

MUTUAL TELEPHONE COMPANY OF SIOUX CENTER, IOWA  
NORTHERN IOWA TELEPHONE COMPANY  
WEBB-DICKENS TELEPHONE CORPORATION  
PREMIER COMMUNICATIONS, INC.  
HEARTLAND TELECOMMUNICATIONS COMPANY OF IOWA

**d/b/a PREMIER COMMUNICATIONS**

## SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

January 1, 2018



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ISSUED: December 1, 2017  
Date

EFFECTIVE: January 1, 2018  
Date

BY: Douglas Boone  
Name

CEO  
Title

Sioux Center, Iowa 51250-0200  
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 service catalog 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.

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RULES AND REGULATIONS

H. CONSTRUCTION AND INSTALLATION CHARGES

1. General

- a. Lines will be extended in accordance with provisions specified in the Line Extension Section.
- b. Special charges in the form of installation charges, monthly rates or both, are applied in addition to the usual service charge 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 that require unusual methods of plant construction, installation or maintenance.
  - 3) The customer's location requires the use of costly private right-of-way.
  - 4) The establishment of services which may be of a speculative or temporary nature.
- c. Title to all construction, as specified in H.2. below, provided wholly or partly as a customer's expense is vested in the Company.
- d. "Cost" is labor and materials included loaded overheads and may include a contribution to cover the cost of doing business not explicitly associated with direct cost.

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 required to pay the difference in cost between the special type of construction and the average cost of the usual type of construction.

I. MINIMUM CONTRACT PERIODS

1. Minimum Contract Period

- a. Except as specified elsewhere in this Service Catalog, 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 for unusual construction necessary to meet special demands, and involving extra costs (see Special Type Construction).

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## 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.

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

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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 Service Catalog, 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 [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us).

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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 service catalog.

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 service catalogs, 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.

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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.

DEMARICATION 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.

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### DEFINITIONS

**ENTRANCE FACILITIES** - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

**EXCHANGE** - A geographical area established for the administration of local communications services in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

**EXCHANGE AREA** - The territory served by an exchange.

**EXCHANGE SERVICE** - The furnishing of facilities for communication within an exchange area, in accordance with the regulations and charges specified in the Local Service Catalog.

**EXTENDED AREA SERVICE** - Extended Area Service (EAS) means telephone service furnished between end user customers located within an exchange area and all of the end user customers of an additional exchange area. Extended Area Service is only for local calls both originating and terminating within the defined extended area by the end users of local exchange companies.

**EXTRA EXCHANGE LINE MILEAGE** - The measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish urban classes of service in the Suburban or Rural Area.

**EXTRA LISTING** - See "Additional Listing."

**FLAT RATE SERVICE** - Telecommunications service furnished at a fixed monthly or periodic charge.

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

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

**FOREIGN EXCHANGE SERVICE** - Exchange service furnished to a customer from an exchange other than the exchange regularly serving the area in which the customer is located.

**GENERAL EXCHANGE SERVICES** - Facilities, services or features furnished by the Company connected to or associated with primary local exchange service.

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

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## DEFINITIONS

**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 service catalogs.

**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 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.

**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.

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DEFINITIONS

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.

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".

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DEFINITIONS

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."

SERVICE CATALOG - The rates, charges, rules and regulations adopted by the Company and its customers.

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.

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ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission  
FX Foreign Exchange

I

IUB Iowa Utilities Board

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LOCAL EXCHANGE SERVICE

A. GENERAL

Central Office Access Lines extend between the central office equipment of the Company and the demarcation point located on the premises of the customer. Rates for Central Office Access Lines are shown in paragraph B. below. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this service catalog.

B. RATES

EXCHANGE NAME: Matlock

Includes Extended Area Service To: Sheldon and Boyden

All applicable rates below apply.

