

GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 6: CALLING SERVICES

A. SCOPE OF SECTION

Iowa Telecom Calling Services are optional services that are provided in connection with individual line residence and business services and some multiline services. PBX customers and public telephone services are excluded. Iowa Telecom Calling Services are limited to those areas served by central offices specifically equipped to provide such services and have the available suitable facilities.

B. SERVICE DESCRIPTIONS

1. **Anonymous Call Block** – allows customers of this service to block calls from a person that is using Selective Blocking or Complete Blocking (which prevents the display of the caller's telephone number to Caller ID customers). The person calling, whose identification is blocked, will receive a message to hang up and call back with the calling number unblocked. This service is available to non-Caller Identification customers on a stand-alone basis at a monthly rate. This service is also available to caller identification customers as part of the caller identification service and will be included at no additional charge.
2. **Automatic Busy Redial** – is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
3. **Automatic Call Return** – allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the service, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed.

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4. **Call Block** – allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

5. **Call Forwarding Service** – permits the customer to have all incoming calls to the customer’s line automatically transferred to another dialable telephone number, while this service is activated. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. The grade of transmission on Call Forwarding Service may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.
 - a. Call Forwarding may be arranged for:
 - 1) Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in “fixed” Call Forwarding Service, the Telephone Company will reestablish the most current forwarded telephone number destination shown in its records. Service activation and deactivation is the responsibility of the customer.
 - 2) Variable operation, which provides for customer establishment and change of the forwarded telephone number destination. The customer is also responsible for service activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of “variable” Call Forwarding Service.
 - b. Call Forwarding Service – Busy Line – Fixed – This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a normal busy line condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described preceding or rotary (line hunting) service.

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- c. **Call Forwarding Service – No Answer – Fixed –** This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described preceding or rotary (line hunting) service.
6. **Call Tracing Service** – allows the customer to immediately and automatically trace the last incoming call received from a local service. Upon the customer's request the trace information will be provided to law enforcement agencies by the Telephone Company but will not be released directly to the customer. The customer must contact the Telephone Company at the number provided in the voice announcement within ten (10) days of the incident to initiate the legal procedure. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that the Telephone Company shall not be liable for damages due to an inability to trace the call(s). (Refer also to Call Trap/Call Trace Service – Section 10.)
7. **Call Waiting Service** – allows a customer, engaged in a conversation, to receive an audible signal that a second party has attempted to call this line. The calling party receives normal ringback tone. The customer may elect to either go on-hook and receive ringing from the second caller, or may use hookswitch flashes to hold private conversations with each of the two parties on an alternative basis.
8. **Call Waiting ID** – is a service that will allow a Caller ID/Call Waiting customer who is offhook on an existing call to receive caller identification information on a new incoming call. Once the customer receives the Caller ID data, he or she may decide whether to ignore the waiting call, interrupt the current call and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as for the existing Call Waiting service except that the Customer has the ability to identify the waiting caller.

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The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (Number or Name and Number Service) at the Tariff rates for each service or in a “flexible package”/Choice PAC arrangement. The customer must subscribe to this service specifically even though there are not additional rates or charges. Cancel Call Waiting is implicit within the Call Waiting service and does not carry an additional charge for use.

9. Calling Identification Services

- a. Caller ID – Number – is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer.

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to customer provided display equipment associated with the customer’s local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

- b. Caller ID – Name and Number – is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The Caller ID – Name and Number service will forward the calling name and number information from the appropriately equipped central office to a customer provided display device. The Telephone Company will forward all non-blocked names and telephone numbers subject to technical limitations.

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded. The calling party can prevent the Caller ID – Name and Number customer from seeing the calling name and telephone number display by activating Selective Blocking – Per Call. Complete Blocking – Per Line also functions the same as described in this section of the Tariff.

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- c. Customers subscribing to Calling Identification Services will be responsible for the provision of compatible display equipment. The Telephone Company assumes no liability for any incompatibility of the customer provided display equipment.
- 1) Calling Identification Service information is intended solely for the use of the Calling Identification customer. Resale of this information is prohibited by this Tariff.
 - 2) Anonymous Call Block (ACRJ) is provided in conjunction with these services at no additional charge.
- 10. Camp-On/Busy Number Redial** – permits the customer to dial a camp-on code when a busy station is reached. The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung and the two parties are connected in a normal two-way call. Only busy calls within the central office are retried automatically. This service is limited to existing customers at their existing location.
- 11. Cancel Call Waiting** – permits the customer with Call Waiting to inhibit the operation of call waiting for one call. Call Waiting is automatically restored to the customer's line upon a disconnect.
- 12. Selective Blocking (Per Call)** – allows customers, in areas where Calling Identification Services is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.
- 13. Complete Blocking (Per Line)** – provides a permanent private indicator on a customer's line. This service is available upon request, at no charge, only to the private, nonprofit, tax exempt, domestic violence intervention agencies and federal, state, and local law enforcement agencies for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers. An executive officer of the agency must register a need for blocking and provide the required certification to the Applicant.

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- 14. Remote Call Forwarding (Directory Number Transfer)** – allows calls placed to a customer’s telephone number in one central office to automatically be forwarded by Company central office equipment to another customer designated line located outside that central office’s serving area.
- a. When the Remote Call Forwarding (RCF) customer requests a number change for the call forwarding location, the number to which calls are forwarded to or both, service charges as specified elsewhere in this Tariff apply.
 - b. Remote Call Forwarding may not be terminated in a coin/coinless telephone.
 - c. Identification of the originating telephone number will not be provided to Remote Call Forwarding customers.
 - d. Transmission quality may vary depending on the routing required, thus Remote Call Forwarding is not represented as suitable for transmission of data or for being forwarded again at the distant location.
 - e. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient facilities to adequately handle calls without interfering or impairing services offered by the Telephone Company. If, in the opinion of the Telephone Company, additional Remote Call Forwarding facilities are needed to avoid interference with or impairment of services offered, the customer will be required to subscribe to such additional facilities. In the event the customer refuses to subscribe to adequate Remote Call Forwarding facilities, the service shall be subject to termination.
 - f. The Remote Call Forwarding terminating station may not forward to another RCF location and RCF may not be used with any other Call Forwarding Service.

