

**RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USERS**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY**

**METROPOLITAN TELECOMMUNICATIONS OF IOWA, LLC**

**WITHIN THE STATE OF IOWA**

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CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original product guide that are in effect on the date shown on each page.

<u>Page</u> <u>Number</u>	<u>Revision</u>	<u>Page</u> <u>Number</u>	<u>Revision</u>	<u>Page</u> <u>Number</u>	<u>Revision</u>	<u>Page</u> <u>Number</u>	<u>Revision</u>
1	Original	31	1 <sup>st</sup> Revised	56	Original	68	11 <sup>th</sup> Revised
2	1 <sup>st</sup> Revised	32	1 <sup>st</sup> Revised	57	Original	69	7 <sup>th</sup> Revised
3	41 <sup>st</sup> Revised*	33	1 <sup>st</sup> Revised	58	Original	70	9 <sup>th</sup> Revised
4	Original	34	Original	59	1 <sup>st</sup> Revised	70.1	4 <sup>th</sup> Revised
5	Original	35	Original	60	2 <sup>nd</sup> Revised	70.2	Original
6	Original	36	Original	61	2 <sup>nd</sup> Revised	70.3	10 <sup>th</sup> Revised
7	Original	37	Original	62	3 <sup>rd</sup> Revised	71	25 <sup>th</sup> Revised
8	1 <sup>st</sup> Revised	38	Original	63	Original	72	24 <sup>th</sup> Revised
9	Original	39	Original	64	12 <sup>th</sup> Revised	72.1	11 <sup>th</sup> Revised
10	Original	40	Original	64.1	8 <sup>th</sup> Revised	72.2	9 <sup>th</sup> Revised
11	Original	41	Original	64.2	Original	72.3	3 <sup>rd</sup> Revised
12	Original	42	Original	64.3	Original	72.4	1 <sup>st</sup> Revised
13	Original	43	3 <sup>rd</sup> Revised	64.4	Original	72.5	2 <sup>nd</sup> Revised
14	Original	43.1	1 <sup>st</sup> Revised	64.5	Original	72.6	4 <sup>th</sup> Revised
15	Original	43.2	Original	64.6	Original	73	1 <sup>st</sup> Revised
16	Original	43.3	Original	64.7	Original	74	1 <sup>st</sup> Revised
17	Original	43.4	Original	64.8	Original	75	1 <sup>st</sup> Revised
18	Original	44	13 <sup>th</sup> Revised	64.9	Original	76	1 <sup>st</sup> Revised
19	Original	44.1	7 <sup>th</sup> Revised	64.10	4 <sup>th</sup> Revised	77	1 <sup>st</sup> Revised
20	Original	45	1 <sup>st</sup> Revised	64.11	4 <sup>th</sup> Revised	78	1 <sup>st</sup> Revised
21	Original	46	Original	65	3 <sup>rd</sup> Revised	79	1 <sup>st</sup> Revised
22	Original	47	Original	65.1	Original	80	1 <sup>st</sup> Revised
23	Original	48	Original	65.2	8 <sup>th</sup> Revised*	81	5 <sup>th</sup> Revised
24	Original	49	Original	65.3	Original	82	5 <sup>th</sup> Revised
25	Original	50	1 <sup>st</sup> Revised	65.4	Original	83	3 <sup>rd</sup> Revised
26	Original	51	1 <sup>st</sup> Revised	65.5	Original	84	Original
27	Original	52	Original	66	13 <sup>th</sup> Revised	85	Original
28	Original	53	1 <sup>st</sup> Revised	66.1	2 <sup>nd</sup> Revised	86	2 <sup>nd</sup> Revised
29	Original	54	Original	67	6 <sup>th</sup> Revised	87	Original
30	Original	55	Original	67.1	4 <sup>th</sup> Revised	88	1 <sup>st</sup> Revised

\*Pages included in this revision.

**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this product guide for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate and regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

**APPLICATION OF PRODUCT GUIDE**

This product guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Metropolitan Telecommunications of Iowa, LLC to customers within the state of Iowa.

### SECTION 1.0 - DEFINITIONS

For the purpose of this product guide, the following definitions will apply:

**Access Line** - An arrangement which connects the Customer's location to a carrier's switching center or point of presence.

**Account Codes** - Optional, Customer-defined digits that allow the Customer to identify the individual user, department or client associated with a call. Account Codes appear on the Customer bill.

**Advance Payment** - Part or all of a payment required before the start of service.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Business** - A class of service provided to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature.

**Commission** - Iowa Utilities Board.

**Company or Carrier** - Metropolitan Telecommunications of Iowa, LLC, unless otherwise clearly indicated by the context.

**Customer** - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's product guide.

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

**SECTION 1.0 - DEFINITIONS (CONTINUED)**

**DID Trunk** - A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the Company operator.

**Dial Pulse (or "DP")** - The pulse type employed by rotary dial station sets.

**Dual Tone Multi-Frequency (or "DTMF")** - The pulse type employed by tone dial station sets.

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this product guide. The End User is responsible for payment unless the charges for the services utilized are accepted and paid for by another Customer.

**End Office** - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this product guide shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Bellcore.

**Hearing Impaired** - Those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

**Hunting** - Routes a call to an idle station line in a prearranged group when the called station line is busy.

**In-Only** - A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

**IXC or Interexchange Carrier** - A long distance telecommunications services provider.

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**SECTION 1.0 - DEFINITIONS (CONTINUED)**

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgement entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**LEC** - Local Exchange Company

**Minimum Point of Presence ("MPOP")** - The main telephone closet in the Customer's building.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Multi-Frequency or ("MF")** - An inter-machine pulse type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

**Non-Recurring Charge ("NRC")** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**Other Telephone Company** - An Exchange Telephone Company, other than the Company.

**PBX** - Private Branch Exchange

**Premises** - A building or buildings on contiguous property.

**Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.

(D)  
(D)



**SECTION 1.0 - DEFINITIONS (CONTINUED)**

**Service commencement Date** - The first day following the date on which the Company notifies the Customer that the requested service is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order of this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written request for services executed by the Customer and the Company in the format devised by the Company. The signing of a Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this product guide, but the duration of the service is calculated from the Service Commencement Date.

**Telecommunications Company or Provider** - Used throughout this product guide to mean Metropolitan Telecommunications of Iowa, LLC or MetTel unless clearly indicated otherwise by the text.

**TBD** - To Be Determined.

**Two Way** - A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**Usage Based Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User or End User** - A Customer, Joint User, or any other person authorized by a Customer to use service provider under this product guide.

## **SECTION 2.0 - RULES AND REGULATIONS**

### **2.1 Undertaking of the Company**

#### **2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this product guide in connection with one-way and/or two-way information transmission originating from points within the State of Iowa, and terminating within a local calling area as defined herein.

The Company is responsible under this product guide only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

#### **2.1.2 Shortage of Equipment or Facilities**

- (A)** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- (B)** The furnishing of service under this product guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions**

- (A) Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this product guide, a month is considered to have thirty (30) days.
- (B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this product guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) Except as otherwise stated in the product guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon proper notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this product guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- (D) Service may be terminated upon written notice to the Customer if:
  - (1) the Customer is using the service in violation of this product guide; or
  - (2) the Customer is using the service in violation of the law.
- (E) This product guide shall be interpreted and governed by the laws of the State of Iowa without regard for its choice of laws provision.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (cont'd.)**

- (F) Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability**

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services. When the Company using its facilities to provide service fails to provide primary local exchange service to any customer requesting service within 15 business days, it shall provide the customer with an alternative form of service until primary local exchange service can be provided. The alternative form of service provided shall be that alternative that most closely equates to the capabilities of primary local exchange service.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service except as provided under Iowa Code Section 476.51.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed for up to five years.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (D) The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - (3) Any unlawful or unauthorized use of the Company's facilities and services;
  - (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of company-provided facilities or services;
  - (5) Breach in the privacy or security of communications transmitted over the Company's facilities;

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

**(D) (cont'd)**

- (6)** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7)** Any non-completion of calls due to network busy conditions;
- (8)** Any calls not actually attempted to be completed during any period that service is unavailable;
- (9)** And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (E) The Company does not guarantee nor make any warranty with respect to installations provided for use in an explosive atmosphere.
- (F) The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- (G) Failure by the Company to assert its rights pursuant to one provision of this product guide does not preclude the Company from asserting its rights under other provisions.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.



**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- (A) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (B) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.
- (C) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
- (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with the service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- (E) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this product guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this product guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
  - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (2) the reception of signals by Customer-provided equipment; or
  - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.7 Non-Routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this product guide, special construction or facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (D) in a quantity greater than that which the company would normally construct;
- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this product guide remains in the Company, its partners, agents, contractors or suppliers.

**2.2 Prohibited Uses**

**2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

**2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Iowa Commission's regulations, policies, orders, and decisions.

**2.2.3** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgement or liability resulting from such blockage.

**2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this product guide will apply.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this product guide;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer**

**2.3.1 General (cont'd.)**

- (E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in an Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer (Cont'd.)**

**2.3.2 Liability of the Customer**

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other product guide of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this product guide including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent to intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this product guide is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels**

**2.4.1 General**

A user may transmit or receive information or signals via the facilities of the Company. The Company's services are designated primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this product guide. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this product guide.

