varies	\$.25	-	\$ -
2) Network Trunking Charge	Varies	(2)	-	(2)
3) C.O. Feature Modification Charge	Varies	(3)	-	-
Per Record:				
4) Database Scrub Charge	-	-	Varies	2.00

The Company, not being a
Primary provider, shall
apply the following rates
in whole or in part -

Per Access Line: (1)				
1) Record Transaction Charge (4)	Varies	\$.11	-	-
2) Selective Routing Charge (5)	Varies	.07	-	-
3) ALI Database Cluster Charge	Varies	.06	-	-
4) Network Trunking Charge	Varies	(2)	-	(2)
Per Record:				
5) Database Scrub Charge	-	-	Varies	2.00

- (1) An annual adjustment concerning the number of access lines billed will be performed based on most recent twelve (12) months' data. Non-recurring charges will be adjusted only for increases in access lines.
- (2) Refer to Sheet 25.3, Paragraph B.3.
- (3) Charges for central office modifications for the provision of specialized E9-1-1 features will be based on cost to provide and will be calculated on an individual case basis. See Part 7, Sheet 24, paragraph A.8.
- (4) Charge includes costs for central site, administration and nightly updates; a minimum charge of \$40.00 shall apply.
- (5) This charge applies as circumstances require when political jurisdictions do not match exchange boundaries.
- (6) See associated administrative sheets for application of all S&E Codes with the exception of network trunking charges which are located in the S&E Categorization Master.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

MISSOURI
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B. Rates (Continued)

2. (Continued)

b. PLAN 2

The Company, being a
Primary provider, shall
apply the following rates -

	<u>S&E Code(6)</u>	<u>Monthly Rate</u>	<u>S&E Code(6)</u>	<u>NRC</u>
Per Access Line: (1)				
1) Enhanced 9-1-1 Service	Varies	\$.19	Varies	\$ 3.79
2) Network Trunking Charge	Varies	(2)	-	(2)
3) C.O. Feature Modification Charge	Varies	(3)	Varies	(3)
Per Record:				
4) Database Scrub Charge	-	-	Varies	2.00

The Company, not being a
Primary provider, shall
apply the following rates
in whole or in part -

Per Access Line: (1)				
1) Record Transaction Charge (4)	Varies	\$.09	Varies	\$ 1.56
2) Selective Routing Charge (5)	Varies	.05	Varies	1.11
3) ALI Database Cluster Charge	Varies	.04	Varies	.89
4) Network Trunking Charge	Varies	(2)	-	(2)
Per Record:				
5) Database Scrub Charge	-	-	Varies	2.00

- (1) An annual adjustment concerning the number of access lines billed will be performed based on most recent twelve (12) months' data. Non-recurring charges will be adjusted only for increases in access lines.
- (2) Refer to Sheet 25.3, Paragraph B.3.
- (3) Charges for central office modifications for the provision of specialized E9-1-1 features will be based on cost to provide and will be calculated on an individual case basis. See Part 7, Sheet 24, Paragraph A.8.
- (4) Charge includes cost for central site, administration and nightly updates; a minimum charge of \$40.00 shall apply.
- (5) This charge applies as circumstances require when political jurisdictions do not match exchange boundaries.
- (6) See associated administrative sheets for application of all S&E Codes with the exception of network trunking charges which are found in the S&E Categorization Master.

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B. Rates (Continued)

2. (Continued)

c. All appropriate charges to the Company by other participants in multi-company provisioning of E9-1-1 Service, relative to the provisioning of such service, shall be charged to the ESA.

3. The following provisions shall be used in determining network trunking rates:

a. For the provision of Private Line Intrastate/IntraLATA Interexchange circuits, the Company will apply the appropriate effective Private Line Tariff or its equivalent from the Connecting Company Tariff.

b. For the provision of Private Line Intrastate/InterLATA Interexchange circuits where the Company provides the facilities, Contel will apply the Company's Intrastate Access Service Tariff.

c. For the provision of Private Line Interexchange circuits where the Company does not provide the facilities, Contel will apply the appropriate effective Exchange Carrier's Intrastate Access Service Tariff.

d. For the provision of Intraexchange circuits, the appropriate B1, PBX trunk or Intraexchange Private Line rate will apply.

