

P. S. C. Mo. No. 2 Consolidated

[Original] SHEET No. 1
[Revised]

Cancelling P. S. C. Mo. No. All previous schedules

[Original] SHEET No. _____
[Revised]

Iamo Telephone Company Telephone Tariff

For: All Missouri Exchanges

Atchison and Nodaway Counties

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MISSOURI
Public Service Commission

PART II
GENERAL RULES AND REGULATIONS

A. APPLICATIONS

1. General

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

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Case TR 77-152
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ISSUED BY Jimmie Howard
name of officer

Pres. Burlington Co., Mo.
title address

Iamo Telephone Company Telephone Tariff

For: All Missouri Exchanges
Atchison and Nodaway Counties

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PART II
GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

a. The Telephone Company's obligation to furnish exchange and toll telephone service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for such facilities.

2. Allowance for Failure of Service

a. The Telephone Company does not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the customer, an adjustment will be made upon request of the customer in the amount of the charges for the portion of the service rendered inoperable. Any adjustment shall apply only if the interruption continues beyond forty-eight (48) hours after first noted by the Telephone Company. No other liability shall in any case attach to the Telephone Company

3. Directory errors and Omissions

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

4. Transmitting Messages

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

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Iamo Telephone Company Telephone Tariff

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Atchison & Nodaway Counties

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PART II		NOV 30 1987
GENERAL RULES AND REGULATIONS		
B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (cont.)		
5. Use of Connecting Company Lines		
a. Facilities of other companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the facilities of other companies, the Telephone Company does not assume any liability for any action of the connecting company.		
6. Defacement of Premises		
a. The Telephone Company shall exercise care in all work done on a customer's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the customers' premises resulting from the existence of the Telephone Company's facilities on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the negligence of the Telephone Company or its employees.		
7. Adjustment of Charges		
a. In the adjustment of charges for overbilling by the Telephone company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period or amount for which overbilling cannot be fixed from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three year period.		
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Atchison & Nodaway Counties

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PART II
GENERAL RULES AND REGULATIONS

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C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Facilities

- a. All facilities furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company. The company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing facilities or for the purpose of making collections, or upon termination of the service, for the purpose of removing such facilities. Facilities are not to be used for transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.
- b. If installation and maintenance of service is requested at locations which are dangerous to the Telephone Company's employees, or to the public, the Telephone Company may refuse to provide such service. If such service is furnished, the Company may require the customer to indemnify and hold the Telephone Company harmless from any claims, loss or damage from such facilities.

2. Unauthorized Attachments or Connections

- a. The Telephone Company shall not be required to attach its facilities to facilities not owned and installed by it, nor shall facilities not furnished by the Telephone Company, be attached to or connected with facilities furnished by the Telephone Company, unless provided for elsewhere in the tariffs. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend the service during the continuance of such attachment or connection or to terminate the service.

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GENERAL RULES AND REGULATIONS

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C. USE OF SERVICE AND FACILITIES (Cont'd)

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3. Use of Customer Service

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

4. Tampering With Equipment

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

5. Use of Profane Language or Impersonation of Another

- a. The Telephone Company may deny telephone service to any person(s) who, over the facilities furnished by the Telephone Company, uses or permits to be used, foul, abusive, obscene or profane language; or in a manner which could reasonably be considered frightening to others.

6. Use for Unlawful Purposes

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

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Larry McAlpin
Iamo Telephone Company
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Coin, MO 51636

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Iowa Telephone Company Telephone Tariff

For: All Missouri Exchanges
Atchison & Nodaway Counties

PART II GENERAL RULES AND REGULATIONS		RECEIVED
D. ESTABLISHMENT AND FURNISHING OF SERVICE		NOV 30 1987
1. Application for Service		MISSOURI Public Service Commission
a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service. Applicants for service are responsible for payment of an amount equal to one month's exchange and installation charges (if any). The terms and conditions specified for such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.		
b. Requests from customers for additional service may be made orally. No advance payment will be required. A move from one geographic location to another (outside move) within the same exchange is not considered to terminate the contract; orders for such moves may be made orally.		
c. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service, or additions to service, is established, and the minimum charge is the minimum authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.		
2. Telephone numbers		
a. The customer has no property right in the telephone number or any right to continuance of service from any specific central office, and the Telephone Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business.		
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PART II GENERAL RULES AND REGULATIONS	
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D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)	
3. Alterations	
a. The customer agrees to notify the Company promptly whenever alternations or new construction on premises owned or leased by him necessitate changes in the Company's facilities; the customer agrees to pay the Company's current charges for such changes.	
4. Payment for Service	
a. The customer is required to pay all charges for exchange service and facilities and for toll messages (including collect toll messages which have been accepted at the customer's telephones).	
5. Maintenance and Repairs	
a. All expense of maintenance and repair, of services or facilities provided by the Telephone Company will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's instruments, or accessories, not due to normal use. Customers may not rearrange, disconnect or remove or permit others to rearrange, disconnect, or remove any facilities installed by the Telephone Company without the written consent of the Telephone Company.	
6. Unusual Installation Costs	
a. Where special requirements of the customer involve unusual construction or installation, the customer may be required to pay additional costs as provided elsewhere in this Tariff.	
7. Furnishing Party Line Service	
a. Only individual line service is offered within the Exchange Service Area.	
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GENERAL RULES AND REGULATIONS

