

Edward B. Krachmer
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Little Rock, AR 72212

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August 10, 2015

Mr. Morris Woodruff
Secretary
Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102

**RE: Windstream's Notice to Detariff its Telecommunications Services Pursuant to
VAMS 392.461**

Dear Mr. Woodruff:

In response to the Commission's letter requesting Windstream to specify which tariffs it is requesting to be detariffed. Below please find the tariff titles for each entity.

Windstream Iowa Communications, Inc.

General and Local Exchange Tariff No. 1

Windstream Communications, Inc.

Intrastate Long Distance Message Telecommunications Service No. 1

Windstream KDL, Inc.

Basic Local Exchange Service and Dedicated and Private Line Service Tariff No. 1

Windstream Missouri, Inc.

Local Exchange Tariff No 2.

Windstream Norlight, Inc.

Competitive Interexchange Telecommunications Tariff No. 1

Competitive Telecommunications Services No. 2

Windstream NTI, Inc.

Competitive Local Exchange Carrier Tariff No. 1

Windstream NuVox Missouri, Inc.

Competitive General Exchange Carrier Services No. 1

Morris Woodruff
August 10, 2015
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In light of the timing of this clarification, Windstream is hereby revising the date on which it requests its election to be effective from August 13, 2015 to August 20, 2015. After August 20, 2015, Windstream will post its Terms of Service on its corporate website. The Terms of Service can be found at www.windstream.com/terms.aspx.

Windstream has no intention of making any changes to its access tariffs allowing it to continue its interconnection and wholesale obligations unchanged.

Please contact Nicole Winters (501) 748-6313 or nicole.winters@windstream.com.

Sincerely,



Edward B. Krachmer
Senior Regulatory Counsel

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July 30, 2015

Mr. Morris Woodruff
Secretary
Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102

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Public Service Commission*

**RE: Windstream Iowa Communications, Inc. Notice to Detariff its
Telecommunications Services Pursuant to VAMS 392.461**

Dear Mr. Woodruff:

Windstream Iowa Communications, Inc. ("Windstream") hereby provides notice to the Public Service Commission ("Commission") of its election to be exempt from any requirement to file or maintain with the Commission any tariff or schedule of rates pursuant to VAMS 392.461(2).

Windstream's election is effective August 13, 2015, and after that date Windstream will post its Terms of Service on its corporate website. The Terms of Service can be found at www.windstream.com/terms.aspx.

Please return a stamp copy in the self-addressed envelope. If you have any questions regarding this notice, please contact Nicole Winters (501) 748-6313 or nicole.winters@windstream.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Edward B. Krachmer".

Edward B. Krachmer
Senior Regulatory Counsel

GENERAL AND LOCAL EXCHANGE TARIFF

ADOPTION NOTICE

In accordance with the Missouri Public Service Commission's *Order Granting Certificates To Provide Basic Local, Nonswitched Local, and Interexchange Telecommunications Services* issued February 1, 2010, effective February 11, 2010, in Case No. IM-2010-0186, and the subsequent name change of Buffalo Merger Sub, Inc. to Windstream Iowa Communications, Inc., Windstream Iowa Communications, Inc. hereby adopts, ratifies and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Public Service Commission, State of Missouri, by or adopted by Iowa Telecommunications Services, Inc. d/b/a Iowa Telecom.

By this notice, Windstream Iowa Communications, Inc. also adopts and ratifies all supplements or amendments to any of the above tariffs, schedules, etc., which Iowa Telecommunications Services, Inc. d/b/a Iowa Telecom has heretofore filed with said Commission.

Issued: June 3, 2010

Effective: ~~July 3, 2010~~

June 21, 2010

Michael D. Rhoda
Senior Vice President – Governmental Affairs
4001 Rodney Parham Road
Little Rock, AR 72212

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IM-2010-0186; YI-2010-0686

Windstream Iowa Communications, Inc.