4. A manual processing fee will be incurred for database updates if information is provided via paper records from other local exchange carriers or elsewhere.

	<u>S&E Code(1)</u>	<u>NRC</u>
a. per record	Varies	\$.80

(1) See associated administrative sheets for S&E code application.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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B. Rates (Continued)

5. E9-1-1 Funding Surcharge

- a. The Company, as directed by the ESA, may impose a surcharge, as provided by law, to each business and residential end-user local exchange telephone bill to establish funding for E9-1-1 service within said end-users respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective ESA.

6. Program Development Charges

- a. These are charges applicable to the work necessary to design, develop, test and maintain any special programming required to support E9-1-1 Service, its billing and its data base management. The rate will be based on Company time and materials expended. Cancellation of the service in whole or in part by the ESA prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturer's billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the ESA's order for service.

7. Quotation Preparation

- a. The ESA may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. A quotation so provided does not bind the Company to the rates set forth in the quotation. All rates for services or facilities to be provided by the Company will be determined in accordance with the guidelines in this Tariff. No charge will be incurred by the ESA for such a request.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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B. Rates (Continued)

8. Special Service Arrangement Charges

- a. If E9-1-1 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.
- b. Costs as referred to in this section may include but are not limited to:
 - 1) Cost of Maintenance
 - 2) Cost of Operation
 - 3) Depreciation of the installed cost of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.
 - 4) General Administration expenses, including taxes on the basis of average charges for these items.
 - 5) Any other item of expenses associated with the particular special service arrangement.
 - 6) An amount, computed on the installed cost of the facilities used to provide the special service arrangement, for return on investment.
- c. The installed costs mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.
- d. Special service arrangement rates are subject to review and revision conditioned upon changing costs.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

MISSOURI
Public Service Commission

C. Conditions

1. The Company provides E9-1-1 Service solely for the benefit of the ESA operating the PSAP(s). The provision of E9-1-1 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the ESA.
2. The Company does not undertake to answer and forward E9-1-1 calls, but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
3. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for E9-1-1 Service. In no case shall the ESA subscribe to less than two (2) E9-1-1 Service lines per host central office routing calls to the control office. The Company will provide the necessary facilities from the control office to the PSAP(s).
4. Temporary or Vacation suspension of service is not provided for any part of the E9-1-1 Service.
5. This service is furnished to ESA's only for the purpose of receiving reports of emergencies by the public.
6. E9-1-1 information consisting of the names, addresses and telephone numbers of end-users whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential. The customer agrees to use such information only for the purpose of responding to E9-1-1 calls whether or not this information corresponds to listings that are not published in directories or listed in the Directory Assistance records.
7. The E9-1-1 calling party forfeits the privacy afforded by Private (Non-published) and Semi-Private (Nonlisted) telephone number service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP(s). Information will be provided only for the purpose of responding to emergency calls.
8. The Company's entire liability to any person for interruption or failure of E9-1-1 Service shall be limited to the terms set forth in this Section and other Sections of this Tariff, and the provisions of any contracts between the ESA and the Company.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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Public Service Commission

C. Conditions (Continued)

9. The ESA shall have the responsibility of discovering all errors, defects and malfunctions, in the transmission of calls and data, data base(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Company in the event the system is not functioning properly.
10. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
11. Each end-user and ESA also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the end-user, ESA or by any other party, person or entity and whether or not such loss, claims, demands, suits or other action or liability arises out of or is related to, any agreement between the Company and the ESA, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the End-User, ESA or others.
12. Each end-user and ESA also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E9-1-1 service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the ESA, its user, agencies or municipalities, or the employees or agents of any one of them.
13. The customer will agree to release from liability and hold harmless the Company for record information from other telephone companies that has been submitted to the E9-1-1 database used by the ESA.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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C. Conditions (Continued)