**2.4.2 Station Equipment**

- (A) Terminal equipment of the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the user. The user is responsible for the provision of wiring or cable to connect its terminal equipment to the Company MPOP.
- (B) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.3 Interconnection of Facilities**

- (A) Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.
- (B) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- (C) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- (D) Facilities furnished under this product guide may be connected to Customer provided terminal equipment in accordance with the provisions of this product guide. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.



**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.4 Inspections**

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
- (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.5 Customer Deposits and Advance Payments**

**2.5.1 Advance Payments**

**2.5.1.1 Payment for Service**

The Customer is responsible for payment of all charges for service provided by the Company to the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

**A. Taxes**

The Customer is responsible for the payment of any sales, use gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income assessed in conjunction with service used. Any taxes imposed by a local jurisdiction (e.g. County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions.

**B. Federal Access Charge**

The end user common line charge imposed by order of the FCC is paid by the Company to the ILEC and will be charged in addition to the rates stated in this Product guide.

**2.5.1.2 Collection of Charges**

**A.** Customers monthly service provided by Company shall be prepaid by Customer for each one-month period.

**B.** The Company shall present a Reminder Notice for Monthly Charges to the Customer in advance of the month for which service is provided

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.5 Customer Deposits and Advance Payments (Cont'd.)**

**2.5.2 Deposits**

Reserved for future use.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements**

**2.6.1 Payment for Services**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the Iowa Administrative Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Iowa, or both, and are charged to a subscriber's telephone number or account in Iowa.

**2.6.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

If the customer makes a partial payment in a timely manner, and does not designate the service or product for which payment is made, the payment will first be applied to the undisputed balance for basic local service, with the remainder applied on a pro-rata basis to regulated utility services. If an amount remains, it may then be applied to deregulated and nonregulated services. The late payment charge provision will be applied to only the outstanding balance for utility services, except interstate toll and related taxes.

- (A) Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the billing period, or end of the last day of the billing period, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

- (D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this product guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- (E) If any portion of the payment is not received by the Company within 30 days of receipt of this bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.
- (F) The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules and procedure.

In the event of a dispute concerning the bill, the 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 company's product guide, shall continue and for not less than 45 days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45 days may be extended by up to 60 days if requested of the utility by the board in the event the customer files a written complaint with the board. The address of the Commission is as follows:

Iowa Utilities Board  
350 Maple Street  
Des Moines, IA 50319

Complaints concerning the charges, practices, facilities, or service of the utility shall be investigated promptly and thoroughly. The Company will keep a record of such complaint showing the name and address of the complainant, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint, which will enable the Company to review and analyze its procedure and actions. The records maintained by the utility shall be available for inspection by the Public Utilities Board or its staff upon request.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

- (G) If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates in Section 4.3.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.3 Service Refusal, Disconnection, and Suspension**

In no event shall service be disconnected on the day preceding or day on which The Company's local business office or local authorized agent is closed.

**2.6.3.1 Notice of Pending Disconnection**

Prior to the disconnection of service, the Company shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than ten (10) calendar days with respect to an unpaid bill after the notice is rendered and no less than 12 days with respect to an unpaid or new deposit. 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 notice will specify 800-593-1177 as a toll-free number at which the Company representative can be reached to provide additional information about the disconnection. (C)

**2.6.3.2 Reasons for Service Refusal, Disconnection, and Suspension**

Service may be refused, disconnected, or suspended:

- A. Without notice if a condition on the Customer's premises is determined by The Company to be hazardous.
- B. Without notice if the Customer uses the service in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- C. Without notice if equipment furnished, leased, or owned by the Company is subject to tampering.
- D. Without notice if there is unauthorized use. Unauthorized use includes, without limitation, use or attempted use for an unlawful purpose and/or use or attempted use in any fraudulent manner.
- E. With prior written notice if there are reasonable grounds to believe there is a violation of or noncompliance with the Company's regulations, municipal ordinances, or law. (C)

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.3 Service Refusal, Disconnection, and Suspension (Cont'd)**

- F. With prior written notice if the Customer or prospective Customer fails to furnish service equipment, permits, certificates, or rights-of-way specified to be furnished in the Company's regulations as conditions for obtaining service, or withdraws such equipment or terminates those permissions or rights, or fails to fulfill the contractual obligations imposed upon the Customer as conditions of obtaining service. (C)
- G. With prior written notice if the Customer fails to permit the Company reasonable access to its equipment.
- H. With prior written notice if the Customer routinely uses abusive or profane language or makes physical threats in conversations with The Company personnel, or otherwise abuses access to customer service personnel by making repeated unwarranted calls that are unrelated to specific service issues.

**2.6.3.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill**

Except as restricted by Section 2.11.4, service may be refused, disconnected, or suspended for nonpayment of a bill if the Company has made a reasonable attempt to effect collection and:

- A. The Company has provided the Customer with ten (10) days' prior written notice with respect to an unpaid bill or twelve (12) days' written notice with respect to an unpaid new deposit.
- B. The Company is prepared to connect at the same day if disconnection is scheduled for weekend, holiday or after weekdays 2:00pm.
- C. In the event of a dispute concerning the bill, the Company will 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 the complaint procedures in Section 2.10.2 shall continue, and service shall not be disconnected for nonpayment of the disputed amount.



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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.3 Service Refusal, Disconnection, and Suspension (Cont'd.)**

**2.6.3.4 Insufficient Reasons for Refusal, Suspension, or Discontinuance of Service**

The following reasons are not sufficient cause for refusal, suspension, or discontinuance of service to a present or prospective Customer:

- A. Delinquency in payment for service by a previous occupant of the premises to be served, unless that occupant is a Customer of the same household as the customer.
- B. (D)
- C. Failure to pay the bill of another Customer as guarantor thereof.
- D. Failure to pay for a different type or class of public utility service or 900, 960 or 976 calls disputed by the Customer. However, if a residential customer has requested that the Company remove the free 900 or 976 call blocking service, then that Customer shall be fully responsible for payment of all such calls regardless of who made the call from the Customer's telephone line.
- E. (D)
- F. Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.

**2.6.3.5 Medical Emergency**

Notwithstanding any other provision of this product guide, the Company will postpone the disconnection of service to a Customer for a reasonable time, not to exceed thirty (30) days, if the Customer produces verification from a physician or a public health or social services official stating that telephone service is essential due to an existing medical emergency of the Customer, a customer of the Customer's family, or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to The Company within five (5) days. (C)

**2.6.3.6 Temporary Service**

When the Company renders temporary service to a Customer, the Customer may be required by the Company to bear the entire cost of installing and removing the service facilities in excess of any salvage realized.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.6 Payment Arrangements, (Continued)**

**2.6.4 (RESERVED FOR FUTURE USE)**

**2.6.5 Cancellation of Application for Service**

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.6 Payment Arrangements, (Continued)**

**2.6.6 Changes in Services Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

**2.6.7 Bad Check Charge**

A service charge of \$20.00 will be assessed for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

**2.7 Allowances for Interruptions in Service**

**2.7.1 General**

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this product guide.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruptions in Service, (Continued)**

**2.7.1 General (Continued)**

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
  
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

**2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- (A) Due to circumstances or causes beyond the reasonable control of the Company, such as an Act of God;
  
- (B) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruptions in Service, (Continued)**

**2.7.2 Limitations of Allowances (Cont'd)**

- (C) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider:
- (D) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (E) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (F) That was not reported to the Company within thirty (30) days of the date that service was affected.

**2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruption in Service, (Continued)**

**2.7.4 Application of Credits for Interruptions in Service**

(A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

(B) For calculating credit allowances, every month is considered to have thirty (30) days.

**(C) Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

**(D) Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one-month period.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.7 Allowances for Interruption in Service, (Continued)**

**2.7.5 Limitations on Allowances**

No credit allowance will be made for:

- (A) interruptions due to the negligence of or noncompliance with the provisions of this product guide by the Customer, authorized user or joint user;
- (B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- (C) interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (D) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (E) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (F) interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- (G) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

**2.7.6 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen(16) hours in a continuous twelve (12) month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a service order or terminates services before the completion of the term for any reason other than a service interruption (as defined in Section 2.7.1) or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

**2.8.1 Termination Liability**

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.



**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.9 Reserved for Future Use**

**2.10 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this product guide. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

**2.11 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any subsidiary, parent company or affiliate of the Company; b) pursuant to any sale or transfer of substantially all the assets of the Company; or c) pursuant to any financing, merger or reorganization of the Company.

**SECTION 2.0 - RULES AND REGULATIONS, (CONTINUED)**

**2.12 Notices and Communications**

- 2.12.2** The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.12.3** The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.4** Except as otherwise stated in this product guide, all notices or other communications required to be given pursuant to this product guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.5** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

**SECTION 3.0 - SERVICE AREAS**

**3.1 Exchange Service Areas & Rate Classes (RC)**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) Qwest 2) CenturyTel of Chester and CenturyTel of Postville 3) Windstream Iowa Communications and Windstream Montezuma 4) Frontier Communications of Iowa.

