

WESTERN IOWA TELEPHONE ASSOCIATION

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

DECEMBER 1, 2014



Western Iowa Telephone  
Association

SERVICES CATALOG  
\_\_\_\_\_ Revised  
Cancels \_\_\_\_\_

PART I  
Sheet No. 2  
Sheet No. \_\_\_\_\_

Filed with Board

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ISSUED: October 31, 2014 EFFECTIVE: December 1, 2014  
Date Date

BY: Heath Mallory General Manager Lawton, Iowa 51030  
Name Title Address













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### 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 Western Iowa Telephone Association 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 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

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

8. Customer Premise Equipment (Continued)

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

C. USE OF SERVICE AND FACILITIES

1. Use of Customer Service

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

2. Attachment or Connection of Customer Premise Equipment

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

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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.

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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

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

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

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.

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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.

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)

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

- 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.
- 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.

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RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

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

O. RESALE OR SHARED SERVICE

1. General

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

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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.

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

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

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

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

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

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

DUE NOTICES - See "Disconnect Notice."

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

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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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Western Iowa Telephone  
Association

SERVICES CATALOG  
\_\_\_\_\_ Revised  
Cancels \_\_\_\_\_

PART III  
Sheet No. 31  
Sheet No. \_\_\_\_\_

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TRADE NAMES

There are no Trade Names used in this Tariff.

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Name Title Address



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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: Bronson

Includes Extended Area Service To: Lawton, Hornick, Oto, Smithland, Climbing Hill, Merville, Turin-Castana

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$17.50
RESIDENCE SERVICE	
Individual Line.....	\$16.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$17.50

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.

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

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 Name Title Address



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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: Hornick

Includes Extended Area Service To: Climbing Hill, Bronson, Lawton, Merville, Oto, Smithland, Turin-Castana

All applicable rates below apply.

		Monthly Rate
1.	CENTRAL OFFICE ACCESS LINE	
a.	WITHIN THE BASE RATE AREA	
	BUSINESS SERVICE	
	Individual Line.....	\$17.50
	RESIDENCE SERVICE	
	Individual Line.....	\$16.00
2.	PAY TELEPHONE SERVICE	
a.	PAY CENTRAL OFFICE ACCESS LINE.....	\$17.50

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.

\* - 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: Lawton

Includes Extended Area Service To: Bronson, Climbing Hill, Hornick, Oto, Merville, Smithland, Turin-Castana

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$17.50
RESIDENCE SERVICE	
Individual Line.....	\$16.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$17.50

C. CONDITIONS

- Mileage rates may apply for central office access lines for individual services furnished outside the base rate area.
- Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

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

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BY: Heath Mallory Name General Manager Title Lawton, Iowa 51030 Address

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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: Merville

Includes Extended Area Service To: Bronson, Hornick, Oto, Climbing Hill, Smithland, Lawton, Turin-Castana

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$17.50
RESIDENCE SERVICE	
Individual Line.....	\$16.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$17.50

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.

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

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                                                Date                                                  Date

BY: Heath Mallory      General Manager      Lawton, Iowa 51030  
                                                Name                                                  Title                                                  Address



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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: Smithland

Includes Extended Area Service To: Climbing Hill, Bronson, Lawton, Hornick, Merville, Turin-Castana

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$17.50
RESIDENCE SERVICE	
Individual Line.....	\$16.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$17.50

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.

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

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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.

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

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GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

- 1. Adjacent Exchange Service is offered to customers of this Company in any adjacent contiguous exchange in the State of Iowa.
- 2. The customer must subscribe to service in the primary exchange to be eligible for this service.
- 3. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
- 4. This adjacent exchange tariff shall not affect the terms under which a customer receives adjacent exchange service, if that customer was receiving adjacent exchange service prior to April 26, 1989.

B. DEFINITIONS

- 1. Primary Exchange - The exchange in which the customer is located.
- 2. Adjacent (secondary) Exchange - The adjacent contiguous exchange from which a second service can be extended into the primary exchange.
- 3. Construction Charges - The costs, including normal overhead expenses and costs for regrouping of lines, incurred by the company(s) in the provision of facilities required to extend the adjacent exchange service to the premises of the customer in the primary exchange.
- 4. Telephone Plant - The central office equipment, wire, poles when applicable, outside plant facilities necessary in the provision of this service.
- 5. Point of Connection - Exchange boundary line, or point at which plant facilities cross, between the primary and adjacent exchanges.