14. When possible, any terminal equipment used in connection with E9-1-1 Service shall be configured so that it is unable to extract any information from the Automatic Location Identification (ALI) database other than information relating to a number (identified through the Automatic Number Identification (ANI) feature as the source) of an in progress E9-1-1 call. The ESA is to maintain the ALI database as strictly confidential. The ALI database, in part or in whole, shall not be copied, used, distributed, disclosed, disseminated, or communicated in any way by the Emergency Service Agency, its employees or agents, except to the extent necessary to use and operate the E9-1-1 service. The ALI database is confidential and shall remain the property of the Company. The Emergency Service Agency shall have no rights or ownership or use beyond the use necessary for E9-1-1 service.
15. The ESA must furnish to the Company, in writing, its agreement to the following terms and conditions:
 - a. That at least one PSAP will be provided and staffed on a 24-hour, seven-days per week basis.
 - b. That the ESA accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required to the extent such services are reasonably available.
 - c. That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E9-1-1 PSAP by calling parties.
 - d. That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E9-1-1 lines recommended by the Company to be installed.
16. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the ESA contracting for E9-1-1 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA.

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C. Conditions (Continued)

17. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end-user or the failure of the facilities provided by the end-user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Part 2 of this Tariff. Where allowances on monthly charges for service features of E9-1-1 Service are involved, only those service features which are affected by the interrupted service shall be considered; and, further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.
18. When the Selective Routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations as well as the geographic area, or Emergency Service Zone (ESZ) served by unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E9-1-1 serving area. An Emergency Service Number (ESN) will be provided by the ESA for each unique Emergency Service Zone. The ESA will associate these ESN's with street address ranges or other mutually agreed upon routing criteria on the Master Street Address Guide (MSAG) for the E9-1-1 serving area. These ESN's will be contained in the Data Management System (DMS) to permit routing of E9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E9-1-1 serving area. The following terms define the ESA's responsibility in providing this information:
 - a. Initial and subsequent ESN assignments by MSAG street names, address ranges and areas or other mutually agreed upon routing criteria to specific ESN's shall be furnished by the ESA in advance of the effective date of service as required by the Company.
 - b. After establishment of service, it is the ESA's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E9-1-1 calls to the proper PSAP.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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C. Conditions (Continued)

18. (Continued)

- c. The ESA has an obligation to verify police, fire and ambulance PSAP routing designations. On request, the Company will provide a complete printed copy of the MSAG to assist the ESA in its verification.
 - d. Changes, deletions and additions in the MSAG are the responsibility of the ESA. Notification to the Company should be made as changes occur. After such notification, the Company will furnish a printed copy to the ESA for verification showing each change, deletion and addition to the MSAG.
19. The rates charged for E9-1-1 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The ESA shall make such operational tests as, in the judgement of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Company in the event the system is not functioning properly.
20. E9-1-1 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
21. Where an E9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or alternate operator services, the Company cannot guarantee the completion of said E9-1-1 call, the quality of the call or any features that may otherwise be provided with E9-1-1 Service.
22. The Company, its employees, agents or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in or carrying out duties involved in tracing an E9-1-1 call in an emergency situation where there is either no name, address or location of the E9-1-1 caller available or there is not a correct name, address or location of the E9-1-1 caller available. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Company, its employees, agents or representatives as a result of or in connection with any situation in which the Company may be requested, required, have undertaken or participated in tracing of an E9-1-1 call.

