

MINBURN TELEPHONE COMPANY

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

MARCH 11, 2013



TABLE OF CONTENTS

PART I Title Sheet, Table of Contents, and Subject Index

PART II General Rules and Regulations

PART III Definitions

PART IV Local Exchange Services

PART V General Exchange Services

PART VI Service Charges

PART VII Access Services - Concurrence in ITA Access Service Tariff #1

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

SUBJECT INDEX

A

Acronyms ..... 29

Adjacent Exchange Service ..... 46

Adjustment of Charges ..... 8

Advance Payments ..... 11

Allowance for Failure of Service ..... 8

Alterations ..... 11

Amount of Deposits ..... 13

Application ..... 8

    For Service ..... 11

    General ..... 8

    Of Business and Residence Rates ..... 14

Availability of Facilities ..... 8

B

Billed Number Screening Service ..... 57

Blocking Service - 900/976 ..... 56

Business Rates Apply ..... 14

C

Central Office Access Line

    Pay Telephone Service ..... 32, 33

    Rate ..... 31, 33

Concession ..... 37

Connection Charges ..... 69

Connection with Customer Premise Equipment

    Unauthorized Attachments or Connections ..... 10

Connection with Customer Premise Equipment (CPE)..... 10, 16

    Connection due to Hazardous Conditions ..... 16

    Customer Premise Equipment ..... 9, 10

    Service Check Charge ..... 72

    Unauthorized Attachments or Connections ..... 16

Connections, Unauthorized..... 16

Construction

    Alteration ..... 11

    Availability of Facilities ..... 8

    Charges ..... 15

    Construction and Installation ..... 15

    General ..... 15

    Right-of-way ..... 16

    Special Types of ..... 15

    Unusual Installation Costs ..... 12

ISSUED: February 8, 2013      EFFECTIVE: March 11, 2013  
Date    Date

BY: Debra Lucht      General Manager      Minburn, Iowa 50167  
Name                                  Title                                  Address





Revised  
Cancels

Sheet No. 6  
Sheet No.

SUBJECT INDEX

P

Pay Telephone Service
Local Service Rates... 32, 34, 33
Payment for Service and Facilities... 19
Connection of Service by Company... 19
Customer Requirements... 11
Disconnection, With or Without Notice... 19
General... 19
Late Payment Charge... 19
Payment for Service and Facilities... 11
Service Charge for Reconnection... 19
Service Charges for Reconnection... 71
Private Property
From Last Facility (Line Extension)... 41
Right-of-Way... 41

R

Resale Service... 21
Residence Rates Apply... 14
Returned Check Charge... 70
Right-of-Way... 41

S

Service Charges... 69
Central Office Access Line Charge... 69
Reconnection for Non-Payment of Bill... 14
Reconnection for Non-Payment of Due Bill... 19, 70
Returned Check Charge... 70
Service Ordering Charge... 69
Trip Charge... 70
Service Check... 72
Service Ordering Charge... 69
Shared Service... 21, 34
Suspension of Service (Temporary or Vacation)... 45

T

Table of Contents... 2
Tampering with Equipment... 16
Telephone Directories... 12
Telephone Directory Listings... 35
Telephone Numbers... 11
Temporary or Vacation Suspension... 45
Termination of Service... 13
Toll Blocking Service... 44

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167
Name Title Address

\_\_\_\_ Revised  
Cancels \_\_\_\_\_

Sheet No. 7  
Sheet No. \_\_\_\_\_

SUBJECT INDEX

Trade Names ..... 30  
 Transmitting Messages ..... 9  
 Trip Charge ..... 70

*U*

Unusual Installation Costs ..... 12  
 Use of Connecting Company Lines ..... 9  
 Use of Customer Service ..... 10  
 Use of Service and Facilities..... 10

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address







## RULES AND REGULATIONS

## B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

## 8. Customer Premise Equipment (Continued)

- c. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of patents arising from combining such equipment with the facilities of the Company.
- d. The Company shall not be responsible to the customer if changes in criteria in this tariff or changes in any of the facilities or operations or procedures of the Company render any customer premise equipment obsolete, or require modification or alteration of such equipment, or otherwise affect its use or performance. The Company reserves the right to change the standards of its equipment as the requirements of the telephone business may direct.

## C. USE OF SERVICE AND FACILITIES

## 1. Use of Customer Service

- a. Customer telephone service is furnished on retail basis for residential or business use only and not for resale except as otherwise provided in Part II, Section O. Service accounts are assigned to customers only, and the customer(s) in whose name the account is established will be treated as the account owner(s) for all purposes. Account owners shall be responsible for any and all use of the subscribed service.