Charges for local services provided by the Company may be based, in part, on the Rate Class associated with the Customers End Office. The Rate Class is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

In the event that an Incumbent LEC or the Iowa Commission reclassifies an exchange from one Rate Class to another, the reclassification will also apply to customers who purchase services under this product guide. Local calling areas and Rate Class assignments are equivalent to those areas and classes specified in Qwest's Iowa Local Terms of Service. (C)  
(T)

(Former Qwest Service Areas)

EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC
Ackley	1	Adel	3	Algona	1	Altoona	3
Alta	1	Ames	2	Anamosa	1	Ankeny	3
Anthon	1	Arnolds Park	1	Atlantic	1	Blairsburg	1
Boone	1	Bradgate	1	Britt	1	Burlington	2
Calmar	1	Canton (East)	1	Carlisle	3	Carroll	1
Carter Lake	3	Cedar Falls	2	Cedar Rapids	3	Center Point	2
Charles City	1	Cherokee	1	Clarion	1	Clinton	2
Coggon	2	Correctnvle.	3	CouncilBluffs	3	Crescent	3
Dallas Center	3	Danbury	1	Davenport	3	Dawson	3
Decorah	1	Denver	2	Des Moines	3	Dike	2
Dubuque	2	Eagle Grove	1	Earlham	3	Estherville	1
Fort Madison	1	Garner	1	Geneva	1	Gilmore City	1
Glenwood	3	Granger	3	Grimes	3	Hamburg	1
Hampton	1	Harrisburg E.	2	Hudson	2	Hudson (East)	1
Humboldt	1	Independence	1	Indianola	3	Iowa City	2
Iowa Falls	1	Jewell	1	Keokuk	1	Lake Park	1
Lansing	1	Laurens	1	Livermore	1	LuVerne	1
Malvern	1	Mapleton	1	Maquoketa	1	Marshalltown	2
Mason City	2	Merrill	2	Milford	1	Mineola	3
Missouri Val.	3	Monticello	1	Mount Vernon	2	Muscatine	2
Nashua	1	Neola	3	New Hartford	2	Northwood	1
Norwalk	3	Oelwein	1	Onawa	1	Osage	1
Oskaloosa	1	Ottumwa	2	Parkersburg	2	Perry	3
Pocahontas	1	Polk City	3	Prairie City	3	Red Oak	1
Rose Hill	1	Runnells	3	Sheldon	1	Shenandoah	1
Silver City	1	Sioux City	2	Sioux Rapids	1	Spencer	1
Spirit Lake	1	Storm Lake	1	Stuart	3	Underwood	3
Van Meter	3	Vinton	2	Walcott	2	Waterloo	2
Waukee	2	Waverly	2	Webster City	1	Wesley	1
West Union	1	Whiting	1	Whittemore	1	Williams	1
Winterset	3	Waukon	3	Renwick	3		

**SECTION 3.0 – SERVICE AREAS (CONTINUED)**

**3.1 Exchange Service Areas & Rate Classes (RC) (Cont’d)**

(CenturyTel Areas)

EXCHANGE	RATE GROUP
Chester	2
Postville	1

(C)

(former Windstream Iowa Communications, Inc.)

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Adair	3a	Braddyville	1a	Delhi	1a
Afton	2a	Brandon	2a	Delmar	3
Agency	2a	Bridgewater	3a	Delta	1a
Ainsworth	2a	Brighton	2a	Denmark	2a
Albert City	2a	Buckeye	2a	DeWitt	3a
Albia	3a	Bussey	2a	Dexter	1a
Alden	2a	Cambridge	1c	Diagonal	2a
Alpha	2a	Centerville	2a	Dolliver	1a
Ita Vista	1a	Central City	1a	Donnellson	2a
Aplington	3a	Chariton	2a	Douds	2a
Argyle	2a	Charlotte	3a	Dows	2a
Arispe	2a	Chelsea	1a	Dunlap	1a
Arlington	1a	Chillicothe	2a	Durant	3a
Armstrong	1	Cincinnati	2a	Dyersville	1a
Atalissa	3a	Clarinda	1a	Earlville	1a
Attica	2a	Clearfield	2a	Eddyville	3a
Auburn	2a	Colesburg	1a	Edgewood	1a
Audubon	3a	College Springs	1a	Eldon	2a
Avoca	3b	Collins	1a	Elkhart	1a
Bagley	2a	Columbus Junction	2a	Elma	1a
Bayard	3a	Conesville	2a	Emmetsburg	1a
Belle Plaine	1c	Conroy	1a	Epworth	1a
Bellevue	3a	Coon Rapids	2	Exira	3a
Bennett	3c	Crawfordsville	2a	Fairbank	1a
Benton	2a	Cresco	1a	Fairfield	3a
Bladensburg	2a	Creston	1a	Farley	1a
Blakesburg	2a	Cylinder	1a	Farmington	2a
Blencoe	1a	De Soto	1a	Farson	2a
Bouton	3a	Dedham	2a	Fayette	2a

**SECTION 3.0 - SERVICE AREAS (CONTINUED)**

**3.1 Exchange Service Areas & Rate Classes (RC) (Cont'd)**

(former Windstream Iowa Communications, Inc. Cont'd)

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Fonda	2a	Lake View	2a	Martensdale	2a
Fontanelle	3a	Lamont	1a	Martinsburg	2a
Forest City	1	Lanesboro	2a	Maxwell	1a
Fredericksburg	3a	Lawler	2a	May City	1a
Fremont	3a	Le Claire	3a	Maynard	2a
Garwin	1a	Le Grand	1a	McCallsburg	1a
Gladbrook	1a	Ledyard	1a	Melcher	2a
Glidden	1a	Leighton	2a	Melrose	3a
Grand Junction	1a	Letts	2a	Melvin	1a
Grandview	2a	Liberty Center	2a	Milo	2a
Gravity	2a	Libertyville	2a	Milton	2a
Greeley	1a	Lime Springs	2a	Minden	3b
Greene	3c	Linden	1a	Mingo	3a
Greenfield	3a	Linn Grove	2a	Modale	1a
Grinnell	1a	Lisbon	3a	Mondamin	1a
Grundy Center	3c	Little Sioux	1a	Monroe	2a
Guthrie Center	3c	Lockridge	2a	Montour	1a
Halbur	3a	Logan	1a	Montrose	2a
Harlan	3	Lohrville	1a	Moravia	2a
Harper	1a	Lone Tree	2a	Moscow	3a
Harris	1a	Lovilia	2a	Mt. Ayr	2a
Hartley	1c	Low Moor	3a	Mt. Pleasant	2a
Hazleton	1a	Lowden	3	Mt. Union	2a
Hedrick	2a	Lucas	2a	Mystic	2a
Hillsboro	2a	Luxemburg	1a	Nevada	1a
Holy Cross	1a	Lytton	2a	New Hampton	3a
Hopkinton	1a	Macksburg	2a	New London	2a
Houghton	2a	Madrid	3a	New Sharon	3a
Humeston	2a	Magnolia	1a	New Vienna	1a
Jamaica	2a	Malcolm	1a	New Virginia	2a
Janesville	2a	Mallard	1a	Newell	2a
Kellerton	3a	Manchester	1a	Newton	3a
Kent	1a	Manning	3c	Nichols	2a
Keota	1a	Manson	1a	Oakville	2a
Knoxville	2a	Marathon	2a	Ocheyedan	1a
Lacona	2a	Marble Rock	3c	Olds	2a
Lake City	1a	Marengo	1c	Ollie	2a

**SECTION 3.0 - SERVICE AREAS (CONTINUED)**

**3.1 Exchange Service Areas & Rate Classes (RC) (Cont'd)**

(former Windstream Iowa Communications, Inc. Cont'd)

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Orient	1a	Rochester	3a	Vail	2a
Osceola	1a	Rockwell City	1a	Volga	3a
Otley	2a	Roland	1a	Wadena	1a
Oxford	1	Rolfe	1a	Walker	2a
Packwood	2a	Rowley	2a	Wapello	2c
Panama	1a	Russell	2a	Washington	1a
Paullina	2c	Ryan	1a	Waucoma	2a
Pella	2a	Sabula	3a	Wellsburg	2a
Peoria	2a	Saint Ansgar	1	West Chester	1a
Percival	1a	Salem	2a	West Point	2a
Persia	1a	Schleswig	2a	What Cheer	1a
Peru	2a	Seymour	2a	Williamsburg	1a
Peterson	2a	Shannon City	2a	Williamson	2a
Pisgah	1a	Shelby	3b	Winfield	2a
Plano	2a	Sidney	1a	Woodbine	1a
Pleasantville	2a	Sigourney	1a	Worthington	1a
Pomeroy	1a	Slater	1c		
Portsmouth	1a	Solon	2		
Prescott	1a	St. Lucas	2a		
Primghar	1	Stacyville	1		
Primrose	2a	Stanwood	3		
Promise City	2a	Story City	1a		
Protivin	1a	Strawberry Point	1a		
Ralston	1a	Sumner	3a		
Randalia	2a	Swea City	1a		
Randall	1a	Tabor	1a		
Randolph	1a	Thurman	1a		
Redding	2a	Tiffin	1		
Redfield	1a	Tingley	2a		
Reinbeck	1c	Tipton	3a		
Rembrandt	2a	Toledo	1a		
Richland	2a	Tracy	2a		
Ricketts	2a	Traer	1a		
Rippey	1a	Troy Mills	1a		
Riverside	2a	Unionville	2a		
Riverton	1a	Ute	2a		

**SECTION 3.0 - SERVICE AREAS (CONTINUED)**

**3.1 Exchange Service Areas & Rate Classes (RC) (Cont'd)**

(former Windstream Montezuma, Inc.)