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C. Conditions (Continued)

23. The ESA agrees to provide trained personnel for 24-hour coverage and receive all E9-1-1 calls routed to the PSAP(s). The ESA recognizes that the addresses provided with Automatic Location Identification (ALI) may be the same addresses that the Company maintains for its normal business records and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the ESA recognizes that addresses must first be verified from a calling party. The Company will make every reasonable effort to update the ALI Database by the beginning of the third business day (excluding weekends and holidays) following the Company's completion of service orders during normal business hours. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, police, fire, rescue or other emergency services as required.
24. The ESA is wholly responsible to acquire, input and maintain additional/supplemental information concerning additional location information, medical information, or other unique conditions at each address. This process will be necessary on an ongoing basis as residents move into, within, or out of the E9-1-1 service area and should be collected from all residents (including those served by other telephone companies) as the Emergency Service Agency desires.
25. E9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E9-1-1 Service is offered.
26. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all E9-1-1 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public or private safety jurisdiction. Neither the ESA nor the Company shall have any responsibility under this paragraph for E9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the ESA's public safety jurisdiction, or for calls originating from mobile/cellular telephones.
27. The ANI and ALI features of E9-1-1 Service function correctly only if calls coming in to the PSAP originate from single-party service. ANI and ALI will not be provided when calls are placed from multiparty lines (i.e. those access lines with two or more end-users per line).

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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D. Definition of Terms

Additional/Supplemental Information - Special driving instructions, medical requirements, hazardous material warnings, or information on other unique conditions. This is information which is displayed on the PSAP screen for each caller.

Agency - A person or entity, which may include the ESA and public safety agencies, providing emergency or other services to which PSAP Attendants transfer certain 9-1-1 telephone calls, in accordance with the ESA's instructions.

Alarm Indication - A visual and/or sound alarm designed to alert a PSAP Attendant to potential hardware problems, network failure, or an all lines busy situation.

ALI Database Cluster - A redundant database that matches the records held at the main ALI database location. The clusters are located closer to the PSAP locations than the central site database.

Alternate PSAP - The PSAP where 9-1-1 telephone calls are to be routed when the Primary PSAP shuts down for routine maintenance, an emergency, or because it does not operate 24-hours a day. An Alternate PSAP can be another Primary PSAP, a Secondary PSAP, an Overflow PSAP, or any other location designated by the ESA.

Alternate Routing/Night Service - A feature designed to permit 9-1-1 telephone calls to be routed to an alternate location designated by the ESA, if: (a) all 9-1-1 lines to the Primary PSAP are busy; or (b) the Primary PSAP regularly closed down for a period of time; or (c) an emergency forces the Primary PSAP to close down.

Automatic Location Identification (ALI) - A feature designed to permit the street address information for the location of a telephone included in the exchanges of an Enhanced 9-1-1 Service installation, from which a 9-1-1 telephone call is received, to be displayed on a display screen at a PSAP. Additional telephones with the same number as the calling party's (secondary location, off premises, etc.) will be identified with the address of the telephone number at the main location. ALI for calls from party line telephones will not be automatically displayed.

Automatic Location Identification (ALI) Database - A database resulting from matching the address ranges contained in the Master Street Address Guide (MSAG) with the telephone numbers contained in the Telephone Number (TN) Database.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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D. Definition of Terms (Continued)

Automatic Number Identification (ANI) - A feature designed to permit the number of a telephone from which a 9-1-1 telephone call is placed to be displayed on a display screen at a PSAP.

Call Conferencing - A feature designed to permit a PSAP Attendant to transfer the call to another Agency and have all people talk to one another - the 9-1-1 caller, the PSAP Attendant, and the Agency.

Call Detail Recording - A feature designed to permit the creation of a print-out of information regarding each 9-1-1 telephone call answered by the PSAP, which information may, but does not necessarily include: the ANI telephone number; the identification number of the position of the PSAP Attendant handling the call; the Trunk Number; the time the call was received, the time the call was answered by the PSAP Attendant; the time, if any, that the call was transferred; and the time the call was terminated.

Call Monitoring - A feature designed to permit a PSAP Attendant to transfer a given 9-1-1 telephone call to another Agency and stay on the line if desired to assure the call is transferred.