## 2. Attachment or Connection of Customer Premise Equipment

- a. Customer premise equipment may be used with the facilities furnished by the Company, for telecommunication service, provided that such equipment will be connected, maintained and operated in a manner compatible with Company's facilities and networks.
- b. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer premise equipment.
- c. To protect the network and services furnished to the public by the Company, the customer premise equipment must comply with all applicable minimum network protection criteria.
- d. If customer premise equipment is used which is causing or is likely to cause interference or hazard to the network, the Company will take such action as it deems necessary for the protection of the telecommunications network.
- e. After notification by the Company of such interference or hazard, the customer shall discontinue such use and disconnect such equipment. Failure of the customer to conform to this requirement may result in suspension of service.
- f. The customer will be responsible to pay a service check charge as specified in Part VI, Service Check Charges for visits to their premises when the service difficulty is caused by the customer premise equipment.

ISSUED: February 8, 2013      EFFECTIVE: March 11, 2013  
Date                                  DateBY: Debra Lucht      General Manager      Minburn, Iowa 50167  
Name                      Title                      Address

## RULES AND REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service
  - a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to one month's exchange rate. If a deposit is required by the Company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Rules and Regulations and the local Exchange Tariff 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. Minimum contract periods and termination of service are covered elsewhere in Part II of this tariff.
2. Telephone Numbers
  - a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business or subject to any porting requirements. Except for non-payment of yellow page advertising, when customers are assigned a new number within the exchange, the former working number intercept shall provide the new number to a calling party for not less than 60 days or until the issuance of a new directory.
3. Alterations
  - a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by the customer necessitate changes in the Company's facilities. The customer agrees to pay the Company's charges for such changes.
4. Payment for Service
  - a. The customer is required to pay all rates and charges for local, exchange services and facilities.
5. Maintenance and Repairs
  - a. All expense of maintenance and repair of regulated services or facilities provided by the 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 facilities not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided elsewhere in this tariff.

ISSUED: February 8, 2013      EFFECTIVE: March 11, 2013  
Date    DateBY: Debra Lucht      General Manager      Minburn, Iowa 50167  
Name    Title    Address

## RULES AND REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

## 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.

## E. TELEPHONE DIRECTORIES

## 1. Distribution and Publication

- a. The Company will normally publish and distribute a directory annually containing the serving exchange listings for each Central Office Access Line without charge. Additional directories may be furnished at the discretion of the Company. Directories containing listings for other areas may be provided at a nominal charge. Directories are furnished to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories.

## 2. Directory Listings

- a. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.

## F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

## 1. Establishment of Credit

- a. The Company is not obligated to provide service to any individual or firm that owes for regulated services previously rendered by the Company at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Applicants for telephone service who are required to make a deposit may be required to pay in advance of installation, the service connection, installation and/or construction charges. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:
  - 1) By furnishing credit references acceptable to the Company.
  - 2) By means of a cash deposit.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date DateBY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

2. Amount of Deposits

- a. The amount of deposit required shall not be more than the maximum charge for two months local exchange service or as may reasonably be required by the Company in cases involving service for short periods or special occasions. The Company may require the customer to increase the amount of the deposit at any time, if the charges billed against the customer are found to warrant such an increase. Qualified low income applicants may apply for Lifeline Assistance.
- b. A deposit may be made at any Company business office or authorized agent.
- c. The Company will maintain records which show the name and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Unclaimed deposits shall be disposed of in accordance with law.
- d. A receipt of deposit will be furnished to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by the Company records.

3. Deposits and Collection Practices

- a. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills; nor constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills regardless of the fact that such customer has made a deposit with the Company to secure payment of such bills, or has furnished the Company with a guarantee in writing for such bills.

4. Interest to be Paid on Deposits

- a. Interest compounded annually, shall be at the rate provided in Iowa Utility Board rule 199 IAC 22.4(2)(b). Interest shall be paid for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the customer's account or to the date the customer's bill becomes permanently delinquent.

5. Discontinuance of Service for Failure to Establish Credit

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

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: February 8, 2013      EFFECTIVE: March 11, 2013  
 Date    Date

BY: Debra Lucht              General Manager              Minburn, Iowa 50167  
 Name                                  Title                                  Address

## RULES AND REGULATIONS

## F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

6. Service Charge for Reconnection
  - a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges as defined in Part VI of this tariff shall apply.
7. Deposit Refunds
  - a. The deposit shall be refunded or credited to the customer after not more than 12 consecutive months of prompt payment or 11 timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.
8. Criteria for Procurement of Deposits
  - a. False credit information
  - b. Unsatisfactory credit history

## 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. below, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries and other similar institutions.
  - c. At residence locations when the customer has no regular business access line service 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. 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.
  - b. In private apartments of hotels, rooming house, or boarding houses where service is confined to the customer's use.
  - c. In college fraternity or sorority houses where individual access line service is provided.