EXCHANGE	Rate Group
Montezuma	1
Deep River	1

(former Frontier Communications of Iowa, LLC)

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Alexander	2	Ashton	1	Battle Creek	2
Bedford	1	Belmond	2	Brunsville	2
Carson	3	Charter Oak	1	Corning	1
Coulter	1	Denison	2	Dow City	1
Early	1	Fort Dodge	2	George	1
Goodell	2	Holstein	1	Ida Grove	2
Kingsley	1	Latimer	1	Le Mars	2
Lenox	1	Meservey	2	Nemaha	2
Oakland	3	Orange City	4	Otho	2
Pierson	1	Rowan	2	Sac City	1
Sharpsburg	1	Sheffield	1	Struble	2
Swaledale	1	Thornton	1	Treynor	3
Washta	1				

**SECTION 4.0 - SERVICE CHARGES AND SURCHARGES**

**4.1 Service Order and Change Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service.

(former Qwest Service Areas)	<u>Business</u>
New Line Installation or Move Service to Different Premises	
First Line	\$216.78
Each Additional Line	\$200.00 (I)
Change of Service- Each Line	\$24.75
Telephone Number Change- First/ Add'l.	\$46.25/\$24.25
Features - Add/Change/Delete - per order	\$24.00
Disconnection Order Charge	\$24.75
Rewire Service -First/ Add'l.	\$46.25/\$24.25
 (Frontier Communications of Iowa, LLC)	 <u>Business</u>
New Line Installation/Moves	
First Line	\$200.00 (I)
Each Additional Line	\$200.00 (I)
Change of Service-Each Line	\$24.75
Telephone Number Change First/ Addl	\$63.75 /\$36.25
Features - Add/Change/Delete - per order	\$24.00
Rewire Service -First/ Add'l.	\$63.75 /\$36.25
 (CenturyTel Areas)	 <u>Business</u>
New Line Installation	
First Line	\$200.00 (I)
Each Additional Line	\$200.00 (I)
Change of Service	
First Line	\$24.75
Each Additional Line	\$24.75
Telephone Number Change	
First Line	\$31.77
Each Additional Line	\$17.65
Features - Add/Change/Delete - per order	\$24.00
Disconnection Order Charge	\$24.75
 (Windstream Areas)	 <u>Business</u>
New Line Installation	
First Line	\$200.00 (I)
Each Additional Line	\$200.00 (I)
Change of Service	\$24.99
Telephone Number Change	\$54.99
Features - Add/Change/Delete - per order	\$24.00
Disconnection Order Charge	\$24.75
 (All Areas)	
Maintenance of Service Charge-per Line/Trunk	\$250.00



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**SECTION 4.0 - SERVICE CHARGES AND SURCHARGES (CONTINUED)**

**4.2 (RESERVED FOR FUTURE USE)**

**4.3 Restoration of Service**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

(former Qwest Service Areas)

	Business
Per occasion	\$22.00

Frontier Communications of Iowa, LLC

	Business
Per occasion	\$62.50

CenturyTel Areas

	Business
1 <sup>st</sup> Line	\$27.50 (R)
Each Add'l Line	\$12.50 (I)

Windstream Areas

	Business
Per occasion	\$45.00

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS**

**5.1 General**

**5.1.1 Services Offered**

The following Network Services are available to business Customers and for resale by other carriers certificated by the Iowa Commission:

Standard Business Line Service  
PBX Trunk Service  
Direct Inward Dial (DID) Service  
Optional Calling Features

(D)

**5.1.2 Application of Rates and Charges**

All services offered in this product guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for Business lines, PBX Trunks, DID Trunks and Digital/DS1 service.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS, (CONT'D)**

**5.1 General (Continued)**

**5.1.3 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

Governmental fire fighting, Iowa State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.

An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.2 RESERVED FOR FUTURE USE**

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**SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.3 RESERVED FOR FUTURE USE**

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.4 RESERVED FOR FUTURE USE**

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.5 Reserved for Future Use**

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**5.6 Standard Business Line**

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

**5.7 PBX Trunk Service**

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

**5.8 Reserved for Future Use**

**5.9 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.10 Reserved for Future Use**

**5.11 Optional Calling Features**

The features listed in Section 5.11.1 are offered by the Company to business customers. Refer to Price Lists in Section 7 of this product guide for specific features offered with each type of local exchange service. (C)

**5.11.1 Features Descriptions**

**(A) Flexible Call Forwarding:** Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other capabilities included with this feature include:

Speed Forwarding;  
Priority Screening;  
Ring Control; and  
Timed Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

**(B) Call Forwarding Don't Answer:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.

**(C) Call Forwarding Busy Line:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.



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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features, (continued)**

**5.11.1 Feature Descriptions, (continued)**

- (D) Preferred Call Forwarding:** Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to-number and can add or remove calling numbers from the feature's screening list.
- (E) Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- (F) Call Forwarding Variable, Remote Access:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to (1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.
- (G) Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.
- (H) Multiple Directory Number Distinctive Ringing:** This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern; other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features, (continued)**

**5.11.1 Feature Descriptions, (continued)**

**(I) Speed Calling:** Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

**(J) Repeat Dialing:** Permits the end-user to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

Calls to 800 Service numbers  
Calls to 900 Service numbers  
Calls preceded by an interexchange carrier access code  
International Direct Distance Dialed calls  
Calls to Directory Assistance  
Calls to 911

**(K) Caller ID:** Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data. Customers subscribing to Call Waiting ID must pay stand-alone rates for both Call Waiting and either Caller ID-Number or Caller ID-Name and Number.

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**(L) Call Selector:** Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features, (continued)**

**5.11.1 Feature Descriptions, (continued)**

**(M) Call Waiting:** Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;  
Answer the waiting call and disconnecting from the first party;  
Direct the waiting caller to hold via a recording  
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end-user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding don't Answer feature active in order to forward a waiting call to another location.

**(N) Call Tracing:** Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.

**(O) Call Block:** Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.11 Optional Calling Features, (continued)**

**5.11.1 Feature Descriptions, (continued)**

- (P) Call Return:** Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.
- (Q) Anonymous Call Rejection:** Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand-alone feature or as an add-on to Caller ID Deluxe.
- (R) Calling Number Delivery Blocking:** Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked. Per line end-users must dial an activation code prior to utilization.
- (S) Message Waiting Indication:** Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

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**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.12 Listing Services**

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

**5.12.1 Non-Published Service**

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

**5.12.2 Non-Listed Service**

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

**5.12.3 Alternate Listings**

Alternate listings refer a directory user to another telephone number during certain periods of time or when a called telephone is not answered.

**5.12.4 Foreign Listings**

A foreign listing is a listing in a directory of an exchange other than the one in which the primary listing is furnished.

Upon the customer's request, an Iowa customer served by an out-of-state exchange may choose to be included in the directory list of one contiguous Iowa exchange. The charge for this listing shall not be borne by the customer.

**5.12.5 Cross-Reference Listing**

A cross-reference listing is a listing of the name by which the customer is commonly known to the public and includes a reference to the customer's other listed name. Cross-reference listings may include the customer's telephone number. These listings may be provided without charge where, in the opinion of the Company, they are essential to the convenient use of the directory or where their use will facilitate the handling of telephone calls.

**SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.13 (RESERVED FOR FUTURE USE)**

**5.14 Miscellaneous Services**

**5.14.1 Presubscription Services**

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

**5.14.2 Pay Per Call Blocking/Unblocking**

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

**SECTION 6.0 - RESERVED FOR FUTURE USE**

**6.1 Reserved for future use**

**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST**

**7.1 General**

Services provided in this product guide section are available on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of local exchange services.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements. The rates, terms and conditions set forth in this Section are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of MetTel's local exchange services, in whole or in part, prior to the effective date hereof.

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**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.2 Reserved for Future Use**

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**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.2 Reserved for Future Use, (Continued)**

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**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.2 Reserved for Future Use, (Continued)**

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**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service**

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.1 Monthly Recurring Charges (former Qwest Service Area)**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

(former Qwest Service Areas)		
RATE CLASS	SERVICE TYPE	
	Flat Rate <sup>1</sup>	Measured Rate <sup>1, 2</sup>
Rate Class 1	\$68.13 (I)	\$54.38
Rate Class 2	\$68.13 (I)	\$54.38
Rate Class 3	\$68.13 (I)	\$54.38

(CenturyTel Areas)	
RATE GROUP	SERVICE TYPE
	Flat Rate
Rate Class 1	\$29.38
Rate Class 2	\$32.50

<sup>1</sup> Contract rates offered at discounts off Month-to-Month rates for 12, 24 and 36 month terms at 19%, 21% and 24%, respectively.

<sup>2</sup> Measured Rate Service is grandfathered for business Individual Lines effective 09-01-2021. Availability is limited to lines currently in service at existing locations for existing business Individual Line customers.

(former Windstream Iowa Communications, Inc.)

EXCHANGE GROUPS	SERVICE TYPE
	Flat Rate
Exchange Groups 1, 2, 3	\$34.09
Exchange Groups 1a, 2a, 3a	\$44.99
Exchange Groups 1c, 2c, 3c	\$34.98
Exchange Group 3b	\$13.00

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.1 Monthly Recurring Charges (Cont’d)**

(former Windstream, Montezuma, Inc.)

RATE GROUP	SERVICE TYPE
	Flat Rate
Rate Group 1	\$24.95

(Frontier Communications of Iowa, LLC) (T)

EXCHANGE GROUPS	SERVICE TYPE	
See Page 43.4 for Exchanges in each group below (C)	Flat Rate Business Line**	Flat Rate Key Trunks**
Exchange Groups 1	\$29.69 (I)	\$27.19 (I)
Exchange Groups 2	\$35.75 (I)	\$33.25 (I)
Exchange Groups 3	\$53.13 (I)	\$52.00 (I)
*Ellsworth, MN	\$42.69 (I)	\$42.69 (I)

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\*The rate applies to basic local exchange service for customers who are located in the State of Iowa and who are served by the following exchange that is located in the State of Minnesota: Ellsworth, Minnesota (Midland).