		Monthly <u>Rate</u>	
1.	CENTRAL OFFICE ACCESS LINE		
a.	WITHIN THE BASE RATE AREA		
	BUSINESS SERVICE		
	Individual Line.....	\$22.50	(I)
	Key System Line.....	\$22.50	(I)
	PBX Trunk Line .....	\$22.50	(I)
	RESIDENCE SERVICE		
	Individual Line.....	\$22.00	
2.	PAY TELEPHONE SERVICE		
a.	PAY CENTRAL OFFICE ACCESS LINE .....	\$17.50	

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## LOCAL EXCHANGE SERVICE

## C. CONDITIONS

1. Rates and charges for tone dialing are included in the basic rate of this service catalog.
2. From time to time the Company may engage in special promotional service offerings designed to attract new customers or to increase existing customers' awareness of a particular service catalog offering. These offerings may be limited to certain dates, times, and/or locations. Terms and conditions of all promotions will be stated in this service catalog.
3. In addition to service catalog promotional offerings, the Company may, in conjunction with a customer service agreement, offer individualized arrangements on a case-by-case basis where necessary to meet prices, terms or conditions of service offered by competitors. In such cases, the prices offered by the Company shall not exceed the prices for similar services contained in this service catalog.
4. Rural Business Service has been discontinued, existing subscribers are billed the Residence rate.
5. Mileage rates may apply for service between buildings.

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LOCAL EXCHANGE SERVICE

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B. RATES

EXCHANGE NAME: Webb and Dickens

Includes Extended Area Service To: None

All applicable rates below apply.

		Monthly <u>Rate</u>	
1.	CENTRAL OFFICE ACCESS LINE		
a.	WITHIN THE BASE RATE AREA		
	BUSINESS SERVICE		
	Individual Line.....	\$22.50	(I)
	Key System Line.....	\$22.50	(I)
	PBX Trunk Line .....	\$22.50	(I)
	RESIDENCE SERVICE		
	Individual Line.....	\$22.00	
2.	PAY TELEPHONE SERVICE		
a.	PAY CENTRAL OFFICE ACCESS LINE .....	\$20.00	

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## LOCAL EXCHANGE SERVICE

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3. In addition to service catalog promotional offerings, the Company may, in conjunction with a customer service agreement, offer individualized arrangements on a case-by-case basis where necessary to meet prices, terms or conditions of service offered by competitors. In such cases, the prices offered by the Company shall not exceed the prices for similar services contained in this service catalog.
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	Name	Title	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 service catalog.

##### 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 service catalog.

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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 service catalog.

B. RATES

	<u>Monthly Rate</u>
1. Additional or alternate listings, per listing .....	\$0.50
2. Non-Listed .....	\$1.00
3. Foreign or nonsubscriber service, per listing ..... (See Condition 4)	\$0.50

C. CONDITIONS

1. 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.
  - a. Listings will be limited to such information as is necessary for proper identification.
  - b. 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.
  - c. The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.
2. 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.
3. 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.

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GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

- A foreign or nonsubscriber listing is furnished 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.
- The charge for additional or alternate listings is effective the day the directory assistance record is posted.

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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 one month continuous credited service with the Company.

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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.

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GENERAL EXCHANGE SERVICES

LINE EXTENSIONS

A. GENERAL

Line extensions may be provided as set forth in this service catalog 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 service catalog.

B. CHARGES

		<u>Nonrecurring Charges</u>
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. (See formula below.)	None
2)	Extension of facilities when costs are greater than the average amount of Outside Plant investment of this Company.	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.	

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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 service catalog, refunds of line extension charges will not be paid by the Company.

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GENERAL EXCHANGE SERVICES

SPECIAL BILLING ARRANGEMENTS

A. GENERAL

Special Billing Arrangements encompass charges or rates for services not normally provided. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this service catalog.

B. RATES

	Monthly Rate	Nonrecurring Charge
1. Special Billing Numbers, each.....	\$3.00	#

# See Service Charges in Part VI.

C. CONDITIONS

- 1. Special Billing Numbers
  - a. Special Billing Numbers may be provided in conjunction with all classes and grade of service.
  - b. The minimum period for which this service may be offered is two (2) months.

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## 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 100% 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 120 days during any 12-month period.

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GENERAL EXCHANGE SERVICES

C. CHARGES - (Nonrecurring)

1. The charges applicable to the customer in the provision of this service are:
  - a. In the primary exchange
    - 1) All construction charges for extending the telephone plant facilities of the primary company from the customer location to the point of connection at the adjacent exchange boundary. These charges will be paid to the primary exchange company.
  - b. In the adjacent exchange
    - 1) Construction charges applicable for extending the telephone plant facilities of the adjacent company from the point of connection at the primary exchange boundary to the available facilities in the adjacent exchange for the requested service. These charges will be paid to the adjacent exchange company.
2. All charges (estimated costs) will be paid in advance; and differences between actual and estimated costs will be refunded to the customers, or remitted to the company(s), as may be applicable.