ISSUED:       February 8, 2013       EFFECTIVE:       March 11, 2013        
Date DateBY:       Debra Lucht             General Manager             Minburn, Iowa 50167        
Name Title Address





RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company Without Notice

- a. The Telephone Company may disconnect or refuse service without notice:
  - 1) in the event of a condition on the customer's premises determined by the Telephone Company to be hazardous.
  - 2) in the event of customer's use in such a manner as to adversely affect the Telephone Company's facilities or the Telephone Company's service to others, such as:
    - a) connection of Customer Premise Equipment which causes or is likely to cause interference or hazard to the network.
    - b) Impersonation of another with fraudulent intent.
  - 3) in the event of tampering with facilities furnished and owned by the Telephone Company.
  - 4) in the event of unauthorized use.

2. By the Company After Prior Written Notice

- a. In addition to the reasons set forth in subparagraph 1a. above, the Telephone Company may disconnect or refuse service after providing at least five days or in the case of deposits twelve days, prior written notice for any of the following reasons:
  - 1) failure of a customer to make suitable deposit as required by these rules.
  - 2) use of service in an unlawful or abusive manner, including to illegally threaten or harass other persons or in violation of any federal, state, or local law applicable to use of service.
  - 3) the customer's bill for local services remains unpaid after the last date for timely payment.
  - 4) for failure of the customer or prospective customer to furnish permits or certificates of right-of-way specified to be furnished in the Telephone Company's rules filed with the Iowa Utilities Board as conditions for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon them as conditions of obtaining service by a contract subject to the regulatory authority of the Iowa Utilities Board.
  - 5) for failure of the customer to permit the Telephone Company reasonable access to its facilities.
  - 6) any other violation of the Telephone Company's rules and regulations on file with the Iowa Utilities Board, the requirements of municipal ordinances or law pertaining for the service.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

2. By the Company After Prior Written Notice (Continued)

- b. Despite the prior written notice provisions as contained in these rules, disconnection may take place prior to the expiration of the notice period if the Telephone Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.
- c. Only one written notice will be provided to the customer if multiple violations occur.
- d. The notice of pending disconnection required by these rules shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The final date shall be not less than five days after the notice is rendered, or in the case of deposits twelve days. The notice will include a toll-free or collect number where a customer can obtain additional information.
- e. Where written notice is required, the Company will not disconnect service on a weekend, holiday, or after 2:00 P.M. unless the Company is prepared to reconnect the service the same day.

3. Disputes

In the event of a dispute concerning a bill, the Telephone Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Telephone Company's Tariff, shall continue and for not less than forty-five days after the rendering of the disputed bill, the service shall not be disconnected for non-payment for the disputed amount. The forty-five days may be extended by up to sixty days if requested of the Telephone Company by the Iowa Utilities Board in the event the customer files a written complaint with the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov).

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address



RULES AND REGULATIONS

K. PAYMENT FOR SERVICE AND FACILITIES

1. General

- a. Generally all customers shall pay for services and facilities monthly in advance. Municipal, State or Governmental Agencies may be exceptions to this rule.
- b. Billing to customers shall be scheduled monthly.
- c. All bills for local services are due not less than 20 days after the bill is rendered.
- d. When a customer is connected or disconnected, or for other cause the service received deviates by more than twenty-four consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.
- e. Failure to receive a bill does not relieve the customer of the responsibility for payment.

2. Disconnection of Service by the Company

- a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local services upon written notice, allowing the customer five days to make payment or settlement.

3. Service Charge for Reconnection

- a. Where service has been discontinued for non-payment of a due bill applicable service charges as defined in Part VI of this tariff shall apply.
- b. Where service has been discontinued for the non-payment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
- c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in this tariff.

4. Late Payment Charge

- a. All bills for which full payment has not been received paid before the last date for timely payment shall be subject to a late payment charge.
- b. Each account shall be granted not less than one complete forgiveness of late payment charges each calendar year for regulated services. The customer will be notified that this forgiveness has been used by first class mail, telephone or electronic means.
- c. Late payment charges shall be 1.5% of the unpaid balance.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

RULES AND REGULATIONS

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

- a. When a municipality or political subdivision imposes upon the Company any license, occupation, franchise, permit, inspection or other similar tax, such tax, fee or charge may 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.

M. NETWORK CONNECTIONS

1. General

- a. Customers are connected to the telephone network at a point of demarcation as specified in the Board rules.
- b. Connections of new inside station wiring to the network shall only be made at the Demarcation Point.
- c. Such connections shall be made by using a Standard Network Interface and shall be in accordance with Part 68 of the FCC Rules.
- d. Direct electrical connections at the protector or by-passing the Standard Network Interface shall constitute a violation of this Company's filed tariffs and the service may be disconnected in accordance with its filed Rules and Regulations.
- e. Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be served. Existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the customer within ten days after receipt of written notification from the Company.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

## RULES AND REGULATIONS

### N. CUSTOMER COMPLAINTS

#### 1. General

- a. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
- b. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.
- c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov).

