

SOUTH SLOPE COOPERATIVE TELEPHONE COMPANY

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

DECEMBER 31, 2014



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ISSUED: November 28, 2014 EFFECTIVE: December 31, 2014  
Date Date

BY: Justyn Miller CEO North Liberty, Iowa 52317  
Name Title Address













RULES AND REGULATIONS

A. APPLICATION

1. General

- a. The Rules and Regulations specified herein apply to the local exchange services and facilities furnished by the South Slope Cooperative Telephone Company hereinafter referred to as the Company. If the customers fail to observe these Rules and Regulations, the Company has the option to discontinue service after due notice of such failure.
- b. In the event of a conflict between these General Rules and Regulations and any conditions contained in the Local Exchange Tariffs, the rates and conditions contained in the specific tariff section shall prevail.
- c. This Tariff applies to the geographical area in which the South Slope Cooperative Telephone Company is certified to provide service as outlined in maps filed with the Iowa Utilities Board.
- d. This Tariff cancels and supersedes all other Tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this tariff.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

- a. The Company's obligation to furnish local exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for such facilities, except as provided for in Part V, Line Extensions.

2. Allowance for Failure of Service

- a. The Company does not guarantee uninterrupted working of its lines or equipment. In case service is interrupted other than by the negligence or willful act of the customer, an adjustment will be made in the amount of the charges for that portion of the service rendered inoperable. Any adjustment shall apply only if the interruption continues beyond twenty-four (24) hours after first noted by the Company. Adjustment will be made in the form of a bill credit. No other liability shall in any case attach to the Company.

3. Adjustment of Charges

- a. In the event of an adjustment of charges for overbilling by the Company, a refund or credit will be made of the full amount of excess charges for a period not to exceed five years. When the period or amount for which overbilling cannot be fixed from available records, the maximum refund or credit will not exceed an estimated amount of such billing.

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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.

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

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### RULES AND REGULATIONS

#### 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.

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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.

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RULES AND REGULATIONS

G. APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued)

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

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.

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RULES AND REGULATIONS

I. MINIMUM CONTRACT PERIODS

1. Minimum Contract Period

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

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.

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RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

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).

4. Emergency Medical Conditions

Disconnection of a residential customer shall be postponed 30 days if an existing medical emergency of the customer, a member of the customer’s family, or any permanent resident of the premises where service is rendered would present an especial danger to the health of any permanent resident of the premises. Indicators of an especial danger to health include, but are not limited to: age; infirmity; mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstance which may indicate a severe or hazardous health situation. The telephone utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered, and a statement that the person is a resident of the premises in question. Initial verification may be by telephone, but the telephone utility may require a written verification within 5 days of the verification of the especial health danger by the physician or a public health official, including the name of the person endangered and a statement that the person is a resident of the premises in question. If the service has been disconnected within 14 days prior to verification of illness for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. If the customer does not make payment during the 30-day period, the service is then subject to disconnection.

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BY: Justyn Miller Name CEO Title North Liberty, Iowa 52317 Address

RULES AND REGULATIONS

5. At Customer's Request

- a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- b. Where a contract for service with a one-month minimum period is canceled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
- c. No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

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.

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RULES AND REGULATIONS

PAYMENT FOR SERVICE AND FACILITIES (Continued)

- 3. Service Charge for Reconnection
  - a. Where service has been discontinued for non-payment of a due bill applicable service charges as defined in other parts 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. Upon customer request an account may be granted not more than one complete forgiveness of late payment charges each calendar year for regulated services.
  - c. Late payment charges shall be 1.5% of the unpaid balance.

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.

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  Name    Title    Address

RULES AND REGULATIONS

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.

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).

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DEFINITIONS

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.

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.

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

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DEFINITIONS

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".

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.

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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 tariff.