\*\*Mandatory Extended Area Service (EAS) rates apply in addition to these rates for the exchanges noted on pages 64.10 and 64.11 of this Product Guide. (C)

**7.3.2 Extended Area Service (EAS)**

EAS is a non-optional unlimited calling service in certain exchanges that permits customers in such exchanges to place calls to other designated exchanges without the use of toll facilities and without incurring Long Distance Message Telecommunications charges. Applicable EAS additives are in addition to the exchange service rates applicable to that exchange. The rate for EAS varies by class of service and is developed based on the cost of each route between communities.

(former CenturyTel of Chester)

Exchange	Exchanges within EAS Calling Area
Chester	Cresco, Lime Springs

(former CenturyTel of Postville)

Exchange	Exchanges within EAS Calling Area
Postville	Castalia, Clermont, Farmersberg, Monona, Ossian, Saint Olaf

**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Adair	(none)	\$0.00	\$0.00
Afton	Arispe	\$1.05	\$1.05
Agency	Bladensburg, Ottumwa	\$3.10	\$3.10
Ainsworth	Crawfordsville	\$1.05	\$1.05
Albert City	Marathon	\$1.05	\$1.05
Albia	Eddyville, Melrose	\$1.32	\$1.32
Alden	Buckeye, Dows, Iowa Falls	\$4.01	\$4.01
Alpha	Hawkeye, Lawler, Waucoma	\$2.95	\$2.95
Alta Vista	Elma	\$4.06	\$6.09
Aplington	(none)	\$0.00	\$0.00
Argyle	Donnellson, Montrose	\$2.55	\$2.55
Arispe	Afton	\$1.05	\$1.05
Arlington	Strawberry Point, Wadena	\$6.96	\$10.45
Armstrong	(none)	\$0.00	\$0.00
Atalissa	Moscow, Rochester, West Liberty	\$10.90	\$10.90
Attica	Bussey, Knoxville, Tracy	\$4.31	\$4.31
Auburn	Lake View, Lanesboro	\$2.55	\$2.55
Audubon	Exira	\$0.88	\$0.88
Avoca	Shelby	\$0.20	\$0.20
Bagley	Bayard, Jamaica, Yale	\$2.90	\$2.90
Bayard	Guthrie Center, Scranton, Bagley	\$6.85	\$6.85
Belle Plaine	Chelsea	\$0.77	\$1.16
Bellevue	(none)	\$0.00	\$0.00
Bennett	Durant, Tipton	\$8.76	\$8.76
Benton	Diagonal, Kellerton, Mt. Ayr, Redding, Tingley	\$6.66	\$6.66
Bladensburg	Agency, Batavia, Ottumwa	\$4.21	\$4.21
Blakesburg	Chillicothe, Ottumwa	\$3.40	\$3.40
Blencoe	Onawa	\$5.80	\$8.71

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Bouton	Des Moines, Perry, Woodward	\$12.28	\$12.28
Braddyville	Clarinda	\$6.32	\$9.48
Brandon	Rowley, Urbana, Walker	\$3.65	\$3.65
Bridgewater	Fontanelle	\$4.63	\$4.63
Brighton	Richland, Washington	\$3.36	\$3.36
Buckeye	Alden, Hubbard, Iowa Falls, Radcliffe	\$5.11	\$5.11
Bussey	Attica, Knoxville, Lovilia, Tracy	\$5.26	\$5.26
Cambridge	(none)	\$0.00	\$0.00
Centerville	Cincinnati, Moravia, Mystic, Plano, Promise City, Seymour, Unionville	\$3.40	\$3.40
Central City	Alburnett, Cedar Rapids, Coggon	\$12.13	\$18.19
Chariton	Lucas, Russell, Williamson	\$1.05	\$1.05
Charlotte	Delmar, DeWitt, Grand Mound, Low Moor	\$8.76	\$8.76
Chelsea	Belle Plaine, Toledo	\$7.58	\$11.37
Chillicothe	Blakesburg, Ottumwa	\$3.40	\$3.40
Cincinnati	Centerville, Moravia, Mystic, Plano, Promise City, Unionville	\$7.72	\$7.72
Clarinda	Braddyville, College Springs	\$0.63	\$0.95
Clearfield	(none)	\$0.00	\$0.00
Colesburg	Dyersville, Edgewood	\$10.11	\$15.17
College Springs	Clarinda	\$6.32	\$9.48
Collins	(none)	\$0.00	\$0.00
Columbus Junction	Conesville, Grandview, Letts	\$2.00	\$2.00
Conesville	Columbus Junction	\$1.25	\$1.25
Conroy	Williamsburg	\$4.64	\$6.96
Coon Rapids	Dedham	\$1.15	\$1.15
Crawfordsville	Ainsworth, Olds	\$2.00	\$2.00
Cresco	Protivin	\$0.45	\$0.68
Creston	Kent, Orient	\$0.63	\$0.95
Cylinder	Emmetsburg	\$6.32	\$9.48
De Soto	Adel, Des Moines, Dexter, Earlham, Van Meter, Winterset	\$10.13	\$10.13
Dedham	Coon Rapids	\$1.25	\$1.25
Delhi	Manchester	\$5.59	\$8.38
Delmar	Charlotte, DeWitt, Grand Mound	\$5.76	\$5.76
Delta	(none)	\$0.00	\$0.00



**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Denmark	Ft. Madison	\$1.15	\$1.15
DeWitt	Delmar, Charlotte, Low Moor, Grand Mound	\$2.00	\$2.00
Dexter	Des Moines, De Soto, Earlham, Redfield, Stuart	\$16.44	\$16.44
Diagonal	Benton, Kellerton, Mt. Ayr, Redding, Shannon City, Tingley	\$7.72	\$7.72
Dolliver	(none)	\$0.00	\$0.00
Donnellson	Argyle, Houghton, Primrose, West Point	\$4.71	\$4.71
Douds	Eldon, Keosauqua, Libertyville	\$3.45	\$3.45
Dows	Alden, Clarion	\$2.90	\$2.90
Dunlap	(none)	\$0.00	\$0.00
Durant	Bennett, Wilton	\$2.62	\$2.62
Dyersville	Colesburg, Earlville, Farley, Holy Cross, Luxemburg, New Vienna, Worthington	\$9.48	\$14.22
Earlville	Delhi, Dyersville, Hopkinton, Manchester	\$9.39	\$14.11
Eddyville	Albia, Oskaloosa, Ottumwa	\$8.76	\$8.76
Edgewood	Colesburg, Strawberry Point	\$6.32	\$9.48
Eldon	Batavia, Douds, Floris, Ottumwa	\$5.86	\$5.86
Elkhart	Altoona, Ankeny, Des Moines	\$12.18	\$18.27
Elma	Alta Vista	\$1.35	\$2.03
Emmetsburg	Cylinder, Mallard	\$1.67	\$2.50
Epworth	Dubuque, Farley	\$9.22	\$13.82
Exira	Audubon, Elkhorn, Brayton	\$3.60	\$3.60
Fairbank	(none)	\$0.00	\$0.00
Fairfield	Libertyville, Packwood	\$0.96	\$0.96
Farley	Dubuque, Dyersville, Epworth	\$11.85	\$17.78
Farmington	Bonaparte, Primrose	\$2.10	\$2.10
Farson	Hedrick, Martinsburg, Ottumwa	\$12.26	\$12.26
Fayette	Maynard, Randalia	\$2.00	\$2.00
Fonda	Newell, Pocahontas	\$2.85	\$2.85
Fontanelle	Bridgewater, Greenfield	\$4.11	\$4.11
Forest City	Crystal Lake, Fertile, Joice, Leland	\$4.06	\$6.09
Fredericksburg	New Hampton, Sumner	\$4.55	\$4.55
Fremont	Oskaloosa, Ottumwa	\$8.76	\$8.76
Garwin	(none)	\$0.00	\$0.00
Gladbrook	(none)	\$0.00	\$0.00
Glidden	Ralston	\$1.35	\$2.03
Grand Junction	Rippey	\$1.69	\$2.53