PSC MO NO. 1
2nd Revised Title Page
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GENERAL AND LOCAL EXCHANGE TARIFF

Windstream Iowa Communications, Inc.

4001 Rodney Parham Road
Little Rock, AR 72212

GENERAL AND LOCAL EXCHANGE TARIFF

PSC MISSOURI NO. 1

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GENERAL AND LOCAL EXCHANGE TARIFF

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

403 W. 4th Street North
Newton, IA 50208

(T)

GENERAL AND LOCAL EXCHANGE TARIFF

PSC MISSOURI NO. 1

Filed with the
Missouri Public Service Commission

Effective April 1, 2006

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

Issued: November 1, 2007

Effective: December 1, 2007

D.M. Anderson
Vice President – External Affairs & Marketing
Newton, IA 50208

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GENERAL AND LOCAL EXCHANGE TARIFF

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

115 S. Second Avenue West
Newton, IA 50208

GENERAL AND LOCAL EXCHANGE TARIFF

PSC MISSOURI NO. 1

Filed with the
Missouri Public Service Commission

Effective April 1, 2006

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

Issued: March 1, 2006

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Vice President – External Affairs & Marketing
Newton, IA 50208

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GENERAL AND LOCAL EXCHANGE TARIFF

EXPLANATION OF SYMBOLS

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

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

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Vice President – External Affairs & Marketing
Newton, IA 50208

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Vice President – External Affairs & Marketing
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GENERAL AND LOCAL EXCHANGE TARIFF

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Vice President – External Affairs & Marketing
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Newton, IA 50208

GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL AND LOCAL EXCHANGE TARIFF

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SECTION 13: CONCURRENCE STATEMENTS 1

A. INTRASTATE ACCESS SERVICE 1

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SECTION 2: DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

COIN TELEPHONE SERVICE – See “PAY TELEPHONE SERVICE.”

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

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

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

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CONNECTION CHARGE – See “SERVICE CHARGES.”

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

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

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

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

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

CUSTOMER PREMISES EQUIPMENT – Terminal Equipment located on the customer premises owned by the customer or owned by the Telephone Company or some other supplier and leased to the customer.

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

DEMARCATION POINT – The term “Demarcation Point” means the point of connection, provided and maintained by the Telephone Company, to which the Telephone Company line is connected. This connection point will normally be adjacent to a standard protector affixed to the customer’s building. Where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility. For multiple buildings constructed on continuous property, that is, condominiums, industrial parks, the Telephone Company will establish a single demarcation point for the property. The owner(s)/customer(s) is responsible for service beyond that point.

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

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

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

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

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

DUE NOTICE – See “DISCONNECT NOTICE.”

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

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

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

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

EXCHANGE AREA – The territory served by an exchange.

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

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

EXCHANGE STATION – See STATIONS.

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

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

EXTRA LISTING – See “ADDITIONAL LISTING.”

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

MESSAGE – A completed customer call.

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

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

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

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

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

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

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

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

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

MESSAGE – A completed customer call.

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

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

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

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

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

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

NOTICE – See “DISCONNECT NOTICE.”

NRC – See “NONRECURRING CHARGE.”

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

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

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

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

POINT OF DEMARCATION – See “DEMARCATIION POINT.”

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

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

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

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

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

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

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

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

PSC – Missouri Public Service Commission

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

TELEPHONE COMPANY – See “COMPANY.”

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

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

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

TIMELY PAYMENT – A payment on a customer’s account made on or before the due date shown: (1) On a current bill for rates and charges, or (2) by an agreement between the customer and a utility for a series of partial payments to settle a delinquent account.

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

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

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

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

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3: GENERAL RULES AND REGULATIONS

A. APPLICATION

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

B. OBLIGATIONS AND LIABILITIES OF THE TELEPHONE COMPANY

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3: GENERAL RULES AND REGULATIONS

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2. Interruptions of Service

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

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

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

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3. Directory Errors and Omissions

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

4. Adjustment of Charges

In the adjustment of charges for overbilling by the Telephone Company, a refund or credit will be made of the full amount of excess charges when such amount can be determined; when the period or amount for which overbilling cannot be fixed from available records, the maximum refund or credit will not exceed an estimated amount equal to such overbilling. In either event, the time period applicable to the refund or credit amount shall not exceed five years.