B. RATES

EXCHANGE NAME: Ely

One-Way Extended Area Service to: Atkins, Blairstown and Wellman

Two-Way Extended Area Service to and From: Amana, Cedar Rapids-Marion, Fairfax, Guernsey, Hartwick, Hills, Ladora, Newhall, North Liberty, Norway, Sharon Center, Swisher, Victor, West Branch, West Liberty, Kalona

Two-Way Cooperative Local Calling to and From: Oxford, Solon, Tiffin

All applicable rates below apply.

	<u>Monthly Rate</u>	
1. CENTRAL OFFICE ACCESS LINE		
a. WITHIN THE BASE RATE AREA		
BUSINESS SERVICE		
Individual Line.....	\$19.00	
Key System Line .....	\$19.00	
PBX Trunk Line .....	\$19.00	
RESIDENCE SERVICE		
Individual Line.....	\$18.00	(l)
b. OUTSIDE THE BASE RATE AREA		
BUSINESS SERVICE		
Rural Individual Line.....	\$19.00	
Key System Line .....	\$19.00	
PBX Trunk Line .....	\$19.00	

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

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Date Date

BY:         Justyn Miller                 CEO                 North Liberty, Iowa 52317          
Name Title Address



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 tariff.

B. RATES

EXCHANGE NAME: Fairfax

One-Way Extended Area Service to: Blairstown and Wellman

Two-Way Extended Area Service to and From: Amana, Atkins, Cedar Rapids-Marion, Ely, Guernsey, Hartwick, Hills, Ladora, Newhall, North Liberty, Norway, Sharon Center, Swisher, Victor, West Branch, West Liberty, Kalona

Two-Way Cooperative Local Calling to and From: Oxford, Solon, Tiffin

All applicable rates below apply.

Table with columns for service descriptions and Monthly Rate. Includes categories like CENTRAL OFFICE ACCESS LINE, BUSINESS SERVICE, RESIDENCE SERVICE, and OUTSIDE THE BASE RATE AREA with specific line types and rates such as \$19.00 and \$18.00.

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

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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 tariff.

B. RATES

EXCHANGE NAME: Amana

One-Way Extended Area Service to: Atkins, Blainstown, Cedar Rapids-Marion and Wellman

Two-Way Extended Area Service to and From: Ely, Fairfax, Guernsey, Hartwick, Hills, Ladora, Newhall, North Liberty, Norway, Sharon Center, Victor, West Branch, West Liberty, Kalona

Two-Way Cooperative Local Calling to and From: Oxford, Solon, Tiffin

All applicable rates below apply.

	Monthly Rate	
1. CENTRAL OFFICE ACCESS LINE		
a. WITHIN THE BASE RATE AREA		
BUSINESS SERVICE		
Individual Line.....	\$19.00	
Key System Line .....	\$19.00	
PBX Trunk Line .....	\$19.00	
RESIDENCE SERVICE		
Individual Line.....	\$18.00	(l)
b. OUTSIDE THE BASE RATE AREA		
BUSINESS SERVICE		
Rural Individual Line.....	\$19.00	
Key System Line .....	\$19.00	
PBX Trunk Line .....	\$19.00	

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

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

	<u>Monthly Rate</u>	
1. CENTRAL OFFICE ACCESS LINES (Continued)		
b. OUTSIDE THE BASE RATE AREA (Continued)		
RESIDENCE SERVICE		
Rural Individual Line.....	\$18.00	(l)
2. PAY TELEPHONE SERVICE		
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$19.00	
b. PAY CENTRAL OFFICE ACCESS LINE WITH ENHANCED SERVICES .....	\$25.70	

C. CONDITIONS

1. Mileage rates may apply for central office access lines for individual services furnished outside the base rate area.
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.

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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.

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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>
1. Additional or alternate listings, per listing .....	\$0.50
2. Private service, per listing .....	\$0.50
3. Non-listed, per listing.....	\$0.50
4. Foreign or nonsubscriber service, per listing .....	\$1.00#
(See Condition 4)	

# the rate is to be paid in advance for the period the directory is in force. No refund shall be made if the listing is discontinued prior to the expiration of the directory period.

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.