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## GENERAL EXCHANGE SERVICES

## CUSTOM CALLING SERVICES

## A. GENERAL

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

## B. RATES

	<u>Monthly Rate Per CO Line Equipped</u>
1. Individual Services	
a. 900 Restriction – customer control.....	\$4.00
b. Anonymous Call Rejection .....	N/C
c. Automatic Call Back.....	\$1.00
d. Automatic Recall.....	\$1.00
e. Call Forwarding Basic.....	\$1.00
f. Call Forwarding Busy Line/Don't Answer.....	\$1.00
g. Call Forwarding Fixed Destination .....	\$1.25
h. Call Forwarding Remote Activation.....	\$1.00
i. Call Waiting.....	\$1.00
j. Caller ID on Call Waiting .....	\$1.00
k. Caller Identification Blocking Per Call .....	N/C
l. Caller Identification Blocking Per Line.....	\$1.00
m. Caller Identification .....	\$4.00
n. Calling Number Delivery (obsolete service).....	\$2.50
o. Customer Originated Trace .....	N/C
p. Directory Number Hunt.....	\$1.75
q. Distinctive Ringing/Call Waiting.....	\$1.00
r. Hot Line Service .....	\$1.00
s. One-Plus Bulk Call Restriction .....	\$12.00
t. One-Plus Per- Call Restriction .....	\$15.00
u. Selective Call Acceptance.....	\$1.00
v. Selective Call Forwarding.....	\$1.00
w. Selective Call Rejection .....	\$1.00
x. Speed Calling (30 number) .....	\$3.00
y. Speed Calling (8 number) .....	\$1.00
z. Super Speed Calling.....	\$5.00
aa. Teen Service.....	\$2.50
bb. Three Way Calling .....	\$1.00
cc. Warm Line.....	\$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

- a. 900 Restriction: Subscribers control access to 900 numbers from their phones by entering a four-digit PIN number. The 900 Restriction feature enables subscribers to establish, using the telephone keypad, a list of 900 exchange codes to be denied or permitted access from their phones. The 900 Restriction feature may also be used to deny or permit access to all 900 numbers. The four-digit PIN number is entered by the subscriber.
- b. Anonymous Call Rejection: Allows a customer to refuse calls from those who have blocked their numbers.
- c. Automatic Call Back: An outgoing call management feature which will enable the subscriber to dial a special code to redial the last number dialed from his/her station. This will apply regardless of whether the original call was answered, or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The activation of this feature can be canceled by the subscriber when desired.
- d. Automatic Recall: An incoming call management feature that enables a subscriber to have call set-up performed automatically to the calling party of the last incoming call. This applies whether the incoming call was answered or unanswered. If the directory number of the last incoming call is not marked "private," the subscriber hears a voice announcement of the directory number, and is given the opportunity to re-call that number. If the directory number of the last incoming call is marked "private," it will not be voiced back.
- e. 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.
- f. Call Forwarding-Busy Line/Don't Answer: Allows a customer to forward calls whether line is busy or you can't answer.
- g. Call Forwarding-Fixed Destination: Allows a customer to forward calls to the same number all the time. The number is stored in the switching equipment.
- h. 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.

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- i. 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.
- j. Caller ID on Call Waiting: Enables a customer to identify an incoming caller when the customer is already on the phone by displaying the caller's name and telephone number on the Caller ID display.
- k. 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.
- l. 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.

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- m. Caller Identification: Allows for the automatic delivery of a calling party's name and 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.
- n. Calling Number Delivery (obsolete service) – Allows for the automatic delivery of a calling party's telephone number.
- o. 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.
- p. Directory Number Hunt: Gives a customer with multiple lines the ability to have an incoming call routed to an alternate number when the dialed number is busy. The charge will be assessed on each line involved in the hunt group.
- q. 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. Terminating calls from directory numbers which are not on the list, or which cannot be identified, are given standard treatment.
- r. Hot Line Service: Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.
- s. One-Plus Bulk Restriction: Allows the subscriber to turn on One-Plus dialing on or off from the station by dialing an activation/de-activation code.
- t. 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.