5. Transmitting Messages

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

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

6. Use of Connecting Telephone Company Lines

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

7. Defacement of Premises

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

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment or Service

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

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

2. Attachments or Connections

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

3. Use of Customer Service

Customer telephone service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.

4. Tampering With Equipment

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

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5. Resale of Service

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

6. Use of Profane Language or Impersonation of Another

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

7. Unlawful Use of Transmission Service

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

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

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

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

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Applications for Service

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

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2. Telephone Numbers

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

3. Alterations

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

4. Connections to New or Existing Inside Wiring

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

5. Maintenance and Repairs

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

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6. Unusual Installation Costs

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

E. TELEPHONE DIRECTORIES

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

F. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Locations at Which Business Rates Apply

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

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

2. Locations at Which Residence Rates Apply

- a. In private residences where business listings are not provided.
- b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, dentist, veterinary, surgeon, or other medical practitioner, provided the subscriber does not maintain an office in the residence.

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Positive Identification

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

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2. Credit Worthiness

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

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

3. Amount of Deposits – New Customers

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

4. Amount of Deposits – Existing Customers

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

5. Records on Customer Deposits

- a. The Telephone Company will maintain records which show the name and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

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- b. A receipt of deposit will be furnished to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by Telephone Company records.

6. Interest on Customer Deposits

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

7. Refund of Customer Deposits

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

8. Deposit Not to Affect Regular Collection Practices

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

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H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES

1. Bills

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

2. Payment

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

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

3. Installment Billing for Nonrecurring Charges

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

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

4. Disputed Bills

In the event of a dispute concerning the bill, the Telephone Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Telephone Company's Tariff, shall continue and for not less than 45 days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45 days may be extended by up to 60 days if requested of the utility by the Missouri Public Service Commission in the event the customer files a written complaint with the Missouri Public Service Commission.

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5. Returned Checks

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

I. FEES OR TAXES TO BE BILLED TO THE CUSTOMER

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

J. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

1. Initial Contract Periods

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

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GENERAL AND LOCAL EXCHANGE TARIFF

2. Termination of Service

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

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GENERAL AND LOCAL EXCHANGE TARIFF

K. REFUSAL OR DISCONNECTION OF SERVICE

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

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

2. Customer Notification of Service Disconnection

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

3. Postponement of Disconnect Due to Medical Emergency

The Telephone Company shall postpone the disconnection of service to a residential customer for a reasonable time, at least 21 days, if the customer produces verification from a physician, or a public health or social services official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the utility within five days.

L. CUSTOMER COMPLAINTS

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

3. Postponement of Disconnect Due to Medical Emergency

The Telephone Company shall postpone the disconnection of service to a residential customer for a reasonable time, at least 21 days, if the customer produces verification from a physician, or a public health or social services official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the utility within five days.

L. CUSTOMER COMPLAINTS

1. A customer or prospective customer may initiate a complaint with the Telephone Company on any relevant matter by telephone, in writing or in person directed to the Telephone Company at any of its offices. The Telephone Company's response to the complaint will generally be in the same form used by the customer. The Telephone Company may, however, respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
2. The customer may, at any point during resolution of the complaint, seek review by a supervisor or manager. If the customer is still not satisfied, the nature of the complaint with sufficient detail to afford an investigation should be documented and addressed to: Vice President-External Affairs & Marketing, Iowa Telecom, 403 W. 4th Street North, Newton, Iowa 50208. (T)
3. Upon investigation and final resolution by the Telephone Company, if the customer wishes further review, the customer should direct all appropriate information to the Missouri Public Service Commission, Attention: Consumer Services Department, PO Box 360, Jefferson City, MO 65102.