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- g. Call Charges
- 1) The originating station is responsible for all charges on calls placed to the Remote Call Forwarding number as specified elsewhere in this Tariff.
 - 2) Remote Call Forwarding is not intended to allow toll bypass. The calling party is responsible for toll charges associated with calls between the originating telephone and the call forwarding location. The Remote Call Forwarding customer is responsible for the applicable customer dialed station-to-station charges associated with messages between the call forwarding location and the terminating telephone. On local calls, the Remote Call Forwarding customer is responsible for the payment of applicable Usage Pricing charges per this Tariff, the local area calling message charges, or Extended Area Service rates referred to in this Tariff
- h. The RCF customer location and the RCF number may be located either within the same local exchange, or the RCF customer location may be located beyond the local calling area of the RCF number. The RCF number may terminate in an exchange which is an EAS point of its local exchange.
- i. Call Forwarding capabilities can not be used on a continual basis to extend the local calling scope beyond that available to a customer's premises.
- j. The Telephone Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified elsewhere in this Tariff.
- k. Each Remote Call Forwarding service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- l. Remote Call Forwarding is not allowed for international calls.

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15. **Distinctive Ring** – allows separate ringing to be applied to an individual line, where each of two numbers, a main number and a Distinctive Ring number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for directory listings set forth elsewhere in this Tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the Distinctive Ring number, regardless of the class of service.

16. **Special Call Acceptance** – allows a customer to select (maximum of 12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
17. **Special Call Forwarding** – is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
18. **Special Call Waiting** – allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line. This service is limited to existing Customers at their existing location.
19. **Speed Calling Service** – allows the customer to select from a preprogrammed list of eight or thirty telephone numbers stored in the system's memory by use of one and two digit codes, respectively. The call will be automatically placed to the number selected.
20. **Three-Way Calling Service** – permits a customer to add a third party to an existing conversation, whether the original call was incoming or outgoing. The trade of transmission on Three-Way Calling may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

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21. **VIP Alert** – allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

C. SERVICE CHARGES/WAIVER OR REFUND OF CHARGES

1. Service Charges apply as detailed following:

- a. The Company will waive applicable service charges during special promotions in exchanges equipped with available facilities.
- b. Upon conversion to a "Stored Program Control" switch or the activation of a new calling service in an exchange, a 90 day grace period will follow allowing those customers wishing to subscribe to the calling service(s) to subscribe without application of service charges.
- c. When a calling service or package is established at the same time as the associated exchange line, only the appropriate service charges for establishing the exchange service will apply. When a calling service or package is ordered subsequent to the installation of its associated exchange line, the Subsequent Service Ordering charge (as noted in D. Rates) will be waived for up to ninety (90) days of the initial request for service.
- d. When a calling service or package is ordered outside the waiver period subsequent to the establishment of the associated exchange service, the Subsequent Service Ordering charge, (if appropriate as shown in D. Rates and as specified in Section 5 of this Tariff) will apply.

2. Special Promotions

The Company may, upon Commission approval, offer customer specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

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3. Satisfaction Guarantee

If at anytime the customer notifies the Company he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The service(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Satisfaction Guarantee will apply to all Iowa Telecom Calling Services as listed in this Section of the Tariff.

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D. RATES

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

When provided individually, each service per line equipped

	Residence	Business
Anonymous Call Block	\$3.40	\$3.40
Automatic Busy Redial	3.40	3.40
Automatic Call Return	3.40	3.40
Call Block	3.40	3.40
Call Forwarding	4.95	4.95
Call Forwarding - Busy Line	4.95	4.95
Call Forwarding - No Answer	4.95	4.95
Call Tracing Service	3.40	3.40
Call Waiting	4.95	4.95
Call Waiting ID	0.00	0.00
Caller ID Number	7.40	10.60
Caller ID Number w/ Anonymous Call Block		
Caller ID Name and Number		
Caller ID Name and Number w/Anonymous Call Block	8.40	12.20
Camp-On/Busy Number Redial	3.40	3.40
Selective Blocking - Per Call	0.00	0.00
Complete Blocking - Per Line (See Applicant Restrictions)	No Charge	No Charge
Remote Call Forwarding	3.40	3.40
Distinctive Ring	6.95	6.95
Special Call Acceptance	3.40	3.40
Special Call Forwarding	3.40	3.40
Special Call Waiting	3.40	3.40
Speed Calling (8-Number)	3.40	3.40
Speed Calling (30-Number)	3.40	3.40
Three-Way Calling	3.40	3.40
VIP Alert	3.40	3.40

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When provided as a service package,
each package per line equipped.

	Residence	Business
Preferred Feature Pack of Call Forwarding, Call Waiting, Three Way Calling and Speed Calling – 8 number		
a. Without Caller ID	\$6.95	\$6.95
b. With Caller ID	\$10.95	\$10.95

Flexible Packaging - Residence

Provides a 20% discount off the individual rate listed above when the customer orders, retains four or more of the following services and is limited to existing customer at existing address:

Automatic Busy Redial
Automatic Call Return
Call Block
Call Forwarding (variable)
Call Waiting
Caller ID - Name and Number with Anonymous Call Block
Caller ID - Number with Anonymous Call Block
Distinctive Ring
Special Call Acceptance
Special Call Forwarding
Speed Calling 8 and 30
Three Way Calling
VIP Alert
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SECTION 7: BUNDLED SERVICE OFFERINGS

A. RESIDENTIAL AND BUSINESS PLANS

1. Freedom Express Bundle

a. Description

The Freedom Express Bundle includes the access line, the Iowa Telecom Community Long Distance Plan and choice of up to four calling features from the following list, depending on availability:

Caller ID Name and Number	Caller ID Number
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Answer Anywhere	Three Way Calling
Call Forwarding (Variable, Fixed or No Answer)	

b. Terms and Conditions.

Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, Dial Up Internet, or DSL to the plan.

(N)

(N)

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(N)

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SECTION 7: BUNDLED SERVICE OFFERINGS

A. RESIDENTIAL AND BUSINESS PLANS

1. Description

Residential customers may be eligible to receive special pricing on Long Distance and additional services when subscribing to an Iowa Telecom SuperSaver Package.