D. RATES - (Monthly Recurring)

1. The rates applicable to the customer are:
  - a. All service catalog rates of the adjacent exchange company for the service provided, plus
  - b. Exchange mileage rates based on the cable route distance from the customer's location in the primary exchange to the point of connection with the adjacent exchange.

	<u>Monthly Rate</u>
1) First one mile or fraction thereof.....	ICB
2) Each additional 1/4-mile or fraction thereof .....	ICB

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## GENERAL EXCHANGE SERVICES

## E. CONDITIONS

1. No toll calls will be placed from or charged to the customer's adjacent exchange central office access line except at such times as the primary exchange central office access line has been reported to be out of service.
  - a. Any violation of this condition will be cause for suspension or termination of the Adjacent Exchange Service.
  - b. When service from the primary exchange has been reported out of order, toll calls placed from the adjacent exchange central office access line will be rated from the adjacent exchange.
2. The rates, charges and billing for primary exchange service (plus toll charges on the primary central office access line) will be the responsibility of the primary company. The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.
3. All outside telephone plant and facilities will be owned, installed and maintained by the company(s) in whose exchange it is provided.
4. A customer subscribing to adjacent exchange service must also subscribe to service from the primary exchange. Any suspension or termination of the primary exchange service will require suspension or termination of the adjacent exchange service.
5. Disconnection of Service
  - a. When service provided under this service catalog is disconnected, because the customer has no further need of such, or for non-payment of either primary or adjacent exchange service, no refunds of amounts paid previously by the customer for the extension of this service will be made by the Company.
6. Reuse of Facilities
  - a. When disconnected facilities are reused by a subsequent adjacent exchange service customer requiring the same grade of service, no additional Construction Charges will be applied to such reconnected facilities, providing no additional construction of telephone plant is required.
7. Failure of the customer to comply with the service catalog provisions related to adjacent exchange service shall make the customer subject to discontinuance of service after appropriate notice.
8. Adjacent exchange service shall be restricted to only residential service, unless a waiver is permitted by the Utilities Board for a particular customer for good cause shown.

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## GENERAL EXCHANGE SERVICES

## C. DEFINITIONS (Continued)

- f) CALL FORWARD - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which he wants all incoming calls to be automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of the charges for each toll call between the telephone to which the call was transferred.
- g) CALL FORWARD BUSY - This feature provides forwarding capability to incoming calls that encounter a busy signal. The forwarded-to DN is programmed by the subscriber by dialing an access code followed by the number.
- h) CALL FORWARD NO ANSWER - this feature provides forwarding capability to incoming calls that encounter a no-answer state. The forwarded-to DN is programmed by the subscriber by dialing an access code followed by the number. In addition, the subscriber programs that number of rings before transfer to designate a no-answer state.
- i) CALL FORWARD REMOTE ACCESS - allows subscribers to activate or deactivate the Call Forward option on their telephone from a local or toll remote station. This is accomplished by dialing a dedicated base DN, your own seven-digit DN, followed by a Personal Identification Number, and the activation/deactivation codes.
- j) CALL TRANSFER - can transfer a call to another number or add a third person to a call. When the originating caller hangs up, the other two people can continue their conversation.
- k) CALLING NUMBER DELIVERY - allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

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## GENERAL EXCHANGE SERVICES

## C. DEFINITIONS (Continued)

- i) CALLING NAME & NUMBER DELIVERY - allows for the automatic delivery of a calling party's name and telephone number to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number is displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

- m) CALLING NAME & NUMBER DELIVERY BLOCKING - PER LINE - provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status cannot be deactivated by the customer. Rates and charges are provided herein. Federal, State and Local Law Enforcement Agencies, nonprofit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

The certification form identifies the customer who is to receive Per Line Blocking at no charge and acknowledges that if a line is equipped with Per Line Blocking, that the telephone number and name will not be delivered to subscribers of Caller ID, including poison control centers, hospitals, medical centers and others who might use Caller ID to provide assistance. 911 is not affected. And, some subscribers of Caller ID Service may choose not to answer blocked calls.

The customer acknowledges the understanding of the above. Further, the customer releases the Company from all claims and liability, including personal injury caused by its errors, omissions and operation or malfunction of Per Line Blocking service.