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GENERAL AND LOCAL EXCHANGE TARIFF

M. ENGINEERING STANDARDS

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4: LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. SERVICE DESCRIPTION AND CONDITIONS

1. Basic Local Exchange Service Rate Components

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

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GENERAL AND LOCAL EXCHANGE TARIFF

2. Non-Recurring Service Charges

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

3. Residence Additional Line Service

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

4. EAS Routes

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

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GENERAL AND LOCAL EXCHANGE TARIFF

5. **Lifeline Assistance Service**

a. Lifeline Assistance Service is a basic single-line residence service that provides voice grade access to the public switched network and includes touch calling, a standard white page listing, access to emergency services (for example, 911, E911), access to operator services, access to interexchange services, access to directory assistance, and toll blocking service. A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program. Lifeline Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."

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b. Low Income Assistance

1) Low income assistance is provided pursuant to the FCC Order 12-11 released on February 6, 2012 and 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:

C

- a) Medicaid (MO HealthNet);
- b) Food Stamps;
- c) Supplementary Security Income (SSI);
- d) Federal Public Housing Assistance or Section 8;
- e) Low-Income Home Energy Assistance Program (LIHEAP).
- f) Temporary Assistance to Needy Families (TANF)
- g) National School Lunch (NSL) free lunch program

Additionally, an applicant whose income, as defined in 47 CFR Section 54.400(f), is at or below one hundred and thirty-five percent (135%) of the Federal Poverty Guidelines, may also apply for eligibility certification.

N
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N

2) The customer shall request telephone assistance through completion of a form provided by the Telephone Company. The customer is responsible for notifying the Telephone Company if the customer ceases to participate in any of the qualifying assistance programs.

GENERAL AND LOCAL EXCHANGE TARIFF

5. Lifeline Assistance Service

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

b. Low Income Assistance

1) Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

a) Medicaid (MO HealthNet);

(T)

b) Food Stamps;

c) Supplementary Security Income (SSI);

d) Federal Public Housing Assistance or Section 8;

e) Low-Income Home Energy Assistance Program (LIHEAP).

f) Temporary Assistance to Needy Families (TANF)

g) National School Lunch (NSL) free lunch program

2) The customer shall request telephone assistance through completion of a form provided by the Telephone Company. The customer is responsible for notifying the Telephone Company if the customer ceases to participate in any of the qualifying assistance programs.

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JI-2009-0879

GENERAL AND LOCAL EXCHANGE TARIFF

5. Lifeline Assistance Service

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

Federal credit of \$9.25

State of Missouri credit of \$6.50

C

Waiver of the Federal Universal Service Fund Recovery Charge

c. Disabled Assistance

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

GENERAL AND LOCAL EXCHANGE TARIFF

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

Federal credit of \$9.25
 State of Missouri credit of \$3.50

C

Waiver of the Federal Universal Service Fund Recovery Charge

D

c. Disabled Assistance

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

GENERAL AND LOCAL EXCHANGE TARIFF

- 3) Low Income Assistance can only be associated with the primary residential connection.
- 4) Toll blocking is available to low income assistance customers at no charge.
- 5) Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Toll Blocking Service.
- 6) Lifeline Assistance Service may not be disconnected for non-payment of nonregulated charges.

- 7) Customers eligible under the established criteria will receive the following benefits:

Waiver of the Federal Subscriber Line Charge

Federal credit of \$1.75

State of Missouri credit of \$3.50

Additional Federal credit of \$1.75

Waiver of the Federal Universal Service Fund Recovery Charge

(C)