Call Taker Details and Comments - A feature designed to permit a PSAP Attendant to type onto a keyboard any comments and send that information to an Agency with compatible equipment. The permissible length of the comments will vary depending on the type of equipment selected.

Called Party Hold - Once the PSAP has answered the call, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP.

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

Default Routing - A feature activated when an incoming Enhanced 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the control office to a default public safety answering point. Each incoming Enhanced 9-1-1 facility group to the control office is assigned to a designated default public safety answering point.

Display Screen Transfer - A feature designed to permit a PSAP Attendant to transfer an entire screen of information related to a 9-1-1 telephone call, to another Agency, subject to that Agency's having and maintaining compatible computer equipment.

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D. Definition of Terms (Continued)

Diverse Routing - A feature designed to permit the ESA to provide processing of 9-1-1 telephone calls over alternate paths to reduce the chance of service interruptions due to possible interference in facilities. The feature is available only where facilities exist.

Emergency Service Agency (ESA) - The ESA is a municipality of other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA is legally authorized to subscribe to the Enhanced 9-1-1 Service and has public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone Central Office area arranged for E9-1-1 calling.

Emergency Ringback - Permits the attendant, by operating the flash key, to ring an E9-1-1 party who goes on-hook after the E9-1-1 call has been answered. This feature is available only for systems where E9-1-1 lines are provided via dedicated arrangements from the originating central offices.

Emergency Service Number (ESN) - When the Selective Routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the E9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA and used by the Company. The ESA will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E9-1-1 serving area. The ESN's will be carried in the DMS to permit routing of E9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E9-1-1 serving area.

Emergency Service Zone (ESZ) - A geographic area served by a unique combination of law enforcement, fire and rescue squads. The ESA, and not the Company, has sole responsibility for providing to the Company complete, accurate, and timely information regarding the service boundaries of all Agencies to which a 9-1-1 telephone call from an End User may be transferred or routed.

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ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1) (Continued)

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D. Definition of Terms (Continued)

Enhanced 9-1-1 Service - A type of Universal Emergency Number Service which includes the provision of both the ANI feature, and the ALI feature and ALI Database. It may also include Selective Routing (SR) and the Selective Routing (SR) Database, as well as Alternate Routing/Night Service, Default Routing, Forced Disconnect, Selective/Fixed Transfer, Manual Transfer, Overflow Call Transfer, Call Conferencing, Call Detail Recording, Call Monitoring, and Call Taker Details and Comments.

End Users - Persons making 9-1-1 telephone calls originating from exchanges, or portions of exchanges, included in a particular Universal Emergency Number Service installation.

Error Reports - Written documents or oral or computer reports noting discrepancies identified when processing the Telephone Number (TN) Database against the Master Street Address Guide (MSAG), or other applicable data tables and files, during the creation and updates of the ALI Database.

Forced Disconnect - A function of the Enhanced 9-1-1 central office trunk circuit that prevents the jamming of the Enhanced 9-1-1 Service exchange lines. The public safety answering point attendant is able to release a connection even though the calling party has not hung up.

Idle Tone Application - A feature designed to permit a PSAP Attendant to obtain an audible tone indication of whether the telephone from which a 9-1-1 call was placed is on or off hook.

Manual ALI Request - A feature designed to permit a PSAP Attendant — in the event that the telephone number (ANI) and location of the telephone from which a 9-1-1 telephone call is placed (ALI) are not automatically displayed on a display screen — to obtain from the 9-1-1 telephone caller the telephone number and/or service address and/or subscriber name, for the telephone from which the 9-1-1 telephone call is placed, and thereafter call up on a display screen the information in the ALI Database corresponding to that telephone number by typing the information provided by the End User onto a keyboard. ALI Database information will not be displayed for 9-1-1 telephone calls made on a party line, and the 9-1-1 caller from a party line must provide to the PSAP Attendant information regarding the caller's location.

Manual Transfer - A feature designed to permit the PSAP Attendant to transfer a 9-1-1 telephone call to another telephone by dialing a 7 to 10 digit telephone number or 2 digit speed dialing code.