- n) CUSTOMER ORIGINATED TRACE - allows the subscriber to initiate a trace on the last incoming call by dialing an activation code. The call is traced automatically, and the originating directory number and the time the call was made are forwarded to the telephone company. The subscriber must contact the telephone company to have the information released to the appropriate law enforcement agency.

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## GENERAL EXCHANGE SERVICES

## C. DEFINITIONS (Continued)

- o) **DISTINCTIVE RINGING/CALL WAITING** - an incoming management feature that allows the subscriber to define a list of calling directory numbers that provides the subscriber with special incoming call treatment. Any incoming calls on this list are indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Terminating calls from directory numbers which are not on the list, or which cannot be identified, are given standard treatment.
- p) **ONE-PLUS PER CALL RESTRICTION** - allows subscribers to control one-plus dialing from their phones by using a four-digit PIN. The PIN must be dialed before all one-plus calls. The subscriber will receive a second dial tone after a valid PIN is entered. The subscriber will be routed to an announcement when a one-plus call is attempted without the correct PIN. One-Plus Per-Call Restriction is not permitted on lines with Super Speed Calling assigned.
- q) **ONE-PLUS BULK RESTRICTION** - allows the subscriber to turn all One-Plus dialing on or off from the station by dialing an activation/de-activation code.
- r) **SPEED CALLING (8 NUMBERS)** - enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. 8 numbers may be coded.
- s) **SPEED CALLING (30 NUMBERS)** - enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. 30 numbers may be coded.
- t) **TEEN SERVICE** - allows the subscriber to have a second directory number on the same line. Calls to the second number are indicated by a distinctive ring.
- u) **THREE-WAY CALLING** - allows a customer to add a third person to the call. By pressing the switchhook, the first person is placed on hold, giving another dial tone. Another person can then be called, and by pressing the switchhook again, the three-way conversation is completed. To end the call, simply hang up.
- v) **TELEMARKETING CALL SCREENING** - Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to *Telemarketing Call Screening* must also subscribe to Caller Identification – Name and Number.

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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 PREMIER COMMUNICATIONS FROM ALL CLAIMS AND LIABILITY, INCLUDING PERSONAL INJURY, CAUSED BY ITS ERRORS, OMISSIONS AND THE OPERATION OR MALFUNCTION OF "PER-LINE" BLOCKING SERVICE.

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GENERAL EXCHANGE SERVICES

INFORMATION SERVICE ACCESS BLOCKING

A. GENERAL

1. Information Service Access Blocking enables customers with individual line service to request the blocking of access to all 900 and 976 numbers.
2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this service catalog.

B. CHARGES

1. Applicable rates apply.

C. CONDITIONS

1. A customer shall not be charged for the first activation of information service access blocking. After this service has been established, subsequent unblocking and/or reblocking will be subject to all applicable service charges (See Part VI).
2. This service is provided only where central office capabilities permit the offering.

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GENERAL EXCHANGE SERVICES

BILLED NUMBER SCREENING SERVICE

A. GENERAL

1. Billed Number Screening Service prevents the billing of collect calls, third number calls or both to a customers telephone number.
2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this service catalog.

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Per line equipped.....	\$0.00	\$0.00

C. CONDITIONS

1. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company from any and every claim, loss, damage, suit or liability out of the furnishing or failure to furnish Billed Number Screening Service.
2. This service is available only where facilities permit.

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## 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 service catalog.

## 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.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

13. (Continued)

- a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Telephone Company prior to the effective date of service.
- b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
- c. The Telephone Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.
- d. Changes, deletions, and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
- e. The Telephone Company will furnish a written copy to the customer for verification showing each change, deletion, and addition to the master address file.

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## GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

## B. TERMS AND CONDITIONS (Continued)

9. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge (if applicable) when the Company provisions the service.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges if applicable will not be refunded or waived.

10. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
11. N11 Service is provided where facilities permit.
12. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services, non-emergency local government services, travel information services, telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call, or access to One Call systems provided by dialing N11.
13. N11 will be provided under the following conditions:
- a. The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to N11 without impairing the Company's general telephone service or telephone plant.
  - b. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copy rights, trademarks, and patents used in connection with the service.