(C)

c. Disabled Assistance

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

GENERAL AND LOCAL EXCHANGE TARIFF

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

– Federal Baseline Amount	\$6.15	(I)
– Federal Supplemental Amount	1.75	
– Missouri Baseline Amount	3.50	
– Additional Federal Supplemental Amount	<u>1.75</u>	
Total Amount	\$13.15	(I)

c. Disabled Assistance

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

- Federal Baseline Amount	\$6.14	(R)
- Federal Supplemental Amount	1.75	
- Missouri Baseline Amount	3.50	
- Additional Federal Supplemental Amount	<u>1.75</u>	
Total Amount	\$13.14	(R)

c. Disabled Assistance

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

– Federal Baseline Amount	\$6.50
– Federal Supplemental Amount	1.75
– Missouri Baseline Amount	3.50
– Additional Federal Supplemental Amount	1.75
Total Amount	\$13.50

c. Disabled Assistance

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

Missouri Baseline Amount \$6.50

C

d. Missouri Universal Service Fund

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

GENERAL AND LOCAL EXCHANGE TARIFF

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

Missouri Baseline Amount \$3.50

d. Missouri Universal Service Fund

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

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GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES**1. Standard Monthly Recurring Rates****Basic Local Exchange Service (Not Including EAS Additive)**

<u>Class of Service</u>	<u>Per Month</u>	
Residence Service		
Individual Line	\$23.09	(I)
Additional Lines	\$13.94	(I)
Business Services		
Individual Line	\$44.99 ¹	
Trunk PBX TK	\$44.99 ¹	
Key Business Line	\$44.99 ¹	
Pay Telephone Services		
Basic	\$32.98	
Smart	\$37.23	

2. EAS Routes and EAS Additives

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

¹ For customers subscribing to service as of December 31, 2009, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective January 1, 2010.

GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

<u>Class of Service</u>	<u>Per Month</u>	
Residence Service		
Individual Line	\$21.99	(T)
Additional Lines	\$13.28	
Business Services		
Individual Line	\$44.99 ¹	(I)
Trunk PBX TK	\$44.99 ¹	(I)(T)
Key Business Line	\$44.99 ¹	(I)(T)
Pay Telephone Services		
Basic	\$32.98	
Smart	\$37.23	

2. EAS Routes and EAS Additives

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

¹ For customers subscribing to service as of December 31, 2009, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective January 1, 2010.

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GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

<u>Class of Service</u>	<u>Per Month</u>	
Residence Service		
Individual Line	\$21.99 ¹	
Additional Lines	\$13.28	
Business Services		
Individual Line	\$41.99 ¹	
Trunk PBX TK	\$41.99 ²	(I)
Key Business Line	\$41.99 ²	(I)
Pay Telephone Services		
Basic	\$32.98	
Smart	\$37.23	

2. EAS Routes and EAS Additives

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

¹ For customers subscribing to service as of December 19, 2008, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective December 20, 2008.

² For customers subscribing to service as of January 31, 2009, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective February 1, 2009. (N)
(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

<u>Class of Service</u>	<u>Per Month</u>	
Residence Service		
Individual Line	\$21.99 ¹	(I)
Additional Lines	\$13.28	
Business Services		
Individual Line	\$41.99 ¹	(I)
Trunk PBX TK	\$35.79	
Key Business Line	\$35.79	
Pay Telephone Services		
Basic	\$32.98	
Smart	\$37.23	

2. EAS Routes and EAS Additives

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

¹ For customers subscribing to service as of December 19, 2008, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective December 20, 2008. (C)
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GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

<u>Class of Service</u>	<u>Per Month</u>
Residence Service	
Individual Line	\$18.99 ¹
Additional Lines	\$13.28
Business Services	
Individual Line	\$37.96 ¹
Trunk PBX TK	\$35.79
Key Business Line	\$35.79
Pay Telephone Services	
Basic	\$32.98
Smart	\$37.23

2. EAS Routes and EAS Additives

<u>Exchange</u>	<u>Iowa EAS Connections</u>	<u>Residence</u>	<u>Business</u>			
		<u>1-Party</u>	<u>1-Party</u>	<u>Trunk</u>	<u>C.O. Line</u>	
Athens	Bonaparte, Farmington, Primrose	\$2.10	\$2.10	\$2.10	\$2.10	(T)
South Braddyville	Clarinda, Braddyville	\$3.15	\$6.32	\$9.48	\$6.32	(T)
South Seymour	Centerville, Corydon, Plano, Promise City, Seymour	\$5.66	\$5.66	\$5.66	\$5.66	(T)

¹ For customers subscribing to service as of January 31, 2007, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective February 1, 2007.