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

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GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

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.
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. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - a. When private service 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 private listing.
  - b. No charge will apply for private service for customers having other listed service.
6. Non-Listed Service indicates the customer listing is omitted from the directory but otherwise posted on the directory assistance records and the telephone number will be given out upon request.
7. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.

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BY: Justyn Miller  
 Name

CEO  
 Title

North Liberty, Iowa 52317  
 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 50 percent of the regular rate.
2. The manager receives a discount of 100 percent of the rate for local service.
3. No discount shall be allowed for toll messages.
4. Part time and temporary employees to not receive a 50 percent reduction.

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

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GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

6. Supersedure of service provided from a line extension and any adjustment in an amount paid by a customer discontinuing such service will be a matter of negotiation between the disconnecting customer, who has obligated himself for the line extension charge and the superseding applicant.
7. The Company will have the option to specify the type of construction to be used when line extensions are requested for service into real estate subdivisions or mobile home parks. Any difference in costs of types of plant facilities used by the Company or requested by the subdivider will be negotiated between the parties.
8. When the line extension proposed contains growth potential to provide for anticipated future service demands, the proposed customer(s) will only be obligated for that portion of such line extension costs as would be necessary to serve the new customer alone. It will be to that segregated amount that the Formula for average Outside Plant costs will be applied.
9. Line extensions of a temporary or speculative nature
  - a. Line extension of the Company's facilities may be made to provide service of a temporary or speculative nature. An applicant whose service is considered speculative or temporary in nature will be charged the total actual costs of construction and estimated costs of removal, less salvage value, for the material used to establish the service.
    - 1) If after a 12-month period the temporary or speculative project is considered by the Company to be a permanent service, a refund may be made to the customer for the difference between costs paid and the charges which would have been computed for a regular line extension.

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### GENERAL EXCHANGE SERVICES

#### TOLL BLOCKING SERVICE

##### A. GENERAL

1. Toll blocking service provides denial of outgoing 0+ and 1+ long distance calls for central office access lines or trunks.
2. This service is provided only where central office capabilities permit the offering.

##### B. RATES

	<u>Monthly</u> <u>Rate</u>	<u>Nonrecurring</u> <u>Charge</u>
1. Toll Blocking Service (outgoing calls only) .....	\$1.50	Part VI

##### C. CONDITIONS

1. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.
2. Incoming calls are not restricted.
3. Toll blocking is available to Lifeline customers without charge.

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

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GENERAL EXCHANGE SERVICES

TEMPORARY OR VACATION SUSPENSION

A. GENERAL

Temporary Suspension of Service is available for vacation purposes.

B. CONDITIONS

1. The minimum period for which this service may be provided is 30 days; the maximum is 365 days during any 12-month period.
2. Charges will apply for the subsequent restoral of service.

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

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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 filed tariff rates of the adjacent exchange company for the service provided, plus
b. A supplemental monthly charge of \* to offset loss of access minutes revenue (MOU) due to establishing adjacent exchange service.
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.

Table with 2 columns: Description, Monthly Rate.
1) First one mile or fraction thereof ..... \$4.00
2) Each additional 1/4-mile or fraction thereof ..... \$1.00

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

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- b. Automatic Callback: Automatically redials the last number a customer dials. If the called party's number is busy, a special tone will alert the customer when the called number becomes idle.
- c. Automatic Recall: Enables a customer to perform an activation procedure and automatically redial the last incoming number without having to know the number of the calling party.
- d. Call Forwarding-Basic: Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are 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.
- e. Call Forwarding-Busy Line: Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.
- f. Call Forwarding-Busy Line (Programmable): Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number which calls will be forwarded.
- g. Call Forwarding-Don't Answer: Allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of rings.
- h. Call Forwarding-Don't Answer (Programmable): Allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of rings. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.
- i. Call Forwarding-Remote Activation: Allows a customer to activate or deactivate all types of Call Forwarding services, or to change the forward-to destination from a remote location.
- j. Call Waiting: By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- k. Call Waiting Deactivation: This feature gives Call Waiting customers the ability to control when Call Waiting functions on their line.
- l. Call Identification Blocking-Per Call: Enables a customer to control the disclosure of their telephone number or name and telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the telephone number or name and telephone number. "Private status" prevents delivery of the telephone number or name and telephone number. Per Call Blocking is provided at no charge.
- m. Call Identification 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. Caller Identification on Call Waiting: This feature combines the functionality of caller identification and the functionality of call waiting and allows the customer with call waiting to receive name and/or number information on a call that is waiting. The customer must have the appropriate customer-premise equipment.