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C. DEFINITIONS (Continued)

- u. Selective Call Acceptance: Allows subscribers to define a list of calling directory numbers that will be accepted. Calling parties not on the acceptance list receive an announcement stating
- v. Selective Call Forwarding: Allows a customer to specify a special list of a maximum of 32 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.
- w. Selective Call Rejection: Allows the subscriber to define a list of calling directors numbers to be screened. Any calling directory numbers on this list are routed to an announcement stating that the called party is not accepting calls, and rejected. The Selective Call Rejection subscriber is not notified when calls have been rejected or how many have been rejected.
- x. Speed Calling (30 Number): 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.
- y. Speed Calling (8 Number): 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.
- z. Super Speed Calling: Allows subscribers to assign a four-letter dialable name, preceded by an octothorpe (#), to speed-call up to fourteen digits, subscribers may program up to 12 names per list.
- aa. 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.
- bb. Three Way Calling: Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

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GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

cc. Warm Line: Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office equipment.

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 WESTERN IOWA TELEPHONE ASSOCIATION 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

1. E911 service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Telephone Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating and Telephone Company obligation toward any third person or legal entity other than the customer.
2. The Telephone Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customers' premises.
3. Temporary or vacation suspension of service is not provided for any part of the E911 Service.
4. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the originating station location are furnished to the PSAP. The names, addresses, and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.
5. The Telephone Company's entire liability to any person for interruption or failures of E911 Service shall be limited to the terms set forth in this section and other sections of this tariff.
6. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.

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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)

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

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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.
6. 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.
7. 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.
8. 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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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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SERVICE CHARGES

A. GENERAL

- 1. Service charges apply to connect, move or change telephone service and facilities according to the components of work required.

B. CHARGES

Charge

- 1. Service Ordering Charge  
Per customer request for work ordered and requested to be completed at the same time
  - a. Residence Service
    - 1) For connecting new or additional Central Office Access Lines.....\$12.50
    - 2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities other than Central Office Access Lines.....\$12.50
  - b. Business Service
    - 1) For connecting new or additional Central Office Access Lines (Key System, PBX Trunk, Pay Telephone, Resale or Shared Service Lines) .....\$12.50
    - 2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities, other than Central Office Access Lines (see b.1 above).....\$12.50
  
- 2. Central Office Access Line Charge  
Per Central Office Access Line or telephone number worked on, including, but not limited to the following:
  - a. Residence Service
    - 1) Central Office Access Lines, each.....\$12.50
    - 2) Off-premises mileage and tie lines involving central office work, each .....\$12.50

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

ISSUED: October 31, 2014 EFFECTIVE: December 1, 2014  
Date Date

BY: Heath Mallory General Manager Lawton, Iowa 51030  
Name Title Address

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SERVICE CHARGES

B. CHARGES (Continued)

	<u>Charge</u>
<u>2. Central Office Access Line Charge (Continued)</u>	
b. Business Service	
1) Central Office Access lines, (see b.1 above) each.....	\$12.50
2) Off-premises mileage and tie lines involving central office work, each .....	\$12.50
<u>3. Trip Charge</u>	
One charge applies for all work ordered and requested to be completed at the same time on the same visit, each .....	
	\$40.00
<u>4. Returned Check Charge</u>	
An administrative charge is applicable for each occasion that a check, bank draft, or electronic funds transfer item is returned unpaid to the Telephone Company, per occurrence.....	
	\$20.00
<u>5. Reconnect Charge</u>	
Charge for reconnecting service due to non-payment of a due bill .....	
	\$25.00

C. CONDITIONS

- Service Charges are in addition to the other applicable rates and charges located in other parts of this filed tariff.
- 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.
- 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.

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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.

REGULATORY RECOVERY FEE

A. GENERAL

- 1. The Regulatory Recovery Fee is a fixed monthly recurring charge. This fee is used to offset increased company expense caused by a regulatory change. Specifically, the charge will recover the costs related to recent increases in our costs of gaining access to other networks and decreases to the access rates we can collect from long distance carriers. This fee is not a tax or charge imposed by a government entity.

B. CHARGES

	<u>Charge</u>
1. <u>Regulatory Recovery Fee</u>	
Per access line	
1) Regulatory Recovery Fee.....	\$0.00

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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.

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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. Western Iowa Telephone Association concurs in the Effective Access Tariffs as filed by  
the Iowa Communications Alliance in the State of Iowa.

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