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GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

Class of Service	Per Month	
Residence Service		
Individual Line	\$18.99 ¹	(I)
Additional Lines	\$13.28	
Business Services		
Individual Line	\$37.96 ¹	(I)
Trunk PBX TK	\$35.79	
Key Business Line	\$35.79	
Pay Telephone Services		
Basic	\$32.98	
Smart	\$37.23	

2. EAS Routes and EAS Additives

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

¹ For customers subscribing to service as of January 31, 2007, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective February 1, 2007.

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GENERAL AND LOCAL EXCHANGE TARIFF

C. RATES

1. Standard Monthly Recurring Rates

Basic Local Exchange Service (Not Including EAS Additive)

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

2. EAS Routes and EAS Additives

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

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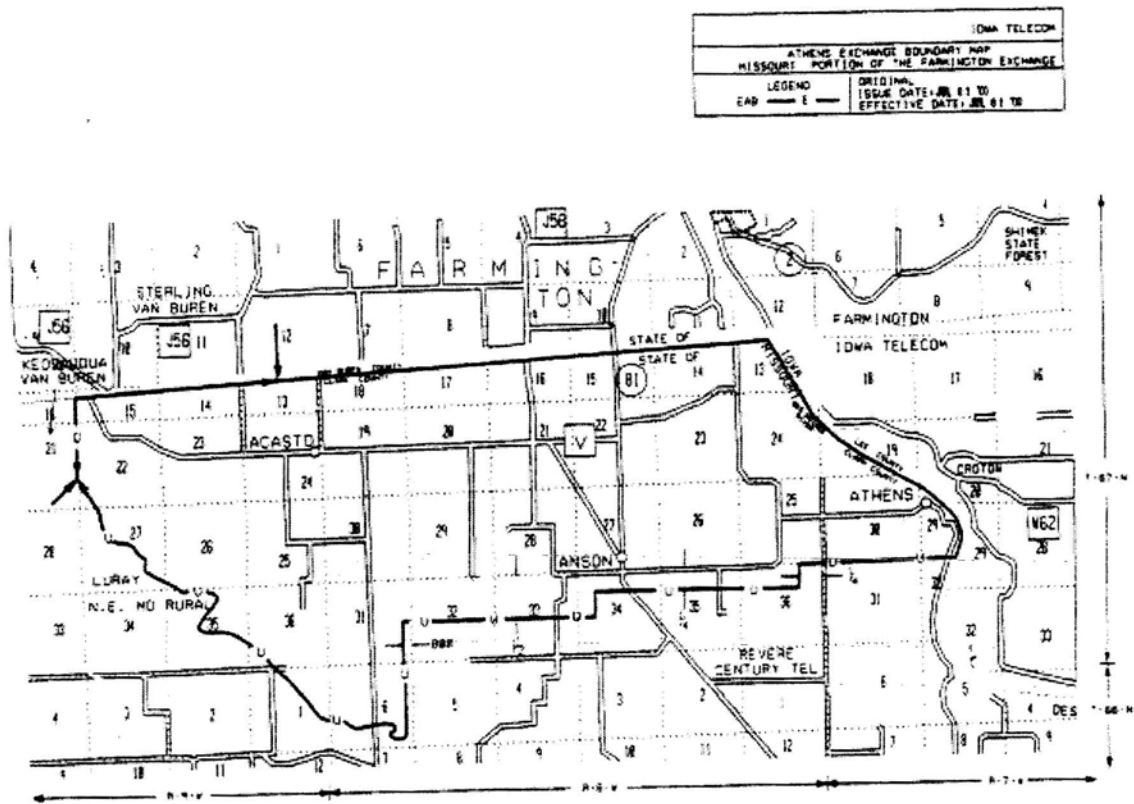
Cancelled
February 1, 2007