**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Grandview	Columbus Junction, Letts, Wapello	\$3.60	\$3.60
Gravity	Bedford	\$1.30	\$1.30
Greeley	Manchester	\$6.32	\$9.48
Greene	(none)	\$0.00	\$0.00
Greenfield	Fontanelle, Nevinville	\$1.24	\$1.24
Grinnell	Malcom	\$0.45	\$0.68
Grundy Center	(none)	\$0.00	\$0.00
Guthrie Center	Bayard, Menlo	\$1.50	\$1.50
Halbur	Carroll	\$8.78	\$8.78
Harlan	Harlan Rural Exchange, Irwin, Jacksonville, Kirkman, Westphalia	\$1.66	\$1.66
Harper	Keota, Sigourney	\$7.58	\$11.37
Harris	(none)	\$0.00	\$0.00
Hartley	May City	\$0.97	\$1.45
Hazleton	Oelwein	\$4.46	\$6.69
Hedrick	Farson, Martinsburg, Ottumwa	\$4.21	\$4.21
Hillsboro	Bonaparte, Salem, Stockport	\$3.86	\$3.86
Holy Cross	Dubuque, Dyersville, Luxemburg, New Vienna	\$14.76	\$22.14
Hopkinton	(none)	\$0.00	\$0.00
Houghton	Donnellson, Primrose, Salem, West Point	\$5.11	\$5.11
Humeston	Derby	\$1.05	\$1.05
Jamaica	Bagley, Yale	\$2.00	\$2.00
Janesville	Cedar Falls, Waterloo, Waverly	\$8.78	\$8.78
Kellerton	Benton, Diagonal, Mt. Ayr, Redding, Tingley	\$7.72	\$7.72
Kent	Creston	\$6.32	\$9.48
Keota	Harper, West Chester	\$2.03	\$3.04
Knoxville	Attica, Bussey, Tracy	\$1.55	\$1.55
Lacona	Liberty Center, Milo	\$2.10	\$2.10
Lake City	(none)	\$0.00	\$0.00
Lake View	Auburn, Wall Lake	\$2.00	\$2.00
Lamont	(none)	\$0.00	\$0.00
Lanesboro	Auburn	\$1.35	\$1.35
Lawler	Alpha, Waucoma	\$2.00	\$2.00
Le Claire	McCausland, Davenport, Eldridge	\$9.46	\$9.46
Le Grand	Marshalltown	\$6.41	\$9.62
Ledyard	(none)	\$0.00	\$0.00
Leighton	Oskaloosa, Otley, Pella, Peoria	\$6.16	\$6.16

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Letts	Columbus Junction, Grandview	\$2.35	\$2.35
Liberty Center	Lacona, Milo, Indianola	\$3.91	\$3.91
Libertyville	Fairfield, Batavia, Douds	\$3.96	\$3.96
Lime Springs	Cherry Grove, MN	\$1.30	\$1.30
Linden	Redfield, Panora	\$5.80	\$8.71
Linn Grove	Alta, Peterson, Rembrandt, Sioux Rapids	\$4.56	\$4.56
Lisbon	Cedar Rapids, Mt. Vernon	\$8.78	\$8.78
Little Sioux	Blencoe, Mondamin, Pisgah	\$9.48	\$14.20
Lockridge	Mt. Pleasant	\$1.70	\$1.70
Logan	(none)	\$0.00	\$0.00
Lohrville	(none)	\$0.00	\$0.00
Lone Tree	Iowa City, Nichols, Riverside	\$10.11	\$10.11
Lovilia	Bussey	\$1.05	\$1.05
Low Moor	DeWitt, Charlotte, Clinton- Commanche, Delmar, Grand Mound	\$14.01	\$14.01
Lowden	(none)	\$0.00	\$0.00
Lucas	Chariton, Russell, Williamson	\$4.51	\$4.51
Luxemburg	Dyersville, Holy Cross, New Vienna	\$8.85	\$13.28
Lytton	(none)	\$0.00	\$0.00
Macksburg	Winterset	\$1.70	\$1.70
Madrid	(none)	\$0.00	\$0.00
Magnolia	(none)	\$0.00	\$0.00
Malcolm	Brooklyn, Grinnell, Montezuma	\$10.50	\$15.76
Mallard	Emmetsburg	\$7.58	\$11.37
Manchester	Greeley, Ryan	\$1.67	\$2.50
Manning	(none)	\$0.00	\$0.00
Manson	(none)	\$0.00	\$0.00
Marathon	Albert City	\$1.05	\$1.05
Marble Rock	(none)	\$0.00	\$0.00
Marengo	(none)	\$0.00	\$0.00
Martensdale	Des Moines, Indianola	\$12.68	\$12.68
Martinsburg	Farson, Hedrick, Ollie, Packwood	\$4.11	\$4.11
Maxwell	Nevada	\$5.58	\$8.37
May City	Hartley	\$5.80	\$8.71
Maynard	Fayette, Randalia	\$2.00	\$2.00
McCallsburg	(none)	\$0.00	\$0.00
Melcher	Knoxville	\$1.70	\$1.70
Melrose	Albia	\$8.76	\$8.76
Melvin	(none)	\$0.00	\$0.00

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Milo	Des Moines, Indianola, Lacona, Liberty Center	\$17.76	\$17.76
Milton	Cantril	\$1.05	\$1.05
Minden	Council Bluffs, Neola, Omaha (NE), Shelby	\$5.32	\$5.32
Mingo	Colfax, Des Moines, Newton	\$13.39	\$13.39
Modale	(none)	\$0.00	\$0.00
Mondamin	(none)	\$0.00	\$0.00
Monroe	Reasnor	\$0.55	\$0.55
Montour	Toledo	\$10.87	\$16.31
Montrose	Argyle, Ft. Madison	\$3.10	\$3.10
Moravia	Centerville, Cincinnati, Mystic, Plano, Promise City, Unionville	\$7.72	\$7.72
Moscow	Atalissa, Rochester, Wilton	\$8.76	\$8.76
Mt. Ayr	Benton, Diagonal, Kellerton, Redding, Tingley	\$3.65	\$3.65
Mt. Pleasant	Lockridge, Mt. Union, New London, Olds, Salem	\$2.25	\$2.25
Mt. Union	Mt. Pleasant, New London, Winfield	\$4.01	\$4.01
Mystic	Centerville, Cincinnati, Moravia, Plano, Promise City, Unionville	\$7.72	\$7.72
Nevada	Ames, Maxwell	\$9.51	\$14.28
New Hampton	Fredericksburg	\$0.90	\$0.90
New London	Mt. Pleasant, Mt. Union	\$1.70	\$1.70
New Sharon	(none)	\$0.00	\$0.00
New Vienna	Dyersville, Holy Cross, Luxemburg	\$7.58	\$11.37
New Virginia	(none)	\$0.00	\$0.00
Newell	Fonda, Storm Lake	\$2.90	\$2.90
Newton	(none)	\$0.00	\$0.00
Nichols	Lone Tree	\$1.05	\$1.05
Oakville	Wapello	\$1.25	\$1.25
Ocheyedan	(none)	\$0.00	\$0.00
Olds	Crawfordsville, Mt. Pleasant, Wayland, Winfield	\$4.86	\$4.86
Ollie	Martinsburg, Packwood, Richland	\$3.10	\$3.10
Orient	Creston, Nevinville	\$9.18	\$13.76
Osceola	Weldon	\$0.54	\$0.81
Otley	Leighton, Pella, Peoria	\$4.51	\$4.51

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Oxford	Iowa City, Tiffin	\$9.22	\$13.82
Packwood	Batavia, Fairfield, Martinsburg, Ollie, Richland	\$6.31	\$6.31
Panama	Earling, Harlan (urban), Portsmouth	\$7.25	\$10.87
Paullina	(none)	\$0.00	\$0.00
Pella	Leighton, Otley, Peoria	\$1.15	\$1.15
Peoria	Leighton, Otley, Pella	\$4.11	\$4.11
Percival	Sidney, Thurman	\$6.96	\$10.45
Persia	(none)	\$0.00	\$0.00
Peru	Winterset	\$1.55	\$1.55
Peterson	Linn Grove	\$1.05	\$1.05
Pisgah	(none)	\$0.00	\$0.00
Plano	Centerville, Cincinnati, Moravia, Mystic, Promise City, Seymour, Unionville	\$7.72	\$7.72
Pleasantville	Des Moines	\$7.70	\$7.70
Pomeroy	(none)	\$0.00	\$0.00
Portsmouth	Panama	\$2.70	\$4.06
Prescott	Nevinville	\$3.38	\$5.08
Primghar	(none)	\$0.00	\$0.00
Primrose	Donnellson, Farmington, Houghton	\$3.40	\$3.40
Promise City	Centerville, Cincinnati, Corydon, Moravia, Mystic, Plano, Seymour, Unionville	\$7.72	\$7.72
Protivin	Cresco	\$6.32	\$9.48
Ralston	Glidden, Scranton	\$5.80	\$8.71
Randalia	Fayette, Maynard, Hawkeye	\$2.90	\$2.90
Randall	Story City	\$4.64	\$6.96
Randolph	Sidney, Tabor	\$6.96	\$10.45
Redding	Benton, Diagonal, Kellerton, Mt. Ayr, Tingley	\$7.72	\$7.72
Redfield	Adel, Des Moines, Dexter, Linden	\$12.68	\$12.68
Reinbeck	(none)	\$0.00	\$0.00
Rembrandt	Linn Grove, Sioux Rapids, Storm Lake	\$3.86	\$3.86
Richland	Brighton, Ollie, Packwood	\$3.10	\$3.10
Ricketts	Schleswig, Ute	\$2.35	\$2.35
Rippey	Des Moines, Grand Junction, Perry	\$14.56	\$21.84
Riverside	Iowa City, Lone Tree	\$4.21	\$4.21
Riverton	Farragut, Hamburg, Sidney	\$8.85	\$13.28