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D. Definition of Terms (Continued)

Master Street Address Guide (MSAG) - The document or computer file listing standard street names, address ranges and ESNs for all telephones included in the exchanges and portions of exchanges served by Enhanced 9-1-1 Service.

Night Service/Call Transfer - Provides for the routing of calls to a designated alternate location for purposes of closing the public safety answering point down for a period. There are two mutually exclusive options for Night Service/Call Transfer. Under the scheduled option all calls may be transferred at a preprogrammed time (daily, weekly, monthly or annually). Immediate option calls may be transferred at the direction of the Supervisory position. In either case, alternative answering points must be programmed.

Overflow Call transfer - A feature designed to automatically transfer 9-1-1 telephone calls to the Overflow PSAP, instead of the Primary PSAP, when all lines to the Primary PSAP are busy.

Overflow PSAP - The PSAP used to receive overflow calls when all lines to the Primary PSAP are busy, pursuant to the Overflow Call Transfer feature. The ESA is solely responsible for designating the Overflow PSAP.

Preliminary MSAG - A preliminary form of the MSAG, including street names and address ranges, for all locations containing telephones included in the exchanges and portions of exchanges served by Enhanced 9-1-1 Service.

Primary PSAP - The PSAP where 9-1-1 telephone calls are first routed, as directed by the ESA.

PSAP Attendant - An individual located at the Primary PSAP, the Secondary PSAP, the Overflow PSAP, or the Alternate PSAP, who answers a 9-1-1 telephone call from an End User.

PSAP Service Boundary - The exchanges and portions of exchanges served by Universal Emergency Number Service which the ESA shall assign a particular PSAP to answer, transfer, respond, and/or otherwise handle 9-1-1 telephone calls originating from such exchanges and portions of exchanges.

Public Safety Answering Point (PSAP) - The location housing PSAP Terminal Equipment and PSAP Attendants which the ESA designates to answer 9-1-1 telephone calls originating within the PSAP Service Boundary. A PSAP may be designated by the ESA as Primary, Secondary, Alternate, or Overflow, referring to the order and/or manner in which 9-1-1 telephone calls are directed to that PSAP.

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D. Definition of Terms (Continued)

Secondary PSAP - A PSAP to which a 9-1-1 telephone call answered by a Primary PSAP is transferred, in accordance with the ESA's policies, procedures, and/or instructions.

Selective/Fixed Transfer - A feature designed to permit a PSAP Attendant to transfer a 9-1-1 telephone call (voice and/or display screen data, depending on type of equipment and service) to another Agency, person or entity by pressing one or more keys on a keyboard or telephone console.

Selective Routing (SR) - A feature designed to permit the routing of 9-1-1 telephone calls from End Users calling from within a certain PSAP Service Boundary, to the PSAP designated by the ESA as the Primary PSAP for calls originating within that PSAP Service Boundary, regardless of any difference between the PSAP Service Boundary and the Central Office Boundary. The Selective Routing feature depends upon the completeness, accuracy, and timeliness of the MSAG and ESZ data supplied to the Company by the ESA, and the Telephone Number (TN) Data Base information supplied by the Company, or other entities.

Selective Routing (SR) Database - A feature designed to permit Selective Routing of 9-1-1 telephone calls from End Users calling from a given area, to the PSAP designated by the ESA as the Primary PSAP designated to answer calls from that area, regardless of any difference between the PSAP Service Boundary and Central Office Boundary. The SR Database consists of Telephone Number (TN) Database information and selected portions of the MSAG, including ESN and ESZ information. The completeness, accuracy, and timeliness of the SR Database depends upon the accuracy of the MSAG and ESZ data supplied to the Company by the ESA, and the Telephone Number (TN) Database information supplied by the company, or other entities.

Service Address - The address at which the telephone is physically located.