2. Terms and Conditions

The terms and conditions for the individual elements of the bundled services will apply as described in the applicable Tariff.

3. Plans

- a. SuperSaver 100
The SuperSaver 100 includes the access line, Preferred Feature Pack and the Iowa Telecom Economy Plan.
- b. SuperSaver 250
The SuperSaver 250 includes the access line, Preferred Feature Pack and the Iowa Telecom Budget Plan.
- c. SuperSaver 500
The SuperSaver 500 includes the access line, Preferred Feature Pack and the Iowa Telecom Saver Plan.
- d. SuperSaver 1000
The SuperSaver 1000 includes the access line, Preferred Feature Pack and the Iowa Telecom Grand Plan.
- e. Community SuperSaver
The Community SuperSaver includes the access line, Preferred Feature Pack and the Iowa Telecom Community Plan.
- f. 6/10 SuperSaver
The 6/10 SuperSaver includes the access line, Preferred Feature Pack, Line Care and the Iowa Telecom 6/10 Plan.

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2. Freedom Select Bundle

a. Description

The Freedom Select Bundle includes the access line, the Iowa Telecom Economy Long Distance Plan and choice of up to four calling features from the following list, depending on availability:

Caller ID Name and Number	Caller ID Number
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Answer Anywhere	Three Way Calling
Call Forwarding (Variable, Fixed or No Answer)	

b. Terms and Conditions.

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Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, Dial Up Internet, or DSL to the plan.

3. Freedom Unlimited Bundle

(N)

a. Description

The Freedom Unlimited Bundle includes the access line, the Iowa Telecom Unlimited Long Distance Plan. The price for the bundle includes EAS service and offers a choice of any or all calling features from the following list, depending on availability:

Caller ID Name and Number	Caller ID Number
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Answer Anywhere	Three Way Calling
Call Forwarding (Variable, Fixed or No Answer)	

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2. Freedom Select Bundle

- a. Description
The Freedom Select Bundle includes the access line, the Iowa Telecom Economy Long Distance Plan and choice of up to four calling features from the following list, depending on availability:

Caller ID Name and Number	Caller ID Number
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Answer Anywhere	Three Way Calling
Call Forwarding (Variable, Fixed or No Answer)	

- c. Terms and Conditions.
Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, Dial Up Internet, or DSL to the plan.

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2. **Freedom Select Bundle**

(N)

a. Description

The Freedom Select Bundle includes the access line, the Iowa Telecom Economy Long Distance Plan and choice of up to four calling features from the following list, depending on availability:

Caller ID Name and Number	Caller ID Number
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Answer Anywhere	Three Way Calling
Call Forwarding (Variable, Fixed or No Answer)	

c. Terms and Conditions.

Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, Dial Up Internet, or DSL to the plan.

2. **Freedom Elite Bundle**

a. Description

The Freedom Elite Bundle is available to residential customers and includes the access line, the Iowa Telecom Big Block of Time Long Distance Plan and choice of up to four calling features from the following list, depending on availability:

Caller ID Name and Number	Caller ID Number
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Answer Anywhere	Three Way Calling
Call Forwarding (Variable, Fixed or No Answer)	

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- f. Freedom Package 100
The Freedom Package 100 includes the access line, choice of four features and the Iowa Telecom Economy Plan.
- g. Freedom Package 250
The Freedom Package 250 includes the access line, choice of four features and the Iowa Telecom Budget Plan.
- h. Freedom Package 500
The Freedom Package 500 includes the access line, choice of four features and the Iowa Telecom Saver Plan.
- i. Freedom Package 1000
The Freedom Package 1000 includes the access line, choice of four features and the Iowa Telecom Grand Plan.
- j. Freedom Community Package
The Freedom Community Package includes the access line, choice of four features and the Iowa Telecom Community Plan.

4. Features

- a. The use of the access line for unlimited local calls.
- b. Customer's long distance usage is for a specified block of time (either 100, 250, 500 or 1000 minutes) or per minute usage as defined by the long distance plan.
- c. The Preferred Feature Pack includes Call Waiting, Call Forwarding, Three-way Calling, and Speed Call 8.
- d. Freedom Packages provide the customer with a choice of four of the following features (based on availability within the exchange).

Caller ID Name and Number	Three Way Calling
Call Waiting	Speed Call Eight
Call Waiting ID	Call Block
Line Care	Voice Mail
Call Forwarding (Variable, Fixed or No Answer)	

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April 11, 2006

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GENERAL AND LOCAL EXCHANGE TARIFF

b. Terms and Conditions.

Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, or DSL to the plan.

(D)

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(D)

4. Rates

	EXPRESS		SELECT		UNLIMITED
	Residence	Business	Residence	Business	Residence
Traditional	\$29.95 ¹	\$45.95	\$36.95 ¹	\$52.95	\$59.99
W/Dial Up	\$46.90 ¹	\$62.90	\$53.90 ¹	\$69.90	N/A
DSL Lite	\$59.90 ²	\$75.90 ²	\$66.90 ²	\$82.90 ²	N/A
DSL	\$69.90 ²	\$85.90 ²	\$76.90 ²	\$92.90 ²	\$79.99 ²
Long Reach DSL	\$69.90 ²	\$85.90 ²	\$76.90 ²	\$92.90 ²	\$89.99 ²

(C)

(C)

¹ New Residential bundle customers who subscribe to the traditional Freedom Express Bundle are eligible to receive these bundles at a reduced rate of \$19.99 per month for 24 months. W/Dial Up customers are eligible to receive a reduced rate of \$36.94 per month for 24 months. Freedom Select customers receiving the reduced rate of \$19.99 as of November 5, 2009 will continue to receive this rate until the expiration of the 24 month commitment. At the end of the 24 month period, the rate will increase to the standard pricing described above.

(T)

² New bundle customers, who subscribe to DSL service as part of their Freedom Express, Select or Unlimited Bundle will receive an additional discount when the customer agrees to retain the service for a certain term. The standard pricing listed above will apply at the end of the term. An early termination charge of \$79.95 will apply when a bundle including DSL service is disconnected prior to the end of the term.

(C)

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GENERAL AND LOCAL EXCHANGE TARIFF

b. Terms and Conditions.

Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, or DSL to the plan.