**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont'd)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Rochester	Tipton, Atalissa, Moscow	\$8.76	\$8.76
Rockwell City	(none)	\$0.00	\$0.00
Roland	Story City	\$3.60	\$5.42
Rolfe	(none)	\$0.00	\$0.00
Rowley	Brandon, Independence	\$2.80	\$2.80
Russell	Chariton, Lucas, Williamson	\$4.11	\$4.11
Ryan	Coggon, Manchester	\$7.58	\$11.37
Sabula	(none)	\$0.00	\$0.00
Saint Ansgar	(none)	\$0.00	\$0.00
Salem	Hillsboro, Houghton, Mt. Pleasant	\$3.65	\$3.65
Schleswig	Ricketts	\$1.15	\$1.15
Seymour	Centerville, Corydon, Plano, Promise City	\$5.66	\$5.66
Shannon City	Creston, Diagonal, Tingley	\$3.86	\$3.86
Shelby	Avoca, Minden	\$1.06	\$1.06
Sidney	Percival, Randolph, Riverton, Tabor, Thurman	\$9.93	\$14.90
Sigourney	Harper	\$0.97	\$1.45
Slater	Huxley, Kelley, Polk City	\$6.32	\$9.48
Solon	Iowa City	\$1.60	\$1.60
St. Lucas	Ft. Atkinson, Waucoma	\$2.00	\$2.00
Stacyville	(none)	\$0.00	\$0.00
Stanwood	Mechanicsville, Olin, Tipton	\$8.76	\$8.76
Story City	Randall, Roland	\$2.25	\$3.38
Strawberry Point	Arlington, Edgewood, Volga	\$7.22	\$10.83
Sumner	Fredericksburg	\$0.96	\$0.96
Swea City	(none)	\$0.00	\$0.00
Tabor	Omaha (NE), Randolph, Sidney, Thurman	\$13.78	\$20.68
Thurman	Percival, Sidney, Tabor	\$8.13	\$12.19
Tiffin	Iowa City, Oxford	\$7.90	\$11.85
Tingley	Benton, Diagonal, Kellerton, Mt. Ayr, Redding, Shannon City	\$7.72	\$7.72
Tipton	Stanwood, Bennett, Rochester	\$1.34	\$1.34
Toledo	Chelsea	\$0.45	\$0.68
Tracy	Attica, Bussey, Knoxville	\$4.11	\$4.11
Traer	Clutier, Dysart	\$4.06	\$6.09
Troy Mills	Cedar Rapids, Coggon, Walker	\$13.78	\$13.78
Unionville	Centerville, Cincinnati, Moravia, Moulton, Mystic, Plano, Promise City	\$7.72	\$7.72

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont’d)**

(former Windstream Iowa Communications, Inc.)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Ute	(none)	\$0.00	\$0.00
Vail	(none)	\$0.00	\$0.00
Volga	Elkader, Strawberry Point, Wadena	\$10.11	\$15.17
Wadena	Arlington, Volga	\$6.09	\$9.14
Walker	Cedar Rapids, Troy Mills	\$15.38	\$23.08
Wapello	Grandview, Oakville	\$1.25	\$1.25
Washington	West Chester	\$0.45	\$0.68
Waucoma	Alpha, Ft. Atkinson, Hawkeye, Lawler, St. Lucas	\$5.26	\$5.26
Wellsburg	(none)	\$0.00	\$0.00
West Chester	Keota, Washington	\$7.58	\$11.37
West Point	Donnellson, Ft. Madison, Houghton	\$4.71	\$4.71
What Cheer	(none)	\$0.00	\$0.00
Williamsburg	Conroy	\$0.77	\$1.16
Williamson	Chariton, Lucas, Russell	\$4.01	\$4.01
Winfield	Olds, Mt. Union	\$2.00	\$2.00
Woodbine	(none)	\$0.00	\$0.00
Worthington	Dyersville	\$5.06	\$7.58

(former Windstream Montezuma, Inc.)

Exchange	Exchanges within EAS Calling Area
Montezuma	Barnes City, Brooklyn, Deep River, Malcom
Deep River	Montezuma, What Cheer, Millersburg, Guernsey

(former Frontier Communications of Iowa, LLC)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Alexander	Belmond, Coulter, Latimer, Meservey, Rowan	\$6.93 (I)	\$6.93 (I)
Ashton	George	\$4.65 (I)	\$4.65 (I)
Battle Creek	Ida Grove	\$4.39 (I)	\$4.39 (I)
Bedford	Gravity	\$2.89 (I)	\$2.89 (I)
Belmond	Alexander, Goodell, Meservey, Rowan	\$5.08 (I)	\$5.08 (I)
Brunsville	Le Mars, Struble	\$5.71 (I)	\$5.71 (I)
Carson	Council Bluffs, Macedonia, Oakland, Omaha NE, Treynor	\$0.00	\$0.00
Charter Oak		\$0.00	\$0.00

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.2 Extended Area Service (EAS) (Cont’d)**

(former Frontier Communicatons of Iowa, LLC Cont’d)

Exchange	Exchanges within EAS Calling Area	Line	Trunk
Corning		\$0.00	\$0.00
Coulter	Latimer, Alexander	\$4.65 (I)	\$4.65 (I)
Denison		\$0.00	\$0.00
Dow City		\$0.00	\$0.00
Early	Nemaha	\$3.41 (I)	\$3.41 (I)
Fort Dodge	Otho	\$2.19 (I)	\$2.19 (I)
George	Ashton, Little Rock	\$4.39 (I)	\$4.39 (I)
Goodell	Belmond, Meservey	\$5.08 (I)	\$5.08 (I)
Holstein		\$0.00	\$0.00
Ida Grove	Battle Creek	\$3.41 (I)	\$3.41 (I)
Kingsley	Pierson	\$3.41 (I)	\$3.41 (I)
Latimer	Alexander, Coulter	\$3.86 (I)	\$3.86 (I)
Le Mars	Brunsville, Struble	\$2.89 (I)	\$2.89 (I)
Lenox	Sharpsburg	\$3.41 (I)	\$3.41 (I)
Meservey	Alexander, Belmond, Goodell, Thornton	\$6.93 (I)	\$6.93 (I)
Nemaha	Sac City, Early	\$5.71 (I)	\$5.71 (I)
Oakland	Carson, Council Bluff, Omaha NE, Treynor, Macedonia	\$0.00	\$0.00
Orange City	Alton, Hospers, Maurice, Sioux Center	\$5.66 (I)	\$5.66 (I)
Otho	Fort Dodge	\$5.71 (I)	\$5.71 (I)
Pierson	Kingsley, Washta	\$5.08 (I)	\$5.08 (I)
Rowan	Belmond, Alexander	\$5.71 (I)	\$5.71 (I)
Sac City	Nemaha	\$2.89 (I)	\$2.89 (I)
Sharpsburg	Lenox	\$4.39 (I)	\$4.39 (I)
Sheffield		\$0.00	\$0.00
Struble	Brunsville, Le Mars	\$5.98 (I)	\$5.98 (I)
Swaledale	Thornton	\$3.41 (I)	\$3.41 (I)
Thornton	Meservey, Swaledale	\$3.86 (I)	\$3.86 (I)
Treynor	Carson, Coucil Bluffs, Omaha NE, Oakland	\$0.00	\$0.00
Washta	Pierson	\$3.86 (I)	\$3.86 (I)
Ellsworth, MN	Adrian	\$4.14	\$6.06 (I)



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**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.3 Usage Sensitive Charges and Allowances (former Qwest Service Areas)**

**(A) Flat Rate Service**

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

**(B) Measured Service**

Customers subscribing to Measured Service will be charged a per minute rate for monthly local usage on outgoing calls. The per minute rate is applied to local calls placed from the Customer's line. Local usage will be billed in arrears.

Local usage, per minute	\$0.03
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**7.3.4 Reserved for Future Use**

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**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.5 Subscriber Intrastate Access Service**

**7.3.5.1 General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

**7.3.5.2 Limitations**

(A) A telephone number is not provided with Subscriber Intrastate Access Service.

(B) Detail billing is not provided with Subscriber Intrastate Access Service.

(C) Directory listings are not included with Subscriber Intrastate Access Service.

(D) Intercept arrangements are not included with Subscriber Intrastate Access Service.

**7.3.5.3 Undertaking of the Company**

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

**7.3.5.4 Term of Service**

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

**7.3.5.5 Rate Regulations**

(A) The Subscriber Access Charge shall not apply to Lifeline customers.

(B) If Customer is eligible to receive prorated credit for their associated local Exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this tariff and any contract. No other credits are available for Subscriber Intrastate Access Service.

(C) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.5 Subscriber Intrastate Access Service, (continued)**

7.3.5.5 Rate Regulations (continued)

(D) The Subscriber Access Charge, as set forth in 7.3.5.6 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

(E) For each local exchange service provided as remote call forwarding Business service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.

7.3.5.6 Rates

<b>Business Customer Service Type</b>	<b>ILEC AREA/OCN</b>		
	<b>Qwest / 5141</b>	<b>Frontier / 1127</b>	<b>CenturyTel / 1126, 1274</b>
Single Line Local Exchange Service	6.90 (I)	7.50	7.50
Multi-line Local Exchange Service	6.24	10.20	10.20
Centrex	6.24	10.20	10.20
Trunk	6.24	10.20	10.20
PRI	31.20	51.00	51.00
T-1/Digital PBX	149.76	244.80	244.80
BRI	6.90 (I)	8.00	7.50

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**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.6 Local Telecom Surcharge**

7.3.6.1 Rate Regulations,

(A) Telecommunications rules and regulations allow Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 7.3.11 following for rates.

**7.3.7 Carrier Access Recovery Charge**

7.3.7.1 Rate Regulations,

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 7.3.5 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in paragraph 7.3.11 following for rates.

**7.3.8 Regulatory Recovery Fee-State**

7.3.8.1 Rate Regulations,

(A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 7.3.11 following for rates.