### O. RESALE OR SHARED SERVICE

#### 1. General

- a. A reseller or shared service customer may obtain local exchange service from the Company to allow occupants of a building or complex of buildings to share in the use of local exchange services.
- b. The Company will provide service to the point of demarcation.
- c. The customer shall be responsible to extend the service from the point of demarcation.
- d. The end-user customer must be allowed to subscribe to service provided by the Company.
- e. Should the reseller refuse to allow the end-user customer to subscribe to local exchange service direct from the Company, the end-user customer may file a complaint against the reseller with the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov).

ISSUED:   February 8, 2013   EFFECTIVE:   March 11, 2013    
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Name Title Address

## DEFINITIONS

**ACTIVE ACCOUNT** - A customer who is currently receiving telephone service, or one whose service has been temporarily disconnected (vacation, non-payment, storm damage, etc.).

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

**ADJACENT EXCHANGE SERVICE** - Local Exchange Service, including extended area service, provided to a customer via direct facility connection to an exchange contiguous to the exchange in which the customer is located.

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

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

**BASE RATE** - A rate for grades of exchange service available to customers located within a base rate area.

**BASE RATE AREA** - The developed portion within each exchange service area as set forth in the telephone utility's tariffs, maps or descriptions.

**BUILDING** - The term "Building" is a structure occupied by a customer or authorized user. Multi-occupant structures will be considered different buildings when space of one customer or authorized user is separated by space occupied by others.

**BUSINESS SERVICE** - Central Office Access Line service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

**CALLS** - Telephone messages attempted by customers or users.

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

**CENTRAL OFFICE ACCESS LINE** - A circuit extending from the central office equipment up to and including the demarcation point.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
 Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
 Name Title Address

DEFINITIONS

CENTRAL OFFICE ACCESS LINE CHARGE - For work associated with the telephone line, extending from central office equipment up to and including, the demarcation point located at the customers' premises.

CHANNEL - An electrical path suitable for the transmission of communications.

CHARGES - Nonrecurring amounts billed to customers for regulated services.

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

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

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

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Company stations.

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

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

CONSTRUCTION CHARGE - A separate recurring and/or nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the exchange tariffs.

CONTIGUOUS PROPERTY - Two or more parcels of property, occupied by the customer, in which the boundary line of one property touches the boundary line of the other(s).

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

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

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address



### DEFINITIONS

**CUSTOMER** - The individual, carrier, reseller, partnership, association, corporation or government agency which contracts for telephone service, or relays messages to or from points outside the extended area, and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

**CUSTOMER PREMISE EQUIPMENT** - Equipment located on the customer's premise owned by the customer.

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

**DEMARCATION POINT** - The point of connection provided and maintained by the telephone utility to which the telephone utility-owned existing inside station wiring or customer-provided new inside station wiring becomes dedicated to an individual building or facility. For an individual customer dwelling, this point of connection will generally be immediately adjacent to, or within twelve inches of, the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility. In the instance where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility.

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

**DISCONNECT** - The disabling of circuitry preventing both outgoing and incoming communications.

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

**DROP WIRE** - That portion of a circuit between the pole line or cable distributing box and the protector or equivalent.

**DUE DATE** - The last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

**DUE NOTICES** - See "Disconnect Notice."

**ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)** - A telephone exchange service whereby one or more Public Safety Answering Points designated by the customer may receive telephone calls dialed to the telephone number 911.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address



DEFINITIONS

INDIVIDUAL LINE - A Central Office Access Line to provide one-party service. (Not a private branch exchange trunk.)

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

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

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

LIFELINE ASSISTANCE – An assistance program which for qualified applicants have a reduction in the monthly local exchange service.

LOCAL EXCHANGE SERVICE - Telecommunications within a local service area in accordance with the provisions of the Company's tariffs.

LOCAL MESSAGE - A completed customer or user call between stations located within the same Exchange Area or Local Service Area.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule or rates without the application of a long distance message charge.

LOW INCOME CONNECTION ASSISTANCE PROGRAM – An aggregate term for the assistance programs identified as the Link Up Assistance Program and the Lifeline Assistance Program.

MESSAGE - A completed customer or user call.

MESSAGE RATE SERVICE - A service for which charges are based upon the number of originated messages placed by the customer to stations within the same local or message rate calling area.

MILEAGE RATE - The rate applying for the use of part or all of a line furnished by the Company.

ISSUED: February 8, 2013 Date EFFECTIVE: March 11, 2013 Date

BY: Debra Lucht Name General Manager Title Minburn, Iowa 50167 Address

DEFINITIONS

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

NETWORK CONNECTIVITY FEE (NCF) - A supplemental charge applicable to the Perry exchange end user on a per access line basis in order to cover the cost of providing access to the telephone network.