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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 service agreement. 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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SERVICE CHARGES

C. CONDITIONS (Continued)

- 4. Service Charges apply for:
  - a. Establishing service.
  - b. Reconnections of service for non-payment when a service order had been issued for due bill.
  - c. Move of service from one premise to another.
  - d. Number change made at the request of the customer.
  - e. Rearrangement or relocation of facilities at customers request.
- 5. Service Charges do not apply:
  - a. When any change is made and initiated by the Company.
  - b. For customer name change with no lapse in billing or change in service.
  - c. When central office access line service is reestablished at a secondary location immediately following the rendering of the customer’s primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, the same telephone number may be used.

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## SERVICE CHARGES

## SERVICE CHECK CHARGES

## A. GENERAL

1. A service check will be performed when a customer requests the telephone company to perform a check of its facilities up to the demarcation point.

## B. CONDITIONS

1. No charge will be assessed the customer regardless of whether the telephone company determines any difficulty exists on its side of the demarcation point.
2. When a customer requests that the telephone company locate or repair any difficulty on the customer's side of the demarcation point, a deregulated charge may apply for checking the facilities on both the customer's and the telephone company's side of the demarcation point.

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## LIFELINE ASSISTANCE SERVICE

## i. GENERAL

1. Lifeline is a plan that assists qualified low-income lowans by providing a monthly reduction of \$9.25 on their local telephone bill or Broadband Internet Access Service (“BIAS”) bill. You may only receive low-income assistance from one wireline or wireless telephone provider, or one BIAS provider per household.
2. Voice and Broadband are both now supported services. For the monthly benefit, you will be able to choose what service to apply your Lifeline discount to; Telephone, Broadband Internet Access Services, or Service Bundle, but you can only receive a discount on ONE option per household – phone or Internet.
3. Lifeline-discounted services include:
  - Voice Services:
    - A home landline telephone service
  - Internet/Data Services:
    - Home Internet service – 15 mbps/2 mbps (download/upload) speeds for home Internet plans
    - (Exception: In areas where the telephone company cannot offer 15 mbps/ 2 mbps speeds, speeds will be up to 4 mbps/1 mbps.)

## B. APPLICATION

1. The customer, who is requesting Lifeline Assistance Service, must provide a signed form, provided by the Company certifying under penalty of perjury that he or she is receiving benefits from one of the programs specified in 1. preceding. The applicant must identify the program or programs from which he or she is receiving benefits, and agree to notify the Company when they no longer participate in the program or programs.
2. Lifeline Assistance Service can only be associated with the primary residential connection.
3. Toll Blocking, as specified in (Toll Restriction Service) Section, is available to Lifeline Assistance customers at no charge.

ISSUED: December 1, 2017 EFFECTIVE: January 1, 2018  
Date DateBY: Douglas Boone CEO Sioux Center, Iowa 51250-0200  
Name Title Address

### LIFELINE ASSISTANCE SERVICE

#### B. APPLICATION (Continued)

4. Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects toll blocking service.
5. Lifeline Assistance Service may not be disconnected for non-payment of nonregulated toll charges.

#### C. ELIGIBILITY REQUIREMENTS

To be eligible for Lifeline assistance, you must meet income-based criterion currently defined as at or below 135% of the Federal Poverty Guidelines (see brochure) **OR** participate in at least one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Program

#### D. KEY FACTS

- Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program;
- Only one Lifeline service is available per household;
- A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses;
- A household is not permitted to receive Lifeline benefits from multiple providers;
- Violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the subscriber's de-enrollment from the program; and
- Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

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LIFELINE ASSISTANCE SERVICE

E. RATES AND CHARGES

1. The lifeline customer will receive a monthly credit toward their local exchange service rate. The total monthly credit identified in 47 CFR 54.403 shall be used to reduce the Lifeline customer's rate.
2. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Service Catalog rates.
3. When a customer is no longer eligible for Lifeline Assistance Service, the lifeline credit amount specified in 1. preceding, will be discontinued and regular Service Cataloged rates and charges will apply.

For more information about Lifeline Assistance please contact the telephone company or visit the USAC Lifeline website at <http://www.universalservice.org/li/default.aspx>

You may download the lifeline and application forms at:  
[https://iub.iowa.gov/sites/default/files/files/records\\_center/forms/telecom/lifelineinfo%26Form.pdf](https://iub.iowa.gov/sites/default/files/files/records_center/forms/telecom/lifelineinfo%26Form.pdf)

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