Switchhook Status - A feature designed to provide the PSAP Attendant with an audible and/or visual indication of the End User's switchhook status (whether the telephone from which an End User is making a 9-1-1 telephone call is on or off hook).

Telephone Number (TN) Database - A database created by the Company, containing a list of all telephone numbers included in the exchanges and portions of exchanges served by Enhanced 9-1-1 Service, and the corresponding Service Addresses and Subscriber Names.

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900 BLOCKING SERVICE

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A. General

1. 900 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which 900 must be dialed.

B. Rates

1. The 900 Blocking Service for residence and business customers is provided upon request without a recurring charge.
2. Service Order charges do not apply on first request to add or remove 900 Blocking Service. On subsequent request to add or remove 900 Blocking Service, Service Order charges will apply.

C. Conditions

1. The company's obligation to furnish network facilities for the 900 Blocking Service is dependent upon the availability of facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
2. The 900 Blocking Service is available only for blocking access to all 900 telephone numbers from a particular access line, and not for blocking access to a specific 900 telephone number.

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PHONE NUMBER REFERRAL SERVICE

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A. General

1. Phone Number Referral Service provides a service to local exchange residence and business customers who discontinue their telephone service because they have either moved outside of their present serving exchange area, or requested a change in phone number. Dialing the subscriber's former number results in a prerecorded message which announces the new number. The former number may not be assigned to a new customer during the period of this service subscription.

B. Rates

1. The rates set forth below are for referral service equipment located in the Company's Central Office.
2. Service charges as specified in Part 6 of the Tariff are applicable.
3. All service and referral charges listed below are per line.

A one time charge will apply of:	S & E Code	NRC
a. Six months	PNR6	\$30.00
b. Twelve months	PNRA	\$60.00

C. Conditions

1. Phone Number Referral Service is only offered within those exchanges in which facilities are available to provide the service.
2. The above charges will not apply to Company initiated numbers changes.
3. Calls will be intercepted and referred for any period requested by the customer.
4. Calls will be intercepted and referred to any seven (7) to ten (10) digit number in the United States and/or Canada.
5. Renewal of this service may be ordered at the charges shown above, and as often as the customer desires.

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CALL TRAP/CALL TRACE SERVICE

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A. General

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

B. Rates

	<u>S & E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Rate</u>
1. Per Circuit	TRAP	\$30.00	(1)
2. Service for fractional periods of one month (one month = 30 days) will be billed on a pro-rated basis.			

C. Conditions

1. The above rates apply only to call traps ordered on an on-going basis. Temporary call traps are provided without charge for short periods of time, usually ten (10) days. This interval may be increased or decreased as circumstances warrant or as Company operating procedures change.
2. The third occurrence of a temporary call trap within a 30-day interval shall be subject to the above charges, unless the Company deems the charges to be waived on the advice of a law enforcement agency.
3. Call Trap/Call Trace Service must be ordered in writing by the customer in whose name the local exchange service is placed.
4. This service is provided only when there is a continuing need for the identification of the calling party in cases involving nuisance calls, emergency situations, or other circumstances involving public safety. At the Company's option, the advice and concurrence of a local law enforcement agency may be required.
5. Any information obtained by the Company in the tracing of a call (whether by an on-going or temporary call trap) will be provided only to a law enforcement agency. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the Company will endeavor to notify the appropriate agency. Under no circumstance shall information be provided to the customer or other private party.

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(1) Service Charges apply (See Part 6 of this Tariff).

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CALL TRAP/CALL TRACE SERVICE

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C. Conditions (Continued)

6. The Company makes no guarantee concerning the tracing and identification of any call in the provision of this service. The Company shall furnish this service, whether on a temporary or on-going basis, only on the express condition that no liability shall be attached to it for any reason arising out of the provision of this service.
7. This service will be offered only where facilities and technologies permit. Depending on the nature of the facilities employed, Call Trap/Call Trace Service may also be applicable only to calls which originate and terminate in the same exchange and to customers with individual-line service.

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