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D. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

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8. Service Interruption

- a. In event of a service interruption, restoration of service, to the extent practical, will be made in the following sequence:
1. Emergency Services to: Toll, Medical, Fire, Law Enforcement, Highway Maintenance, Civil Defense and Other Utility Companies.
 2. Town business
 3. EAS
 4. Payphone Service
 5. Town residence
 6. Rural customers
 7. All other facilities not effecting main station service.
- b. If necessary to maintain working Central Office Equipment in event of an emergency, service will be disconnected in the reverse of the above restoral sequence.

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Iamo Telephone Company
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PART II
GENERAL RULES AND REGULATIONS

E. TELEPHONE DIRECTORIES

1. Distribution

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

2. Ownership and Use

a. Directories furnished to customers remain the property of the Telephone Company, and are provided to customers as an aid in the use of the telephone service. The Telephone Company reserves the right to charge for directories issued in replacement of directories. No auxiliary cover, except such as may be provided by or authorized by the Telephone Company, shall be used on any directory furnished by the Telephone Company.

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F. ESTABLISHMENT OF CREDIT

1. For residential customers, the Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if:
 - A. The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
 - B. The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.
2. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.
3. No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.
4. Terms of Deposits:
 - A. Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
 - B. The deposit shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the Wall Street Journal. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the Wall Street Journal on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

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Manager

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GENERAL RULES AND REGULATIONS

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Public Service Commission

F. ESTABLISHMENT OF CREDIT (Continued)

4. Terms of Deposits (Continued)

- C. Upon discontinuance or termination of service, the deposit will be credited, with accrued interest, to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- D. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits with accrued interest will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.
- E. The Company will maintain records of all pertinent information with regard to each deposit held.
- F. The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit.

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IAMO Telephone Company
Of Coin, Iowa
All Missouri Exchanges

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Part II

GENERAL RULES AND REGULATIONS

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Deposits (Continued)

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Iamo Telephone Company Telephone Tariff

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Atchison and Nodaway Counties

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PART II
GENERAL RULES AND REGULATIONS

G. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:

- a. In offices, stores, factories, mines, and all other places of a strictly business nature.
- b. In boarding houses, except as noted under G-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs, public, private or parochial school or colleges, hospitals, libraries and other similar institutions.
- c. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature. This may be indicated by advertising either by business cards, newspapers, handbooks, billboards, circulars, motion picture screens, or other advertising media, such as on vehicles, etc. When such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- d. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
- e. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under G-2. below.

2. Residence rates apply at the following locations:

- a. In a private residence where business listings are not provided.

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PART II

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GENERAL RULES AND REGULATIONS

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G. APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued) Public Service Commission

2. Residence rates apply at the following locations: (Continued)

b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.

d. In college fraternity or sorority houses where individual line service is provided.

e. Churches, Fraternal Organizations, Veteran Organizations.

3. Combination Service rates apply at the following locations:

a. At business and residence locations where each has individual line service which are connected to the same central office line.

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Iamo Telephone Company Telephone Tariff

For: All Missouri Exchanges

Atchison and Nodaway Counties

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Public Service Commission

PART II

GENERAL RULES AND REGULATIONS

H. CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

1. General

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

2. Special Type of Construction

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

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Iowa Telephone Company Telephone Tariff

For: All Missouri Exchanges
Atchison & Nodaway Counties

PART II GENERAL RULES AND REGULATIONS		RECEIVED MISSOURI Public Service Commission
H. CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)		
2. Special Type of Construction (Continued)		
a. (Continued) required to bear the difference in cost between the special type of construction and the average of the usual type of construction.		
3. Special Assemblies		
a. Special assemblies for which provision is not otherwise made in this tariff, may be provided where practicable if not detrimental to any of the services furnished by the Company.		
1) The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special facilities provided:		
a) maintenance expense		
b) depreciation expense-including reusable and non-recoverable items		
c) administration expense		
d) taxes-including Federal Income Tax		
e) any other specific items of expense that may be associated with the facility provided		
f) a reasonable return on investment		
2) The estimated installation cost used in the derivation of the various expense items shall include the following:		
a) material		
b) material overhead		
c) installation labor		
d) installation labor overhead		
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ISSUED BY William D. Raab General Manager Coin, Iowa
name of officer title address

GENERAL RULES AND REGULATIONS

I. MINIMUM CONTRACT PERIODS AND TERMINATION OF SERVICE

1. Minimum Contract Period

- a. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location in connection with special facilities or for unusual construction necessary to meet specific demands for service.
- c. The Telephone Company may request a contract period longer than one month at the same location in connection with special (non-standard) facilities or for unusual construction necessary to meet special demands, and involving extra costs (see Special Type Construction).

2. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS:

1. Service may be discontinued for any of the following reasons:

- a. Non-payment of an undisputed delinquent charge for telecommunications service. +
- b. Failure to post a required deposit or guarantee.
- c. Unauthorized use of the Company's service in a manner which creates an unsafe condition or creates the possibility of damage or destruction to its facilities.
- d. Failure to comply with the terms of a settlement agreement.
- e. Refusal after reasonable notice to permit inspection, maintenance or replacement of Company's equipment.
- f. Material misrepresentation of identity in obtaining Company's service.
- g. As provided by state or federal law.

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GENERAL RULES AND REGULATIONS

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

2. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS (Continued)

2. Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this manner and the check has been dishonored, except when the dishonor is due to bank error.

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IAMO Telephone Company
Of Coin, Iowa
All Missouri Exchanges

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2nd Revised Sheet No. 17
Cancels 1st Revised Sheet No. 17
Part II

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GENERAL RULES AND REGULATIONS

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3. DISPUTES BY RESIDENTIAL CUSTOMERS

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1. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
2. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
3. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
4. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
5. If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
6. Failure of the customer to pay to the Company the amount not in dispute with four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this tariff.

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Manager

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GENERAL RULES AND REGULATIONS

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3. DISPUTES BY RESIDENTIAL CUSTOMERS (continued)

7. If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
8. If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission.
9. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

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GENERAL RULES AND REGULATIONS

J. PAYMENT FOR SERVICE AND FACILITIES

1. The customer shall pay for services and facilities in advance. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein. All customers shall have twenty-one (21) days from date bill is rendered to make payment.
2. When the customer has had service discontinued within the last twelve (12) months or where the customer incurs toll or other charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required from the customer, payment may be demanded for toll charges by a telephone call to the customer followed by written notification of such demand sent by first class mail.
3. If the toll charges billed under Rule J.2. remain unpaid for ten (10) days from rendition of written notification or a mutually established late payment arrangement date or twenty-one (21) days from rendition of the bill, such charges will be deemed delinquent.
4. In the event of failure by the customer, or those responsible, to pay any regular bill or to promptly settle special toll bills, the company may discontinue service upon proper notice to the customer. Service need not be restored unless or until all amounts due at the day of payment are paid in full including the restoration of service charges or satisfactory arrangements made therefor.
5. The regular restoral of service charge will be made for reconnecting services which have been discontinued for nonpayment of charges due. No allowance will be made for loss of service during the period service is disconnected for nonpayment if payment is made and service reconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate service, it may at the option of the Telephone Company be re-established only on the basis of a new application.

*Indicates new rate or text
+Indicates change

FILED
MAY 15 1982
Public Service Commission

DATE OF ISSUE March 23 1982
month day year

DATE EFFECTIVE May 15 1982
month day year

ISSUED BY Janice Howard
name of officer

President Burlington Junction, Mo.
title address

Iamo Telephone Company
Name of Issuing Corporation

For All Missouri Exchanges
Community, Town or City
Part II

GENERAL RULES AND REGULATIONS

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J. PAYMENT FOR SERVICES AND FACILITIES (Continued)

MAR 29 1982

6. Bills for exchange and toll service will be rendered on a cyclical basis. The normal billing period is one month. Billing cycles may be altered if the affected customer is sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration. This notification is not required where a customer requests a number change, or when the customer disconnects and reconnects service or transfers service from one premise to another.

MISSOURI
Public Service Commission

FILED

MAY 15 1982

Public Service Commission

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+Indicates change

DATE OF ISSUE March 23 1982 DATE EFFECTIVE May 15 1982
month day year month day year
ISSUED BY *James D. ...* President Burlington Junction, Mo.
name of officer title address

P. S. C. Mo. No. 2 Consolidated
Cancelling P. S. C. Mo. No. 2 Consolidated
Filed with I. S. C. C.

3rd ~~Original~~ SHEET No. 20
Revised
2nd ~~Original~~ SHEET No. 20
Revised

o Telephone Company Telephone Tariff

For: All Missouri Exchanges
Atchison & Nodaway Counties

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PART II

GENERAL RULES AND REGULATIONS

NOV 30 1987

K. TAXES OR FEES TO BE BILLED TO CUSTOMERS

MISSOURI
Public Service Commission

General

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

L. CUSTOMER PREMISES EQUIPMENT

HOLD FOR FUTURE USE

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JAN 01 1988

Public Service Commission

DATE OF ISSUE Nov. 25, 1987 DATE EFFECTIVE Jan. 1, 1988
month day year month day year

ISSUED BY William D. Raab General Manager Coin, Iowa

name of officer

title

address

