

GENERAL AND LOCAL EXCHANGE TARIFF

2. Credit Worthiness

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

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

3. Amount of Deposits – New Customers

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

4. Amount of Deposits – Existing Customers

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

5. Records on Customer Deposits

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

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Newton, IA 50208

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

3. Postponement of Disconnect Due to Medical Emergency

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

L. CUSTOMER COMPLAINTS

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

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M. ENGINEERING STANDARDS

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

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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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2. Non-Recurring Service Charges

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

3. Residence Additional Line Service

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

4. EAS Routes

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

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5. Lifeline Assistance Service

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

b. Low Income Assistance

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

a) Medicaid (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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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:

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

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- 3) Low Income Assistance can only be associated with the primary residential connection.
- 4) Toll blocking is available to low income assistance customers at no charge.
- 5) Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Toll Blocking Service.
- 6) Lifeline Assistance Service may not be disconnected for non-payment of nonregulated charges.
- 7) Customers eligible under the established criteria will receive credit amounts on their monthly statement as follows:
 - Federal Baseline Amount \$6.15 (I)
 - Federal Supplemental Amount 1.75
 - Missouri Baseline Amount 3.50
 - Additional Federal Supplemental Amount 1.75
 - 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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- 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 \$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 | \$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)
(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 1-Party</u> | <u>Business</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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April 11, 2006

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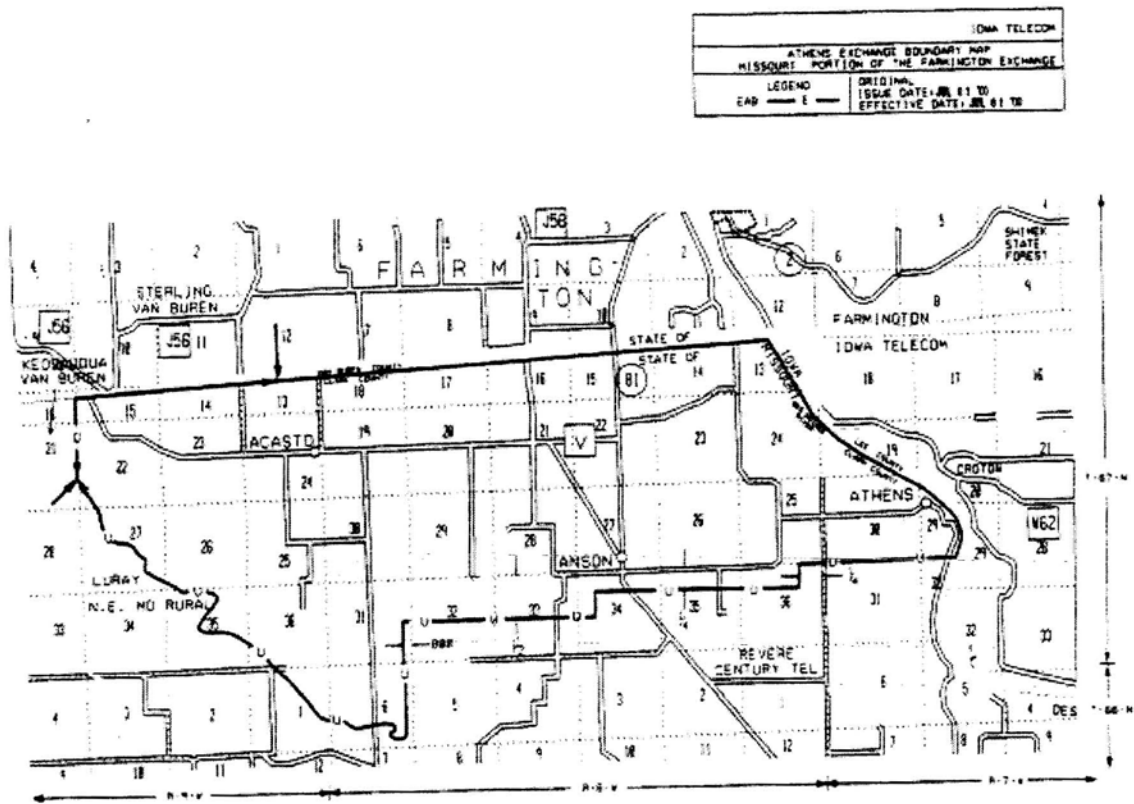
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February 1, 2007

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GENERAL AND LOCAL EXCHANGE TARIFF

D. EXCHANGE MAPS

(N)