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

NOTICE - See "Disconnect Notice."

OUTSIDE PLANT - The telephone facilities installed on, along, or under streets, alleys, highways, and private rights of way between customer locations, central offices or the central office and customer location.

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

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

PREMISES - The space occupied by an individual customer in a building, in adjoining buildings, or on contiguous property including property separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

PRIVATE BRANCH EXCHANGE TRUNKS - See "Central Office Access Line."

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

RATES - Recurring amounts billed to customers for regulated communications services.

RESALE SERVICE - Central Office Access Line service obtained by a customer from the Company and resold to occupants of a building or complex of buildings.

RESIDENCE SERVICE - Telecommunication service furnished to customers when its use is for domestic purposes.

ISSUED: April 12, 2013 EFFECTIVE: May 6, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

DEFINITIONS

RURAL SERVICE - Telecommunication service in an exchange area outside of a base rate area or generally outside a special rate area.

SERVICE CHARGE - The charge a customer is required to pay at the time of the establishment of telephone service or subsequent changes to that service.

SERVICE CHECK - See "Check of Service".

SERVICE ORDERING CHARGE - For work involved in receiving, recording and transmitting, information for establishment of telephone service or subsequent change to that service including directory listing.

SHARED SERVICE - Central Office Access Line service obtained by a customer from the Company and shared by occupants of a building or complex of buildings.

STANDARD NETWORK INTERFACE - See "Demarcation Point."

SUSPEND - See "Temporary or Vacation Suspension."

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

TELEPHONE COMPANY - See "Company."

TEMPORARY OR VACATION SUSPENSION - Temporary disconnection or impairment of service which shall disable outgoing or incoming communications or both.

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

TIMELY PAYMENT - Payment on a customer's account received on or before the due date shown: on a current bill for rates and charges, or by an agreement between the customer and the Company for a series of partial payments to settle a delinquent account.

TOLL BLOCKING - A service that lets customers block the completion of outgoing toll calls from their telecommunications line.

TRIP CHARGE - A charge that applies whenever a visit is required to complete the customer's request. One charge will apply for all work requested at the same time on the same visit.

(M)  
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ISSUED: April 12, 2013 EFFECTIVE: May 6, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission  
FX Foreign Exchange

I

IUB Iowa Utilities Board

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

\_\_\_\_\_ Revised  
Cancels \_\_\_\_\_

Sheet No. 30  
Sheet No. \_\_\_\_\_

TRADE NAMES

There are no Trade Names used in this Tariff.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address





LOCAL EXCHANGE SERVICE

B. RATES (Continued)

		<u>Monthly Rate</u>	<u>Per Minute Rate Additive for EAS to Des Moines (2)</u>
2.	PAY TELEPHONE SERVICE		
a.	PAY CENTRAL OFFICE ACCESS LINE		
	If a special line card is required.....	\$23.50	N/A
	If a special line card is not required.....	\$21.50	N/A

C. CONDITIONS

1. Mileage rates may apply for service between separate buildings (See Part V).
2. 50% evening and weekend discounts will apply to per minute Des Moines EAS rates. The rate is \$0.05 per minute Monday through Friday (8AM-5PM CT). After 5PM CT to 8AM CT and weekends (Saturday and Sunday), the rate will be \$0.025 per minute for the Des Moines EAS.
3. Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: December 1, 2016      EFFECTIVE: January 1, 2017  
                            Date    Date

BY: Debra Lucht              General Manager              Minburn, Iowa 50167  
                            Name                                      Title                                      Address



LOCAL EXCHANGE SERVICE

B. RATES (Continued)

(N)

Monthly  
Rate

3. PAY TELEPHONE SERVICE

a. PAY CENTRAL OFFICE ACCESS LINE

If a special line card is required..... \$35.00

If a special line card is not required..... \$33.00

C. CONDITIONS

1. Mileage rates may apply for service between separate buildings (See Part V).
2. Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: April 12, 2013 Date      EFFECTIVE: May 6, 2013 Date

BY: Debra Lucht Name      General Manager Title      Minburn, Iowa 50167 Address



## LOCAL EXCHANGE SERVICE

### RESALE AND SHARED SERVICES

#### A. GENERAL

1. The Company will provide central office access lines to any landlord, owner, tenant association, or other affiliated group for the purpose of reselling or sharing local exchange services to occupants of a building or complex of buildings with a community of interest.
2. All persons (end-users) or occupants in a building or complex of buildings shall be permitted to subscribe to local exchange service from the Company.
3. The telephone rates charged to resale or shared use providers of service shall be on the same basis as business service.
4. The rates contained herein are in addition to all other applicable rates and charges located in other parts of this Company's tariff.