Customers that commit to a bundle including a DSL service for a 12 month term will receive an additional \$10.00 discount. An early termination charge of \$79.95 will apply when a bundle including DSL or Long Reach is disconnected prior to the end of the 12 month term.

(T)

4. Rates

	EXPRESS		SELECT		UNLIMITED
	Residence	Business	Residence	Business	Residence
Traditional	\$29.95 ¹	\$45.95	\$36.95 ¹	\$52.95	\$59.99
W/Dial Up	\$46.90 ¹	\$62.90	\$53.90 ¹	\$69.90	N/A
DSL Lite	\$59.90 ²	\$75.90 ²	\$66.90 ²	\$82.90 ²	N/A
DSL	\$69.90 ²	\$85.90 ²	\$76.90 ²	\$92.90 ²	\$79.99
Long Reach DSL	\$69.90 ²	\$85.90 ²	\$76.90 ²	\$92.90 ²	\$89.99

(D)

¹New Residential bundle customers who subscribe to the traditional Freedom Express Bundle are eligible to receive these bundles at a reduced rate of \$19.99 per month for 24 months. W/Dial Up customers are eligible to receive a reduced rate of \$36.94 per month for 24 months. Freedom Select customers receiving the reduced rate of \$19.99 as of November 5, 2009 will continue to receive this rate until the expiration of the 24 month commitment. At the end of the 24 month period, the rate will increase to the standard pricing described above.

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²New bundle customers, who subscribe to DSL service as part of their Freedom Express or Select Bundle for a 24 month term, will receive an additional discount. At the end of the 24 month period, the rate will increase to the standard pricing described above. An early termination charge of \$79.95 will apply when a bundle including a DSL service is disconnected prior to the end of the 24 month term.

(D)
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Issued: October 6, 2009

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GENERAL AND LOCAL EXCHANGE TARIFF

- b. Terms and Conditions.
Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, or DSL to the plan.

Customers that commit to a 12 month term will receive an additional \$10.00 Discount. An early termination charge of \$79.95 will apply when a bundle including DSL or Long Reach is disconnected prior to the end of the 12 month term.

(T)

4. Rates

	EXPRESS		SELECT		UNLIMITED
	Residence ³	Business ³	Residence ³	Business ³	Residence
Traditional	\$29.95 ¹	\$45.95	\$36.95 ¹	\$52.95	\$59.99
W/Dial Up	\$46.90 ¹	\$62.90	\$53.90 ¹	\$69.90	N/A
DSL Lite	\$59.90 ²	\$75.90 ²	\$66.90 ²	\$82.90 ²	N/A
DSL	\$69.90 ²	\$85.90 ²	\$76.90 ²	\$92.90 ²	\$79.99
Long Reach DSL	\$69.90 ²	\$85.90 ²	\$76.90 ²	\$92.90 ²	\$89.99

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¹New Residential bundle customers who subscribe to the traditional Freedom Express or Select Bundle after December 20, 2008, are eligible to receive these bundles at a reduced rate of \$19.99 per month for 24 months. W/Dial Up customers are eligible to receive a reduced rate of \$36.94 per month for 24 months. At the end of the 24 month period, the rates will increase to the standard pricing described above.

(N)

² New bundle customers, who subscribe to DSL service as part of their Freedom Express or Select Bundle for a 24 month term, will receive an additional discount. At the end of the 24 month period, the rate will increase to the standard pricing described above. An early termination charge of \$79.95 will apply when a bundle including a DSL service is disconnected prior to the end of the 24 month term.

³ For customers subscribing to service as of May 31, 2009, rate is effective at the start of the individual customer's billing cycle. Otherwise, rate is effective June 1, 2009.

(N)
(N)

Issued: May 1, 2009

Effective: June 1, 2009

GENERAL AND LOCAL EXCHANGE TARIFF

b. **Terms and Conditions.**

Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, or DSL to the plan.

Customers that commit to a 12 month term will receive an additional \$10.00 Discount. An early termination charge of \$79.95 will apply when a bundle including DSL or Long Reach is disconnected prior to the end of the 12 month term.

3. Rates

	EXPRESS		SELECT		UNLIMITED
	Residence	Business	Residence	Business	Residence
Traditional	\$27.95 ¹	\$43.95	\$34.95 ¹	\$50.95	\$59.99
W/Dial Up	\$44.90	\$60.90	\$51.90	\$67.90	N/A
DSL Lite	\$57.90 ²	\$73.90 ²	\$64.90 ²	\$80.90 ²	N/A
DSL	\$67.90 ²	\$83.90 ²	\$74.90 ²	\$90.90 ²	\$79.99
Long Reach DSL	\$67.90 ²	\$83.90 ²	\$74.90 ²	\$90.90 ²	\$89.99

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(N)

¹ New Residential bundle customers, who subscribe to the traditional Freedom Express or Select Bundle after December 20, 2008, are eligible to receive these bundles at a reduced rate of \$19.99 per month for 24 months. At the end of the 24 month period, the rate will increase to the standard pricing described above.

² New bundle customers, who subscribe to DSL service as part of their Freedom Express or Select Bundle for a 24 month term, will receive an additional discount. At the end of the 24 month period, the rate will increase to the standard pricing described above. An early termination charge of \$79.95 will apply when a bundle including a DSL service is disconnected prior to the end of the 24 month term.

(D)(N)
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(N)

Issued: December 31, 2008

Effective: February 1, 2009

b. **Terms and Conditions.**

Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

The customer may add additional options such as additional lines, or DSL to the plan.

Customers that commit to a 12 month term will receive an additional \$10.00 Discount. An early termination charge of \$79.95 will apply when a bundle including DSL or Long Reach is disconnected prior to the end of the 12 month term.

(N)

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4. Rates

	EXPRESS		SELECT		UNLIMITED
	Residence	Business	Residence	Business	Residence
Traditional	\$27.95 ¹	\$43.95	\$34.95 ¹	\$50.95	\$59.99
W/Dial Up	\$44.90	\$60.90	\$51.90	\$67.90	N/A
384 kbps ²	\$57.90	\$73.90	\$64.90	\$80.90	N/A
DSL Lite	\$67.90	\$83.90	\$74.90	\$90.90	N/A
DSL	\$67.90	\$83.90	\$74.90	\$90.90	\$79.99
Long Reach	N/A	N/A	N/A	N/A	\$89.99

(T)

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(N)

¹ New Residential bundle customers, who subscribe to the traditional Freedom Express or Select Bundle after December 20, 2008, are eligible to receive these bundles at a reduced rate of \$19.99 per month for 24 months. At the end of the 24 month period, the rate will increase to the standard pricing described above.