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- o. Caller Identification-Name: Allows for the automatic delivery of a calling party's name to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name 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.

- p. Caller Identification-Number: Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted 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.
- q. Customer Originated Trace: Allows a customer to activate an immediate trace of the last incoming call, without requiring prior approval and intervention by telephone company personnel. The identification of the traced number is located at the telephone company. A release form must be signed before the telephone company will release the information to the appropriate law enforcement agency. The customer is to notify the appropriate law enforcement agency of the call and the law enforcement agency in turn would notify the telephone company.
- r. Deny Terminating Calls: After initial customer request and processing by the company, this feature denies all terminating traffic.
- s. Distinctive Ringing: A central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line. Two types of Distinctive Ringing are available:

Type A: The above service without a directory listing.

Type B: The above service with a directory listing.

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- t. Distinctive Ringing/Call Waiting (DRCW): when a subscriber activates the Distinctive Ringing/Call Waiting feature for a line, certain terminating calls are identified at the called station by a distinctive pattern of alerting tones. These tones are different from standard call waiting tone. Maximum number of entries is 12. Activation/Deactivation Setup, press \*61. This feature works only within the South Slope exchange area.
- u. Do Not Disturb: This service allows the subscriber to block his or her line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.
- v. Enhanced Secondary Directory Number (ESDN): Functions as Teen Service with limited feature options. Included with the ESDN feature as standard options: Call Forward No Answer, Local Area Calling and Distinctive Ringing. Optional features are Telemarketer Call Screening, Call Forward and Toll Calling. Customary charges will apply to optional features.
- w. MADN Pilot Number Service (Business Group/Centrex): Allows a number to ring in 3 different locations or numbers at the same time. This service is used to define an external directory number that is used to direct calls to a group of Business Group Lines, MLHG Pilot Directory Numbers or other MADNs. (PBXs within a Business Group cannot be included in a MADN.) For example, a MADN might be used to specify a main call center number that can be picked up by a set of Business Group lines. When an external caller dials the external MADN, all of the numbers associated with the MADN group start ringing. The call is connected to the first line to be picked up.

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GENERAL EXCHANGE SERVICES

D. CONDITIONS

1. Call Forwarding Services 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 services are responsible for the payment of charges for each toll call to the telephone to which the call is transferred.
2. Control of the number assignment on the shared speed call list associated with Group Intercom resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.
3. Custom Calling Services will be provided in connection with individual line residence and business service. Custom Calling Services are not available to PBX customers.

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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 SOUTH SLOPE COOPERATIVE 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.

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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 tariff.

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 charges\*.
2. This service is provided only where central office capabilities permit the offering.

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

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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.

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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

##### 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.
4. 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.
5. 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.
6. 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).

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	Name	Title	Address

### GENERAL EXCHANGE SERVICES

#### N11 – SERVICE OFFERINGS (Continued)

##### B. TERMS AND CONDITIONS

1. N11 Service is available in Company territory only. To provide N11 access to end users in another company's territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the N11 subscriber must make appropriate arrangements with the Company or CLEC serving that territory.
2. This service is provided subject to the availability of the N11 code.
3. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. Access to N11 is not available to the following classes of service:
  - 1+,
  - 0+, 0-(credit card, third-party, collect calls),
  - 101XXXX.

In addition, operator assisted calls to the N11 subscriber will not be completed.

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service.
7. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
8. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Iowa Utilities Board.