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GENERAL AND LOCAL EXCHANGE TARIFF

D. EXCHANGE MAPS

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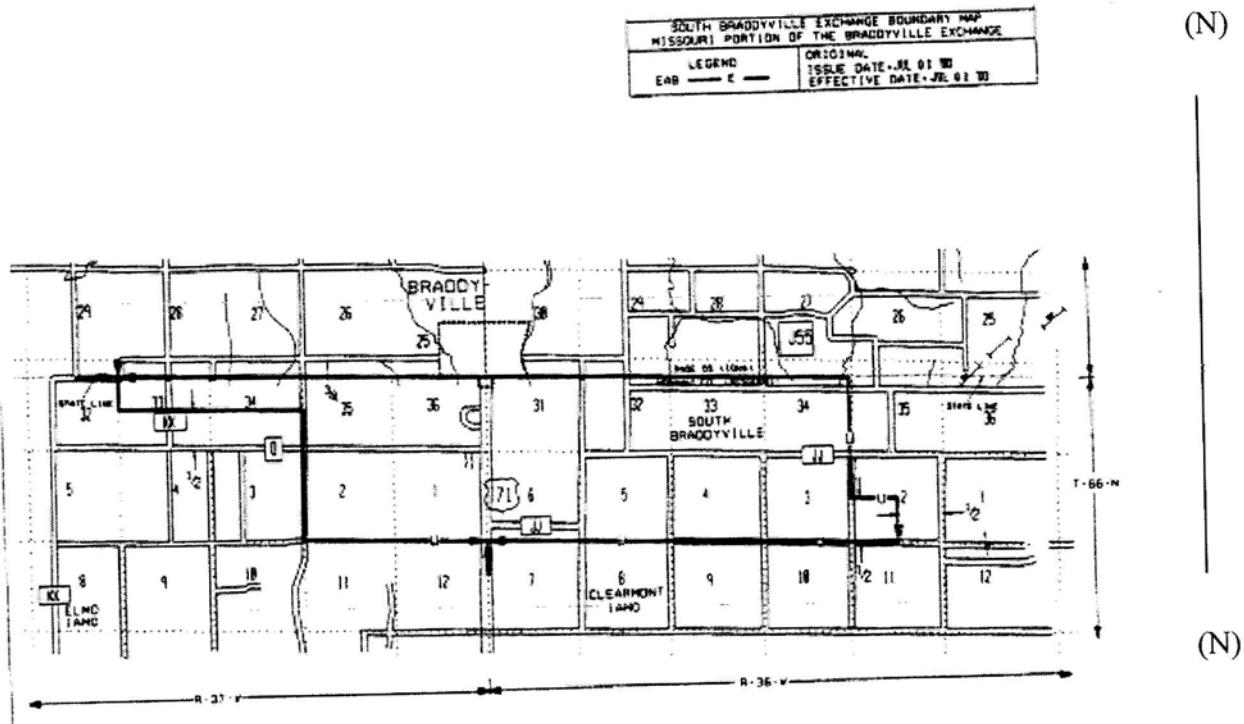
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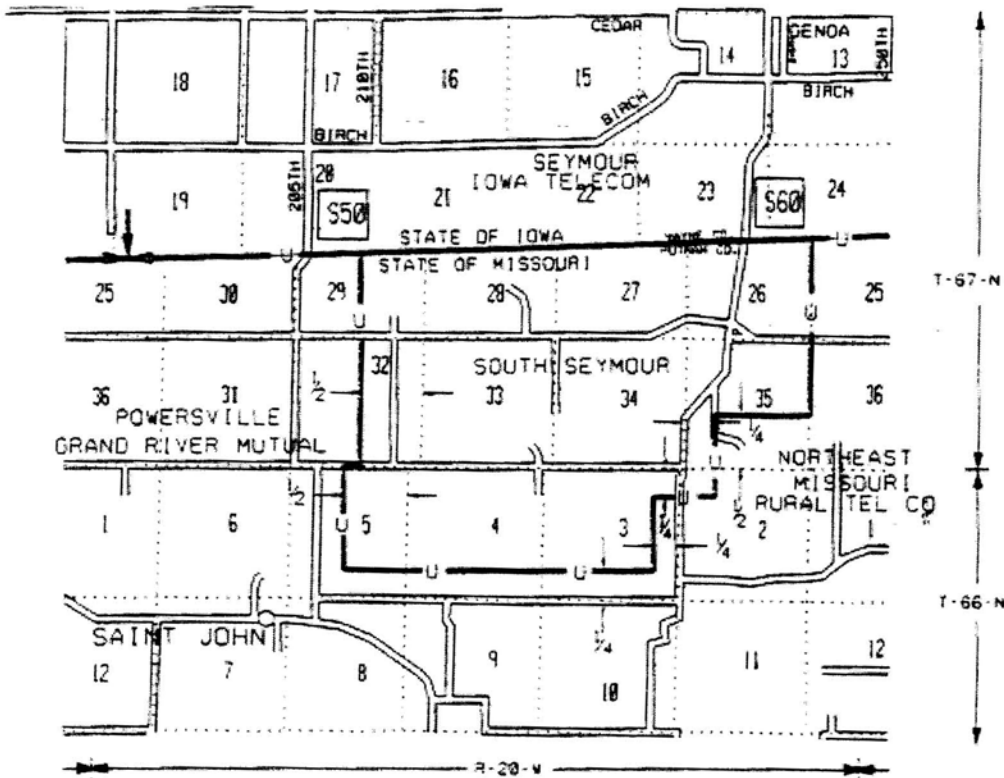
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GENERAL AND LOCAL EXCHANGE TARIFF