² This speed is limited to existing customers at their existing address.

(N)

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Effective: January 1, 2009

GENERAL AND LOCAL EXCHANGE TARIFF

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(D)

3. Rates

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	EXPRESS		SELECT	
	Residence	Business	Residence	Business
Traditional	\$27.95 ¹	\$43.95	\$34.95 ¹	\$50.95
W/Dial Up	\$44.90	\$60.90	\$51.90	\$67.90
384 kbps	\$57.90	\$73.90	\$64.90	\$80.90
768 kbps	\$67.90	\$83.90	\$74.90	\$90.90
1.5 mbps	\$77.90	\$93.90	\$84.90	\$100.90

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¹ New Residential bundle customers, who subscribe to the traditional Freedom Express or Select Bundle after December 20, 2008, are eligible to receive these bundles at a reduced rate of \$19.99 per month for 24 months. At the end of the 24 month period, the rate will increase to the standard pricing described above.

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GENERAL AND LOCAL EXCHANGE TARIFF

The customer must subscribe to Dial Up Internet, or DSL from Iowa Telecom to qualify for the plan.

(N)

- b. Terms and Conditions.
Normally requires presubscription to the Telephone Company's intrastate and interstate long distance service, as described in PSC MO No. 2 and Interstate Toll Services Guide. The rate does not include any fees or taxes applicable to intrastate or interstate long distance service.

3. Rates

	EXPRESS		SELECT		ELITE	
	Residence	Business	Residence	Business	Residence	Business
Traditional	\$27.95	\$43.95	\$34.95	\$50.95	N/A	N/A
W/Dial Up	\$44.90	\$60.90	\$51.90	\$67.90	\$86.90	N/A
384 kbps	\$57.90	\$73.90	\$64.90	\$80.90	\$99.90	N/A
768 kbps	\$67.90	\$83.90	\$74.90	\$90.90	\$109.90	N/A
1.5 mbps	\$77.90	\$93.90	\$84.90	\$100.90	\$119.90	N/A

(N)

Material previously appearing on this page now appears in Section 14.

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

- e. Additional options may be added to any SuperSaver or Freedom Package plan for a special rate. The options include Internet, Caller ID, Voice Mail and Line Care.

5. Rates

	Residence	Business
SuperSaver 100	\$30.95	\$44.95
SuperSaver 250	39.95	52.95
SuperSaver 500	54.95	64.95
SuperSaver 1000	89.95	99.95
Community SuperSaver	26.95	41.95
6/10 SuperSaver	26.95	41.95
Additional Options		
Caller ID	4.00	4.00
Line Care	2.95	2.95
Dialup Internet	16.95	16.95
Voice Mail	4.00	4.00
Freedom Package 100	34.95	49.95
Freedom Package 250	43.95	59.95
Freedom Package 500	58.95	74.95
Freedom Package 1000	84.95	99.95
Freedom Community Package	27.95	43.95
Additional Options		
Line Care	2.95	2.95
Dialup Internet	16.95	16.95
Additional Feature from list	1.00	1.00

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 8: COIN & COINLESS TELEPHONE SERVICES

A. PAY TELEPHONE SERVICE (PTS) – BASIC

1. General

- a. The customer shall be responsible for the installation, operation, and maintenance of any customer-owned “smart” pay telephones used in connection with this service.
- b. The customer shall be responsible for payment of charges for all messages originating from or accepted at this type of service.
- c. Customer-owned coin or noncoin operated telephones must be registered in compliance with Part 68 of the FCC’s Registration Program.
- d. Pay Telephone Service – Basic connected to a two-way business access line is composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer’s premises and the network interface. These facilities are Company provided and maintained and provide access to and from the telecommunications network for long distance service and local calling. The line may be equipped with Billed Number Screening and Selective Class of Call Screening where facilities are available. The rate for Selective Class of Call Screening is found in this Local Tariff.
- e. Calls to 1+411 Directory Assistance will be charged to Pay Telephone Service line customers at the rate as specified in this Tariff. Calls to 1+555-1212 Directory Assistance will be charged to Pay Telephone Service line customers at the rates found in this Tariff. No free call allowances apply.

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GENERAL AND LOCAL EXCHANGE TARIFF

2. Optional Features

a. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. Answer Supervision will be provided for use with Pay Telephone Service – Basic as specified in this Local Exchange Tariff to assist in determining when billing for a specific call should commence.

3. Rates

- a. Refer to Section 4 for appropriate local access line rates.
- b. Service charges, as specified in Section 5, for provision of central office access lines are applicable.
- c. Optional Features
Answer Supervision, Per Line, Per Month: \$ 4.25

B. PAY TELEPHONE SERVICE (PTS) – SMART

1. Description and Conditions

- a. Pay Telephone Service (PTS) – Smart is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for use with non-local exchange company customer-owned “dumb” pay telephones.
- b. Pay Telephone Service – Smart is provided at the request of a PTS provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.
- c. A PTS – Smart Customer must dedicate an individual PTS – Smart line for each pay telephone instrument installed and will be billed the rate described in this Local Exchange Tariff for each line. Pay telephone instrument off-premises extensions with a PTS – Smart line are not permitted.

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GENERAL AND LOCAL EXCHANGE TARIFF

- d. Where PTS – Smart service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.
- e. The Telephone Company shall not be liable for shortages of coins deposited and/or collected from the PTS – Smart Customer’s equipment.
- f. The Telephone Company shall not be liable for end-user fraud associated with failure of the Customer’s equipment to perform.
- g. Suspension of service for nonpayment as specified in Section 3 of this Tariff is not applicable to PTS – Smart service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a PTS – Smart service line rests with the Telephone Company.
- h. The carriage and completion of local and intraLATA toll messages are provided by the Telephone Company.
- i. PTS – Smart service will be provided from central offices where facilities are available and where technically feasible.