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GENERAL EXCHANGE SERVICES

C. CONDITIONS

1. Service Charges are in addition to the other applicable rates and charges located in other parts of this filed tariff.
2. Service Charges apply in addition to, but not in lieu of, mileage rates or those charges covered under Special Type of Construction or Line Extensions of a temporary or speculative nature.
3. When Central Office Access Line service is established for a different customer and all of the facilities are reconnected in place without any change, the appropriate service ordering charge applies to the class of service established
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

A. LIFELINE ASSISTANCE

1. The Federal Lifeline Assistance Program is a plan which assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies for a single telephone line at the applicant's principal place of residence. Qualified applicants shall have their monthly local exchange service rate reduced by the federal support amount defined in 47 CFR 54.403.
  
2. Eligibility Requirements  
To be eligible for assistance, an applicant must provide documentation showing the applicant (1) meets income-based criterion currently defined as at or below 135 percent of the Federal Poverty Guidelines, OR (2) participates in at least one of the following programs as defined by 47 CFR 54.409:
  - a. Medicaid (e.g. Title XIX/Medical, state supplemental assistance)
  - b. Supplemental Nutrition Assistance Program (SNAP)
  - c. Supplemental Security Income (SSI)
  - d. Federal public housing assistance
  - e. Low-Income Home Energy Assistance Program (LHEAP)
  - f. Temporary Assistance for Needy Families Program (TANF)
  - g. National School Lunch Program

The Lifeline customer is responsible for notifying the Company if the customer ceases to participate in any of the public assistance programs listed above.

A Lifeline customer may only receive assistance from one wireline or one wireless telephone provider per household.

3. Application for Assistance  
An applicant shall request telephone assistance through completion of a certification form provided by the Company as governed by 47 CFR 54.410.
  
4. Rates
  - a. 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.
  
  - b. Toll blocking shall be included with this service offering without charge. No service deposit would be required if applicant voluntarily elects toll blocking with the initiation of Lifeline Service.

ISSUED: November 28, 2014      EFFECTIVE: December 31, 2014  
Date    Date

BY: Justyn Miller      CEO      North Liberty, Iowa 52317  
Name                                  Title                                  Address

ACCESS SERVICES CONCURRENCE

A. CONCURRENCE IN RATES AND CHARGES OF NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 3, 4, AND 5 AS FILED BY THE IOWA COMMUNICATIONS ALLIANCE ACCESS SERVICE TARIFF NO. 1

1. South Slope Cooperative Telephone Company concurs in the rates and charges governing Intrastate Access Service, Wire Center Information and Special Construction and Access Services as filed by the Iowa Communications Alliance in the State of Iowa.
2. South Slope Cooperative Telephone Company extends this concurrence to any and all charges which may be made subsequent to this date by the Iowa Communications Alliance. To the extent a conflict results between a filed tariff and the Iowa State Utilities Board rules and regulations, the South Slope Cooperative Telephone will comply with the Iowa State Utilities Board rules and regulations.
2. South Slope Cooperative Telephone Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to the best interest of South Slope Cooperative Telephone Company filing with the Iowa State Utilities Board a replacement tariff.
3. Service under this tariff is subject to a Carrier Common Line charge of \$0.03 per minute of use from February 21, 2007 for the exchanges of Oxford, Solon and Tiffin. This charge is implemented subject to refund.

B. Exceptions to Iowa Communications Alliance Access Service Tariff No. 1.

1. South Slope Cooperative Telephone Company for access billed under Operating Company Number (OCN), 562E, for the exchange(s) of Oxford, Tiffin & Solon, Iowa does not concur in ICA Access Service Tariff No. 1 terminating switched access rates, but will use the interstate switched access rates of Windstream Communications plus a transitional rate element of \$0.037195 for the exchanges of Oxford, Solon and Tiffin to comply with the FCC 1<sup>st</sup> Report and Order and Further Notice of Proposed Rulemaking, *USF/ICC Transformation Order*. The transitional rate will be effective December 31, 2014 until July 1, 2013 at which time it will be discontinued.

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