IOWA TELECOM	
SOUTH SEYMOUR EXCHANGE BOUNDARY MAP MISSOURI PORTION OF THE SEYMOUR EXCHANGE	
LEGEND	ORIGINAL
EAB ——— E ———	ISSUE DATE: JUL 01 00 EFFECTIVE DATE: JUL 01 00



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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 5: SERVICE AND CONSTRUCTION CHARGES

A. SCOPE OF SECTION

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

B. SERVICE CHARGES

1. General

- a. A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at customer's request:
 - 1) Connections
 - 2) Changes
- b. Service charges are in addition to all other applicable rates and charges associated with the service being provided unless otherwise stated for specific items. Service charges apply in addition to and not in lieu of installation charges, nonrecurring charges or construction charges which are found in other sections of this Tariff.
- c. Payment of Service Charges – See Section 3.
- d. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests overtime labor, being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
- e. Certain interexchange Service Charges covered by connecting company Tariffs apply to installations, moves, and changes of interexchange services, such as Foreign Exchange lines and other special services, and may be in addition to charges in this Tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

2. Service Charges Definitions

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

3. Application of Charges

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

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GENERAL AND LOCAL EXCHANGE TARIFF

4. Rates

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

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5. RESERVED FOR FUTURE USE

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Effective April 1, 2012, the Link Up America Program is eliminated for non-Tribal customers pursuant to the FCC’s Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).

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Effective: July 1, 2012

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GENERAL AND LOCAL EXCHANGE TARIFF

4. Rates

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

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

5. Low Income Connection Assistance Program – Link Up Service

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

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GENERAL AND LOCAL EXCHANGE TARIFF

C. CONSTRUCTION CHARGES

1. General

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

2. Line Extensions

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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

3. Line Extensions for Multiple Applicants

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

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

4. Pre-Cabling Subdivisions

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

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GENERAL AND LOCAL EXCHANGE TARIFF

5. Plant Relocation

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

6. Termination Fee

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

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