2. Features

- a. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
- b. Service is provided on a one-way or a two-way basis at the customer’s option.
- c. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
- d. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

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GENERAL AND LOCAL EXCHANGE TARIFF

- e. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a PTS – Smart line which may require special handling and billing treatment.
- f. Central office 900 and 976 blocking is provided.
- g. Standard recorded announcements used for calls from the Telephone Company's Public Telephone Service pay telephones are used for calls that originate from a PTS – Smart line.
- h. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Telephone Company's operators service system.
- i. All 0+, interLATA calls are routed to the presubscribed carrier.
- j. Coin sent paid interLATA calls from PTS – Smart lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (that is, coin recognition, coin control, etc.) which are required to complete the call.

3. Responsibility of the Customer

- a. The Customer is subject to the requirements for Pay Telephone Service – Basic as set forth previously.
- b. The Customer is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
- c. Special billing and coin sharing arrangements between a PTS – Smart Customer and another carrier are the responsibility of the PTS – Smart Customer.
- d. It is the Customer's responsibility to ensure instruments used in conjunction with PTS – Smart service are compatible with the Telephone Company's network.

4. Rate Regulations

- a. No charge will be imposed for incoming calls

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GENERAL AND LOCAL EXCHANGE TARIFF

- b. Sent-paid local calls will be rated by the PTS - Smart Customer's equipment.
- c. Operator assisted sent-paid local calls and non-sent paid local calls will be rated to the end-user, plus the appropriate additive operator service charges as specified in Section 9 of this Tariff.
- d. Operator assisted sent-paid IntraLATA toll calls and non-sent paid IntraLATA toll calls will be rated to the end-user at the message telecommunication service rate, plus the appropriate additive operator service charges. The appropriate service charges as specified in Section 5 of this Tariff are applicable for each PTS - Smart line installed, moved, or changed.
- e. Rates for Verification/Interrupt Service are as specified in Section 9 of this Tariff.
- f. Calls to 1+411 Directory Assistance will be charged to Pay Telephone Service line customer at the rate specified in Section 9 of this Local Exchange Tariff. Calls to 1+555-1212 Directory Assistance will be charged to the Pay Telephone Service customers at the rates found in Section 9 of this Local Exchange Tariff. No free call allowances apply.
- g. Customers to PTS - Smart service may be listed in the directory as specified in Section 9 of this Tariff.

5. **Rates**

Smart service is provided on a per line basis with a fixed monthly rate as found in Section 4 of this Tariff. (The customer to PTS - Smart service does not have the option of subscribing to Answer Supervision. Answer Supervision is included in the rates as found in Section 4.)

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 9: DIRECTORY AND OPERATOR SERVICES

A. DIRECTORY SERVICES

1. General

- a. The regulations for directory listings, as provided in this section, apply only to that section of the directory containing the regular alphabetical list of names of customers.
- b. One (1) primary listing is furnished without charge to each customer in conformity to the Telephone Company's practices with respect to its directories. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Telephone Company reserves the right to refuse to insert any listing in its directories which does not facilitate telephone service.
- c. Names and addresses in directory listings shall be limited to the following:
 - 1) The individual name of the customer or firm contracting for exchange telephone service.
 - 2) A party for whom the exchange telephone service was contracted for by another party.
 - 3) The name under which a firm regularly conducts business.
 - 4) The same surname with no more than two individuals' given names who live at the same residential address. Each given name, for purposes of this Tariff, is defined as any combination, not to exceed two, of the following:

first name
middle name
initial
nickname
maiden name

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An additional listing reversing the order of the individual's given names may be obtained at the rates for additional listings as specified herein. The restriction of no more than two given names applies only to listings involving two individuals' names.

- 5) The name under which a business is actually being conducted by someone other than the customer and which the customer is authorized by such other to use; or
 - 6) The individual names of the officers, partners, or employees of the customer; or
 - 7) The names of departments when such listings are deemed necessary from a public reference viewpoint.
- d. Whenever any question arises as to the right of a customer (1) to list the name of a business which he claims he is authorized to represent, or (2) to use a listing which includes the trade name of another, the Telephone Company is privileged to require the customer to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished, or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

2. Rates

	<u>Business</u> ¹	<u>Residence</u> ¹	
Additional Listings	\$5.00	\$5.00	(I)
Foreign Exchange Listings	5.00	5.00	
Alternate Call Listing	5.00	5.00	
Nonlisted Service, per number	5.00	5.00	
Nonpublished Service, per number	5.00	5.00	(I)

¹ For customers subscribing to service as of December 31, 2008, rate is effective at the start of the individual customer's billing cycle. Otherwise rate is effective January 1, 2009.

(N)
(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

An additional listing reversing the order of the individual's given names may be obtained at the rates for additional listings as specified herein. The restriction of no more than two given names applies only to listings involving two individuals' names.

- 5) The name under which a business is actually being conducted by someone other than the customer and which the customer is authorized by such other to use; or
- 6) The individual names of the officers, partners, or employees of the customer; or
- 7) The names of departments when such listings are deemed necessary from a public reference viewpoint.

d. Whenever any question arises as to the right of a customer (1) to list the name of a business which he claims he is authorized to represent, or (2) to use a listing which includes the trade name of another, the Telephone Company is privileged to require the customer to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished, or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

2. Rates

	Business	Residence
Additional Listings	\$2.99	\$2.99
Foreign Exchange Listings	2.99	2.99
Alternate Call Listing	2.99	2.99
Nonlisted Service, per number	2.99	2.99
Nonpublished Service, per number	2.99	2.99

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GENERAL AND LOCAL EXCHANGE TARIFF

3. Conditions

a. Primary Listings

- 1) One listing without charge, termed the primary listing, is provided as follows:
 - a) The primary listing, provided with a customer's second residence exchange service line, may be the names or names and address of members of a customer's family residing in the customer's household.
 - b) When two or more lines serve a customer in a group arranged for a "hunting" operation, each group of lines is considered one telephone number and is entitled to only one primary listing.
 - c) Names, addresses, and telephone numbers of public interexchange pay access lines are not listed in the directory.
 - d) Except as outlined above, a primary listing is provided with each central office access line associated with business, residence, rural, and general mobile. One primary listing per system is provided for private branch exchange service.
- 2) Upon request, a customer's listing may be omitted from both the telephone directory and the Telephone Company's information records. Connections with such non-published service may be completed only when requested by telephone number. The Telephone Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Telephone Company of the customer's request to furnish nonpublished service does not create any relationship or obligation direct or indirect, to any person other than the customer. See nonpublished listing service information in this section.