#### B. CONDITIONS

1. Community of interest as used in Paragraph A.1. above normally indicates joint or common ownership but other factors may be considered.
2. The local resale or shared use supplier is required to subscribe to a sufficient number of access lines to assure the local network is not impaired and shall provide adequate facilities to its customers.
3. The Company is responsible for transmission quality up to the point of demarcation with the resale/shared use supplier. Transmission quality on the customer side of demarcation shall be the responsibility of the resale/shared use supplier.
4. The local resale/shared use supplier shall be responsible for providing local exchange telephone directories to its customers or users. The Company shall provide the resale/shared use supplier a directory in accordance with Part II of this tariff.

ISSUED: February 8, 2013      EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht      General Manager      Minburn, Iowa 50167  
Name Title Address

GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS

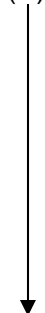
A. GENERAL

The following rates are applicable to the alphabetic section of the white pages of the telephone directory for business or residence customers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>	
	Perry	Exchange Only
1. Business additional or alternate listings, per listing.....	\$5.00	\$3.00
2. Residence additional or alternate listings, per listing .....	\$2.00	\$1.50
3. Unlisted Number .....	\$2.00	\$1.25
4. Non-published Number .....	\$3.00	\$2.00
5. Business foreign or nonsubscriber service, per listing..... (See Condition 4)	\$5.00	\$3.00
6. Residence foreign or nonsubscriber service, per listing .....	\$2.00	\$1.50
(See Condition 4)		

(N)



C. CONDITIONS

- A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
  - Listings will be limited to such information as is necessary for proper identification.
  - 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.
  - The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.
- Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.
- An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: April 12, 2013 EFFECTIVE: May 6, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

<u>First</u>	Revised
Cancels	<u>Original</u>

Sheet No.	<u>36</u>
Sheet No.	<u>36</u>

## GENERAL EXCHANGE SERVICES

## C. CONDITIONS (Continued)

4. A foreign or nonsubscriber listing is furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C.1. above shall apply.
5. Non-published number is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - a. When non-published number is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-published number.
  - b. No charges will apply for non-published number service for customers having at least one listed service.
6. Unlisted number is the omission of a customer's listing from the telephone directory.
  - a. When unlisted number is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the unlisted number.
  - b. No charges will apply for unlisted number service for customers having at least one listed service.
7. The charge for additional, alternate unlisted number or non-published number listings is effective the day the directory assistance record is posted.

ISSUED: <u>February 8, 2013</u>	EFFECTIVE: <u>March 11, 2013</u>
Date	Date

BY: <u>Debra Lucht</u>	<u>General Manager</u>	<u>Minburn, Iowa 50167</u>
Name	Title	Address

GENERAL EXCHANGE SERVICES

EMPLOYEES' TELEPHONE SERVICE

A. GENERAL

Employees' Concession Telephone Service may be offered to all active and retired employees at their residence when such telephone service is provided by this Company.

B. RATES

- 1. The charge for Employees' Telephone Service is 0 percent of the regular rate.

C. CONDITIONS

- 1. Employees' Telephone Service at their residence is available to employees of the Company having at least 0 months of continuous credited service with the Company.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address





## GENERAL EXCHANGE SERVICES

## D. CONDITIONS

1. Foreign Exchange Service will be limited to business and residence individual Local Service, or PBX trunks, when facilities for its provision are available.
2. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listing in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.
3. Customers to Foreign Exchange Service are required to subscribe to Local Service of the exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.
4. Calls beyond the local calling area of the serving exchange will not be permitted.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS

A. GENERAL

Line extensions may be provided as set forth in this tariff for any class and grade of Local Service to customers or applicants beyond the existing facilities of the Company, within the same exchange. The charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. CHARGES

Nonrecurring  
Charges

- 1. Extension of facilities
  - a. Within the Base Rate/or Special Rate Areas of the Company None
  - b. Outside of the Base Rate and/or Special Rate Areas of the Company within the exchange boundaries
    - 1) Extension of facilities when costs are less than the average amount of Outside Plant investment of the Company. None
    - 2) Extension of facilities when costs are greater than the average amount of Outside Plant investment of this Company. (See formula below) Computed by Formula
- 2. Formula for Computing Charges:
  - a. Outside Plant, net value in last Company financial report. Elements to include:
    - 1) Plant Under Construction
    - 2) Pole Lines
    - 3) Aerial Cable
    - 4) Underground Cable
    - 5) Buried Cable
    - 6) Aerial Wire
    - 7) Underground Conduit
  - b. Number of Central Office Access Lines, at same date as a.
  - c. Divided a. by b. equals d.
  - d. Average Outside Plant, per Central Office Access Line
  - e. Determine total cost of Outside Plant extension
  - f. Subtract d. from e. (if possible) equals g.
  - g. Remainder is the dollar amount of the line extension due from the customer.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address