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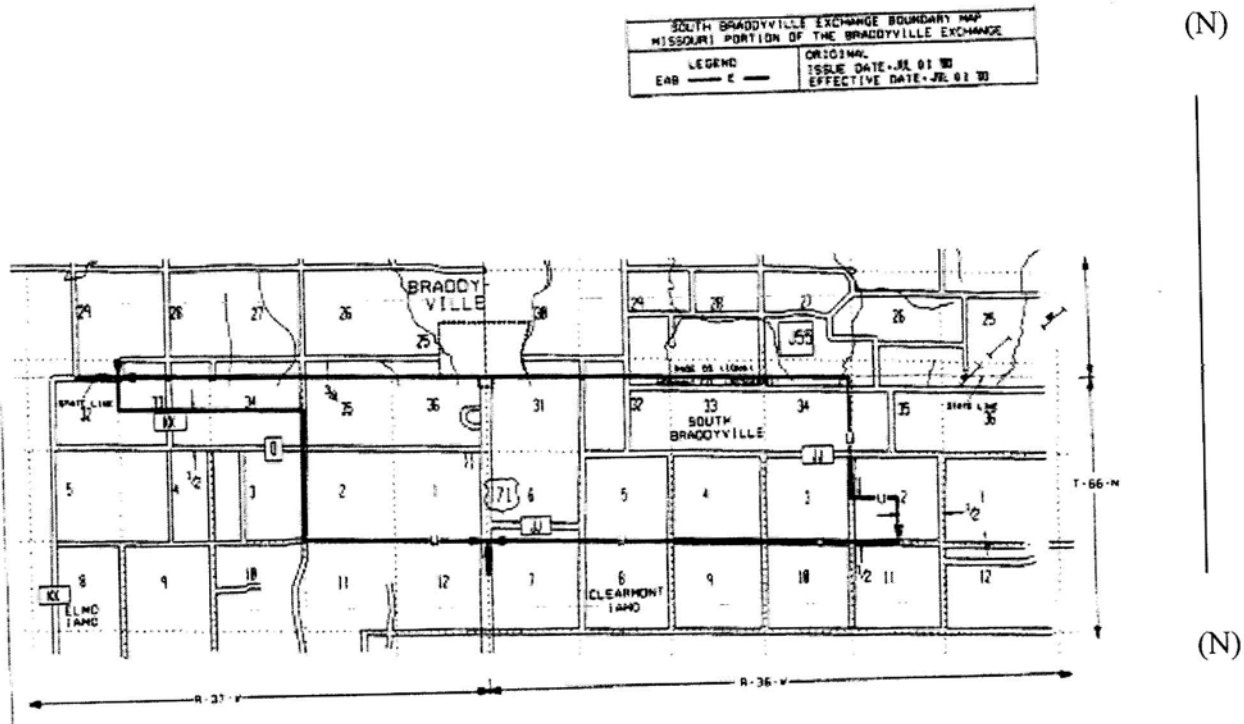
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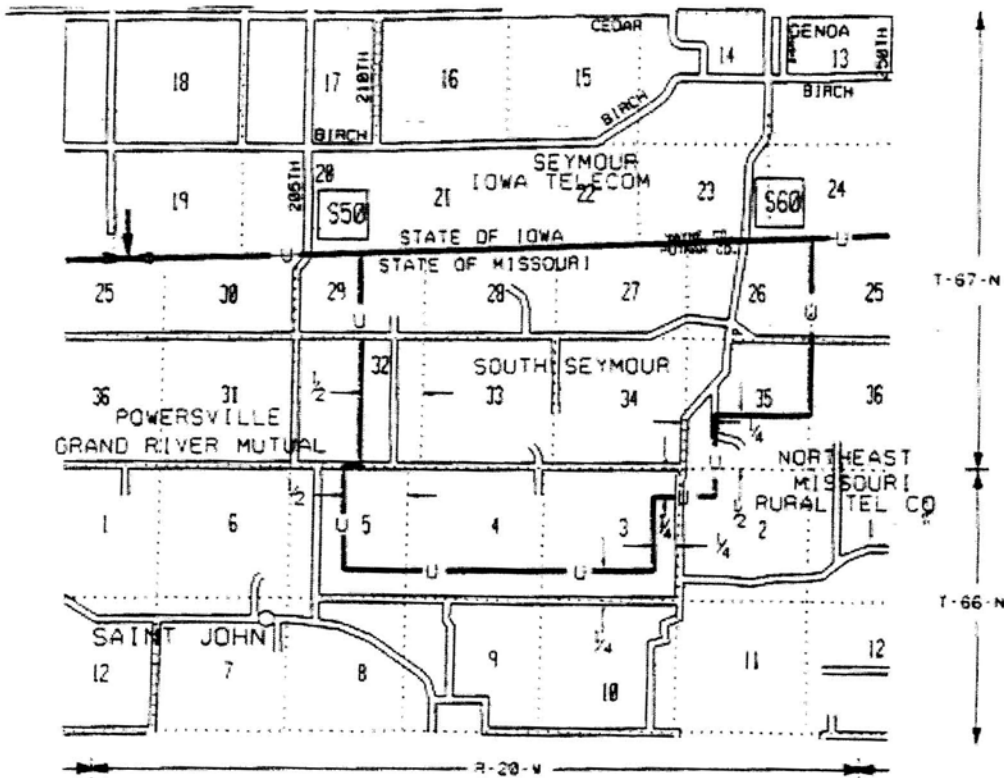
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| | |
|---|--|
| IOWA TELECOM | |
| SOUTH SEYMOUR EXCHANGE BOUNDARY MAP MISSOURI PORTION OF THE SEYMOUR EXCHANGE | |
| LEGEND EAB — E — | ORIGINAL ISSUE DATE: JUL 01 00 EFFECTIVE DATE: JUL 01 00 |



(N)

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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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- 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 |

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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C. CONSTRUCTION CHARGES

1. General

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

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

2. Line Extensions

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

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

3. Line Extensions for Multiple Applicants

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

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

4. Pre-Cabling Subdivisions

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

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5. Plant Relocation

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

6. Termination Fee

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

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