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b. Additional Listings

- 1) Business additional listings may be the names of partners or members of the firm if the customer is a partnership or firm, the names of officers of a corporation if the customer is a corporation; and for any business establishment, the names of associates or employees of the customer. No other class of listing, such as service, agency, commodity, etc., will be accepted.
- 2) Residence additional listings may be the names of other members of the customer's household living at the same address except in locations where business rates apply.
- 3) Ordinarily, all additional listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when, in the opinion of the Telephone Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PBX station, or additional station, which is located on premises of the customer, but at an address different from that of the switchboard or central office access line using the telephone number of the primary listing.
- 4) Additional listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the customer may desire. Charges for listings of alternate call number and office hours become effective on the date of the issue of the directory.
- 5) Customers whose names are currently spelled in more than one way may arrange for extra listings of the name as misspelled when such listings will aid in the use of the directory.

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- c. Special Types of Additional Listings
- 1) Duplicate and Cross Reference Listings
 - a) Duplicate listings, that is, listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted, when in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.
 - b) Cross reference listings are available as additional listings when both the main and cross reference listings appear in the same alphabetical list or exchange, provided the cross reference listing is an aid in rendering telephone service and not designed for advertising purposes.
 - c) The regular additional listing rate applies for each duplicate or cross-reference listing.
 - 2) Alternate Call Number Listings
 - a) Listing of an alternate telephone number, other than those covered under "Office Hour Listings" of this Section, to be called in case no answer is received, is permitted for Customers to all classes of service.
 - b) The alternate number may be that of a service not under contract with the Customer in connection with whose name it appears. In such case, the consent of the Customer to the alternately listed service must be obtained before the alternate listing is furnished.
 - c) The regular additional listing rate applies for each alternate call number listing.

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- 3) Foreign Exchange Listings
 - a) Foreign exchange listings, those are, listings of Customers located in an exchange other than that in which the listed service is furnished, are permitted.
 - b) A special additional listing rate applies for each foreign exchange listing.
- 4) Temporary Tenant Listings
 - a) Residence Customers who lease their premises for periods of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the Customer and the tenant do not occupy the premises at the same time.
 - b) All billing and contractual arrangements remain unchanged, the Customer being responsible for the payment of all charges.
 - c) The regular additional listing rate applies for each temporary tenant listing.
- 5) Office Hour Listings/Line of Information

Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Customers who desire that their office hours or additional information appear in connection with their listing, may obtain same by paying the rates for regular additional listings. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at regular additional listing rates whenever night connections are provided.

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d. Nonpublished and Nonlisted Directory Service

- 1) Nonpublished directory service is a telephone number which is not listed in the telephone directory or the Telephone Company's directory assistance records at the request of the customer.
- 2) Incoming calls to nonpublished numbers will be completed by the Telephone Company only when the calling party places the call by number. The Telephone Company will adhere to this practice notwithstanding any claim of emergency which the calling party may present.
- 3) Information concerning nonpublished numbers will not be disseminated except to telephone companies as deemed necessary for business operations or to law enforcement agencies upon lawful demand.
- 4) The Telephone Company reserves the right to forward name and address information of nonpublished telephone number service customers to governmental agencies subscribing to Enhanced 911 Service.
- 5) Acceptance by the Telephone Company of the customer's request to furnish nonpublished service does not create a relationship or obligation, direct or indirect, to any person or entity other than the customer.
- 6) The Telephone Company shall not be held liable for any damages which might result because of the customer's telephone number(s) being nonpublished.
- 7) In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Nonpublished Service customer in the directory or disclosing a nonpublished service telephone number to any calling party shall attach to the Telephone Company. Where such a number is published or is disclosed by a Telephone Company employee, the Telephone Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Telephone Company may have levied for the service.

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- 8) Nonpublished Service rates will not apply in the following cases:
- a) Additional local exchange service furnished the same customer at the same or different address in the same exchange so long as the customer has local exchange service listed in the directory.
 - b) Local exchange service for customers living in a hotel, hospital, retirement complex, apartment house, boarding house or club if the customer is listed under the telephone number of phone service furnished to the establishment.
 - c) Temporary service such as construction sites, elections, special events, etc.
 - d) Local exchange service involving data terminals where there is no voice service contemplated.
 - e) A customer requests nonpublished service due to unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security, or service of the customer. (This service will not be provided for a period of more than one month.)
- 9) Nonlisted service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance operator.
- 10) The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.
- 11) The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

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B. BASIC INTERCEPT SERVICE

1. Description

Basic Intercept Service is an optional service which provides new number information to callers dialing changed or disconnected numbers. Dialing the Customer's former number results in a pre-recorded message which announces the new number.

2. Rates

The following rate is in addition to any other applicable charges shown in this Tariff. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

Each number intercepted, period of 180 days \$21.20

3. Conditions

- a. Basic Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.
- b. The above charges do not apply to company initiated number changes.
- c. Basic Intercept Service will not be provided to customers disconnected for nonpayment.

C. LOCAL OPERATOR SERVICES

1. Description and Conditions

- a. Operator Services is the provision of certain types of operator assistance features for the convenience of the Telephone Company's customers. These features include, but are not limited to, such items as busy verification service, local operator assisted calls, and selective class of call screening. The types of available features offered may be expanded or deleted from time to time when determined to be in the best interest of the Telephone Company or its customers.

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- b. The Telephone Company provides services as set forth in this section, however, as a service to its customers the Telephone Company has also contracted with third parties to make the offerings contained herein available for those customers requiring them. In third party arrangements the rates and charges apply when costs are passed on to the Telephone Company by contractor(s).
- c. No liability shall accrue to the Telephone Company for errors or omissions during the use of operator services except for the rates and charges for each type of service, in which case its liability shall be limited to a refund at the applicable nonrecurring charge or monthly rate for the time the error or omission occurred, after reasonable notice in writing to the Telephone Company.
- d. The customer indemnifies and holds the Telephone Company harmless from any and all liability, damages, losses, claims or demands arising from any actions, omissions, mistakes, or negligence of any kind occurring from the use of operator services.