GENERAL EXCHANGE SERVICES

C. CONDITIONS

1. Route and type of facilities
  - a. The Company shall determine the route and type of construction which will be used in the extension of its facilities within an exchange. All such line extensions shall be owned and maintained by the Company.
  - b. The Company will be responsible for the route of the proposed line extension facilities upon which costs will be developed. Such routes will include the last pole or cable distribution box on public or private property but will exclude the drop wire (maximum of 300') for the building in which the telephone service is to be located.
  - c. Any difference in costs between the type of construction proposed by the Company for use on a line extension and the type of construction requested by the customer will be charged at actual cost for the difference. (See Part II, Special Type of Construction.)
  - d. When two (2) or more applicants mutually agree they may be considered as a "group." Line extension charges will be established in order to determine the amount of construction which needs to be provided. Line extension charges computed for the total extension, less allowable costs, may be proportionately divided among the applicant making up the "group."
  
2. Obligation of the Company
  - a. The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain, and maintain suitable rights-of-way without unreasonable expense.
  - b. The Company will survey all prospective customers who could receive service from each proposed line extension project prior to its construction.
  
3. Payment of charges applicable to line extensions shall be paid in advance.
  
4. Applicants requesting service which can be provided from a previously established line extension project:
  - a. Within 12 months from the time service was initially provided by means of such line extensions, initial charges will be recomputed by the Company and the applicant will pay a proportionate share of such charges as if they were one of the initial applicants and appropriate refunds will be made to the original customer(s).
  - b. After 12 months from the time service was initially provided, such applicant(s) will be responsible for the charges and conditions applicable to the establishment of line extension facilities required to serve them alone.
  
5. Except as provided elsewhere in this tariff, refunds of line extension charges will not be paid by the Company.

ISSUED: February 8, 2013          EFFECTIVE: March 11, 2013  
                                Date    Date

BY: Debra Lucht                      General Manager                      Minburn, Iowa 50167  
                                Name                                      Title    Address



Revised  
 Cancells \_\_\_\_\_

Sheet No. 43  
 Sheet No. \_\_\_\_\_

GENERAL EXCHANGE SERVICES

MILEAGE RATES

A. GENERAL

Mileage rates apply for extending standard voice grade intra-exchange service between premises or outside the Base Rate Area. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	Monthly <u>Rate</u>
1. Between Buildings on Different Premises, per 1/4 mile or fraction thereof	
a. Per two wire circuit.....	\$5.00

C. CONDITIONS

- 1. Mileage measurement is the route distance between the terminals.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: February 8, 2013      EFFECTIVE: March 11, 2013  
Date                              Date

BY: Debra Lucht      General Manager      Minburn, Iowa 50167  
Name                      Title                      Address



## GENERAL EXCHANGE SERVICES

## TEMPORARY OR VACATION SUSPENSION

## A. GENERAL

Temporary Suspension of Service is available for vacation purposes at a reduced rate upon customer request. This service is allowed when a customer is away from their premises for an extended time in the event of vacation, emergency, relocation, military service, or other purposes deemed reasonable by management.

## B. RATES

1. The monthly rate will be 50% of the regular rate for the services suspended.
2. No other service charges will apply for the suspension and subsequent restoral of service.

## C. CONDITIONS

1. The rates may be billed in total prior to the establishment of vacation rate service, or monthly, at the option of the Company.
2. The minimum period for which this service may be provided is 30 days; the maximum is 180 days during any 12-month period.

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED:       February 8, 2013       EFFECTIVE:       March 11, 2013        
  Date    Date

BY:       Debra Lucht             General Manager             Minburn, Iowa 50167        
  Name    Title    Address









GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES

A. GENERAL

Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more custom calling features. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	Monthly Rate	
	<u>Per CO Line Equipped</u>	
	<u>Residence</u>	<u>Business</u>
1. Individual Services		
a. Blocked Call Rejection.....	\$1.25	\$1.25
b. Call Forwarding Basic .....	\$1.25	\$1.25
c. Call Forwarding Busy Line .....	\$1.25	\$1.25
d. Call Forwarding Busy Line Programmable .....	\$1.25	\$1.25
e. Call Forwarding Don't Answer .....	\$1.25	\$1.25
f. Call Forwarding Don't Answer Programmable.....	\$1.25	\$1.25
g. Call Forwarding Remote Activation.....	\$1.25	\$1.25
h. Call Rejection .....	\$1.25	\$1.25
i. Call Trace.....	\$1.25	\$1.25
j. Call Waiting.....	\$1.25	\$1.25
k. Call Waiting Deactivation.....	N/C	N/C
l. Caller Identification Blocking Per Call .....	N/C	N/C
m. Caller Identification Blocking Per Line .....	\$2.00	\$2.00
n. Caller Identification Name and Number.....	\$5.00	\$5.00
o. Last Call Identification .....	\$1.25	\$1.25
p. Last Call Return.....	\$1.25	\$1.25
q. Remote Call Forwarding.....	\$1.25	\$1.25
r. Speed Calling:		
1. <u>8</u> Code.....	\$1.25	\$1.25
2. <u>30</u> Code.....	\$2.00	\$2.00
s. Telemarketer Call Screening.....	\$2.00	\$2.00
t. Three Way Calling .....	\$1.25	\$1.25