2. Emergency Handling Procedures

- a. To ensure that routing of emergency calls through Telephone Company operators are handled accurately and expediently Telephone Company operators are provided emergency call training. As general practice the operator will take appropriate action necessary to provide any type of emergency assistance needed. However, two basic variations of handling emergency calls exist, one for calls to official public emergency agencies (for example police, fire and ambulance) and another for non-agency calls (for example to an individual end user). The operator is responsible for distinguishing which type of emergency call is to be completed.
- b. When processing an emergency agency call the operator identifies where the call originates and where the city and type of agency the call is to be directed. Subsequently, the operator transfers the call to the emergency agency by using a prepared list of readily available agency telephone numbers. In advancing the call the operator ensures the connection is complete and the conversation is proceeding satisfactorily. The operator does not leave the line until the call has been expedited.

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- c. If the operator is unable to determine where to send the emergency call, where the call could go to several localities, the operator will ask the caller or connect the call to the most appropriate location under the circumstances. The operator will remain on the connection until the correct location is reached.
- d. If the operator can not determine the required agency the call will go to the appropriate police department. If the operator can not secure a line to the appropriate emergency agency the operator will notify the caller and take any action deemed appropriate.
- e. If the calling party leaves the line or requests the operator to report the emergency condition, the operator will report the occurrence to the proper agency giving whatever details the operator can provide.
- f. Locally directed calls to emergency agencies are not billed. In cases of emergency calls to emergency agencies from public telephones a call will not be delayed to obtain a deposit.
- g. If 911 access is available for emergency calls to the desired community the caller is connected to the emergency agency by dialing "911". Location information to E911 service will not transfer through an operator nor is it possible to accurately maintain 911 service areas. If 911 emergency service is not available within an exchange emergency calls must be handled via Telephone Company operators by end users dialing "0".

3. Busy Verification Service

- a. Description
 - 1) Busy Verification Service is furnished to customers upon request to provide Line Status or Busy Interrupt for a requested line or trunk.
 - 2) This service is provided where facilities exist for Line Status or Busy Interrupt through a Telephone Company operator.

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- 3) The provision of Line Status involves an operator determining the condition of a line or trunk that a customer requests to be checked. The status of this line or trunk is verified to the customer for a charge as listed below.
- 4) The provision of Busy Interrupt involves an operator interrupting a line or trunk that a customer requests to be checked. Information concerning the Busy Interrupt to this line or trunk is passed to the customer for a charge as listed below.
- 5) No request will be processed on a collect or reversal of charge basis.

b. Rates

The charges listed below are in addition to the rates and charges associated with local or Long Distance Message Telecommunications Service.

Line Status, per request:	\$1.50
Busy Interrupt, per request:	3.00

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

4. Operator Assistance

a. Description and Conditions

Local operator assistance is furnished to customers upon request in order to complete local calls.

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b. For the purpose of rate application, local operator assistance charges are categorized as follows: Operator Station and Person-to-Person calls.

1) Operator Station calls – The Operator Station rate is applicable when calls are completed with the assistance of a Company operator, except as specified for the customer dialed Person-to-Person type calls. Customer dialed “0-” calls where the operator completes the call and arranges billing are charged the Operator Station rate. The call can be billed to the originating telephone number, the called number (collect), or to a third number.

Operator Station calls also include “0+” calls when the customer is placing a collect or billed to third number call.

2) Person-to-Person calls – The Person-to-Person rate applies to customer dialed “0-” calls where the operator completes the call to a designated person or extension. The call can be billed to the originating telephone number, the called number (collect), or to a third number.

c. Dial Station-to-Station class of service applies to operator station-to-station calls placed sent paid from residence service lines or trunks which are certified by a qualified authority as services of persons who are disabled and unable to dial telephone numbers.

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

d. Customers who verbally identify themselves as being unable to dial a call because of their disability will not be required to pay the operator assisted charge for sent-paid station-to-station calls from pay telephones.

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e. Charges (applicable to local and toll calls)

Station calls: 1.50

Person-to-Person calls: 3.00

Local Operator Assistance charges are in addition to any local usage charges and any local service charges.

Local Operator Assistance charges do not apply to calls placed to the Telephone Company Business Office, Telephone Company Repair Service, or to emergency agencies such as 911 service, police, fire, rescue or ambulance.

These charges are not subject to any discounts.

5. Directory Assistance

a. General

- 1) Directory Assistance is a telephone service whereby customers may obtain assistance in determining telephone numbers by calling a Directory Assistance number. Directory Assistance is available for calls made from points within the contiguous United States.
- 2) Local exchange customers can dial 411 or 555-1212 to reach an operator to aid in directory assistance for both local and national calling. Customers have the options to request a telephone number, or a name. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number. Iowa Telecom will provide listings for residential, business, government, Iowa Telecom 1-800, and Iowa Telecom local emergency numbers.

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b. Rates

	<u>Charge per Call</u>	
Directory Assistance Service	\$2.99	(I)

c. Conditions

- 1) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of the service.
- 2) The customer will have access to any in-or-out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- 3) Charges will apply on requests for numbers which are unlisted or which the operator cannot find.
- 4) A caller may request a maximum of two telephone numbers for each call to Directory Assistance.

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b. Rates

	<u>Charge per Call</u>	
Directory Assistance Service	\$2.49	(I)

c. Conditions

- 1) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of the service.
- 2) The customer will have access to any in-or-out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- 3) Charges will apply on requests for numbers which are unlisted or which the operator cannot find.
- 4) A caller may request a maximum of two telephone numbers for each call to Directory Assistance.

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b. Rates

Charge per Call

Directory Assistance Service \$1.95

c. Conditions

- 1) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of the service.
- 2) The customer will have access to any in-or-out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- 3) Charges will apply on requests for numbers which are unlisted or which the operator cannot find.
- 4) A caller may request a maximum of two telephone numbers for each call to Directory Assistance.

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