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address















GENERAL EXCHANGE SERVICES

PERSONAL SAFETY EXCEPTION FORM

Customer Certification

In order to provide a solution to your unique personal safety concerns, it is necessary for you to provide responses to the questions below.

What is the estimated interval of time that your personal safety concerns require "Per-Line" Blocking?

\_\_\_\_\_

If you are requesting "Per-Line" Blocking for a telephone line other than your own, the responsible party must sign below.

CUSTOMER REQUESTING FREE PER LINE BLOCKING:

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

TELEPHONE NUMBER WHERE PER LINE BLOCKING WILL BE ASSIGNED:

\_\_\_\_\_

CUSTOMER RESPONSIBLE FOR TELEPHONE ACCOUNT:

PRINT NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SIGNATURE \_\_\_\_\_

If a line is equipped with "Per-Line" Blocking, the telephone number of that line will not be delivered to any subscribers of Caller ID. Poison control centers, hospitals, medical centers and others who might use Caller ID will not be able to identify callers with "Per-Line" blocking who need assistance. In addition, subscribers of Caller ID may choose not to answer blocked calls. THE CUSTOMER REPRESENTS THAT HE/SHE UNDERSTANDS THE ABOVE, AND THE CUSTOMER RELEASES MINBURN TELEPHONE COMPANY FROM ALL CLAIMS AND LIABILITY, INCLUDING PERSONAL INJURY, CAUSED BY ITS ERRORS, OMISSIONS AND THE OPERATION OR MALFUNCTION OF "PER-LINE" BLOCKING SERVICE.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address





## GENERAL EXCHANGE SERVICES

## EMERGENCY REPORTING TELEPHONE SERVICE

## ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

## A. GENERAL

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes a line and equipment necessary for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. E911 Service provides for Selective Routing, Automatic Number Identification, and Automatic Location Identification features.
2. Enhanced 911 Service is offered subject to availability of facilities.
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.
4. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

## B. RATES

The rates and charges for E911 Service will be determined on an individual case basis. Individual features requested by the customer include, but are not limited to, central office modifications, data base preparation, trunking and maintenance.

ISSUED:	February 8, 2013	EFFECTIVE:	March 11, 2013
	Date		Date

BY:	Debra Lucht	General Manager	Minburn, Iowa 50167
	Name	Title	Address



GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

7. The Telephone Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Telephone Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
8. Each customer also agrees to release, indemnify and hold harmless the Telephone Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.
9. The customer also agrees to release, indemnify, and hold harmless the Telephone Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 service hereunder, and which arise out of the negligence or other wrongful act of the Telephone Company, the customer, its user, agencies, or municipalities, or the employees or agents of any one of them.
10. Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
 Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
 Name Title Address



GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

- 11. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any E911 offering.
  
- 12. The customer is required to furnish the Telephone Company its agreement to the following terms and conditions.
  - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
  - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  - c. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the E911 PSAP by calling parties.
  - d. That the customer will provide CPE with a capacity adequate to handle the number of incoming E911 lines recommended to be installed by the Telephone Company. It is the customer's responsibility to ensure their CPE is compatible with the service(s) provided by the Telephone Company.
  
- 13. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Telephone Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
Date Date

BY: Debra Lucht General Manager Minburn, Iowa 50167  
Name Title Address



## GENERAL EXCHANGE SERVICES

## N11 – SERVICE OFFERINGS

## A. SERVICE DESCRIPTION

1. 211 Service – 211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
2. 311 Service – 311 Service (“311”) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.
3. 511 Service - 511 Service (“511”) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services.
4. 711 Service – 711 Service (“711”) is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.
5. 811 Service – 811 Service (“811”) is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide the means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

ISSUED: February 8, 2013 EFFECTIVE: March 11, 2013  
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GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

13. N11 will be provided under the following conditions: (Continued)

- c. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copy right, or resulting from any claim of liable and slander.
- d. Suspension of N11 Services is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company’s request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber’s N11 service.
- f. The Company will provide both oral and written notification when a N11 subscriber’s service unreasonably interferes with or impairs other services rendered to the public by the company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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## GENERAL EXCHANGE SERVICES

## N11 – SERVICE OFFERINGS (Continued)

## B. TERMS AND CONDITIONS (Continued)

14. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
  - a. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.
  - b. The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
15. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
17. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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