**7.3.9. End User Port Charges**

7.3.9.1 Rate Regulations,

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) – Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in paragraph 7.3.12 following for rates.

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.10 Local Portability Charge**

7.3.10.1 Rate Regulations,

(A) Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.

(B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below, applies to all local exchange service lines provided by the Company. See table in paragraph 7.3.11 following for rates.

**7.3.11 Rate Table (LTS, CARC, RRF-S and LPC) applies to all service areas.**

**Monthly Per Line or Per Trunk\***

Services	Business			
	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Multi-line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Lifeline customer	-	-	-	-
ISDN BRI	\$5.00	\$4.50	\$2.99	\$1.49
ISDN PRI (rates per svc.)	-	\$22.50	\$14.95	\$53.55
Foreign Exchange–Single Line	\$5.00	\$4.50	\$2.99	\$1.49
Foreign Exchange–Multi-Line	\$5.00	\$4.50	\$2.99	\$1.49
Remote Call Forward	\$5.00	-	-	\$1.49
Centrex	\$5.00	\$4.50	\$2.99	\$1.49
Trunks	\$5.00	\$4.50	\$2.99	\$10.71
T-1/Digital PBX (rates per svc.)	-	\$22.50	\$14.95	\$53.55

\*Unless otherwise noted

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.3 Standard Business Local Exchange Service, (Continued)**

**7.3.12 End User Port Charge Rate Table**

Business Monthly Per Line or Per Trunk\*

Services	End User Port Charge		
	CenturyLink fQWEST (OCN 5141)	Frontier (OCN 1127)	CenturyTel (OCN 1126, 1274)
Single Line Local Exchange Svc.	-	-	-
Multi-line Local Exchange Svc.	-	-	-
Lifeline customer	-	-	-
ISDN BRI	\$1.58	\$1.41	\$2.23
ISDN PRI (rates per svc.)	\$15.53	\$27.84	\$23.51
Foreign Exchange–Single Line	-	-	-
Foreign Exchange–Multi-Line	-	-	-
Remote Call Forward	-	-	-
Centrex	-	-	-
Trunks	-	-	-
T-1/Digital PBX (rates per svc.)	\$28.18	\$28.18	\$23.51

\*Unless otherwise noted

**7.4 Reserved for future use.\***

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**\*Moved from page 65.2**

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.5 Business PBX Trunk Service**

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit.

Each PBX Trunk is provided with Touchtone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Section 7.3).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 7.6). Usage charges are listed in Section 7.3.

(former Qwest Service Area)

RATE CLASS	SERVICE TYPE	
	Flat Rate	Measured Rate
Rate Class 1	\$52.50	\$46.25
Rate Class 2	\$52.50	\$46.25
Rate Class 3	\$52.50	\$46.25

Flat Rate Trunks for Inward Dialing are \$52.50 per month, all Rate areas.  
 Flat Rate Trunks for Inward Dialing equipped with Call Transfer \$87.50 per month, all Rate areas.  
 Flat Rate 4 Wire Combination Trunks are \$87.50 per month, all Rate areas.  
 Measured Rate Trunks for 2 Way, Inward, Outward are \$46.25 per month

(former Windstream Iowa Communications, Inc.)

EXCHANGE GROUPS	SERVICE TYPE
	PBX Trunk
Exchange Groups 1, 2, 3	\$34.09
Exchange Groups 1a, 2a, 3a	\$44.99
Exchange Groups 1c, 2c, 3c	\$34.98
Exchange Group 3b	\$13.00

(former Windstream Montezuma, Inc.)

EXCHANGE GROUPS	SERVICE TYPE
	PBX Trunk
Exchange Group 1	\$24.95

(former Frontier Communications of Iowa, LLC)

EXCHANGE GROUPS	SERVICE TYPE
	PBX Trunk**
Exchange Group 1	\$51.19 (I)
Exchange Group 2	\$60.00 (I)
Exchange Group 3	\$60.00 (I)

\*\*Mandatory Extended Area Service (EAS) rates apply in addition to these rates for the exchanges noted on pages 64.10 and 64.11 of this Product Guide.

**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.5 Business PBX Trunk Service (Continued)**

(CenturyTel Areas)	
EXCHANGE GROUPS	SERVICE TYPE
Rate Class 1	Key or PBX Trunk \$29.38 (I)
Rate Class 2	\$32.50 (I)



**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.6 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 7.5 of this product guide. The Customer will be charged for the number of DID numbers utilized out of the available 20 numbers.

(former Qwest Service Areas)

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide 20 DID Numbers	\$14.55	\$2.91
Each Additional DID Number	\$0.97	\$0.14
DID Trunk Termination: Per Trunk	\$67.90	\$54.56 (I)
DID Call Transfer Feature Per Trunk	-	\$16.25 (I)

(CenturyTel Areas)

	Installation Charge	Monthly Recurring
Each Group of 20 DID Numbers	\$31.25 (I)	\$3.13 (I)
DID Access Line Termination: (DID Termination is in addition to access line rate)	\$31.25 (I)	\$15.63 (I)

(former Windstream Iowa Communications, Inc.)

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide 20 DID Numbers	\$125.25	\$9.99
Each Additional Group of 20 DID Numbers	\$24.99	\$4.99
Block of 100 DID Numbers	\$24.99	\$19.99
DID Access Line Termination: (DID Termination is in addition to monthly PBX rate.)	\$24.99	\$16.84

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**SECTION 7.0 - LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.6 Direct Inward Dialing (DID) Service (Continued)**

(former Windstream Montezuma, Inc.)

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide 10 DID Numbers	\$24.99	\$3.50
Each Additional Group of 20 DID Numbers	\$24.99	\$3.50
DID Access Line Termination: (DID Termination is in addition to monthly PBX rate.)	\$24.99	\$25.00

(former Frontier Communications of Iowa, LLC)

	Installation Charge	Monthly Recurring
Each DID Trunk Termination Port	\$24.99	\$35.63 (I)
Each Additional Group of 20 DID Numbers	\$24.99	\$74.95
Each Block of 100 DID Numbers	\$24.99	\$187.38

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**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.7 Reserved For Future Use**

**7.8 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

**7.8.1 Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

	(former Qwest)
<b>Optional Calling Features</b>	Business
Three-Way Calling	\$1.50
Call Return	\$1.50
Repeat Dialing	\$1.50
Calling Trace, Per Call	\$1.50

	(CenturyTel Areas)
<b>Optional Calling Features</b>	Business
Three-Way Calling	\$1.95 (I)
Call Return	\$1.95 (I)
Repeat Dialing	\$1.95 (I)
Calling Trace, Per Call	\$2.50 (I)

	(Frontier Communications of Iowa, LLC)
<b>Optional Calling Features</b>	Business
Three-Way Calling	\$4.00
Call Return	\$4.00
Repeat Dialing	\$4.00
Call Trace, Per Call	\$8.00
Privacy (D)	\$0.95

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge where facilities exist.

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.8 Optional Calling Features, (Continued)**

**7.8.2 Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

(former Qwest Service Areas)

Optional Calling Feature	Business
Speed Calling – 8 Number	\$5.00
Speed Calling – 30 Number	\$6.00
Call Forwarding Variable	\$11.00 (I)
Call Forwarding – Busy Line (Expanded)	8.00 (I)
Call Forwarding – Busy Line (Overflow)	\$8.95 (I)
Call Forwarding – Busy Line (Programmable)	\$8.00 (I)
Call Forwarding – Don’t Answer	\$9.00 (I)
Call Forwarding – Don’t Answer (Expanded)	\$9.00 (I)
Call Forwarding – Don’t Answer (Programmable)	\$4.50 (I)
Call Forwarding – Busy Line / Don’t Answer (Expanded)	\$11.00 (I)
Call Forwarding – Busy Line Ext. / Don’t Answer	\$11.00 (I)
Call Forwarding - Busy Line (Overflow) / Don't Answer	\$15.45 (I)
Selective Call Waiting	\$13.00 (I)
Three Way Calling	\$6.00
(D)	(D)
(D)	(D)
(D)	(D)
Call Rejection	\$6.00
Call Waiting	\$13.00 (I)
(D)	(D)
(D)	(D)
(D)	(D)
(D)	(D)
Caller ID - Number	\$15.00 (I)
Caller ID - Name & Number	\$15.00 (I)
Caller ID - With Privacy +	\$15.00 (I)
Three Way Calling w/Call Transfer	\$6.00
Anonymous Call Rejection	\$2.95
Call Forward Busy/No Answer – Overflow	\$15.45 (I)
Ultra Call Forward – Time Scheduled	\$15.00 (I)
Ultra Call Forward	\$14.00 (I)
Select Preferred Call Forward	\$6.00
Unlimited Call Return	\$10.50 (I)
Unlimited Repeat Dialing	\$10.00 (I)
Call Intercept	\$11.50

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.8 Optional Calling Features, (Continued)**

**7.8.2 Features Offered on a Monthly Basis, (Continued)**

(former Qwest Service Areas)

<b>Optional Calling Feature</b>	<b>Business</b>
Selective Call Forwarding	\$6.00
Continuous Redial	\$10.00 (I)
Dial Call Waiting	\$5.00
Directed Call Pickup	\$3.00 (I)
Directed Call Pickup w/ Barge In	\$3.00 (I)
Distinctive Alert	\$5.00
Hot Line	\$5.00
Warm Line	\$5.00
Last Call Return	\$10.50 (I)
Priority Call	\$5.00
Remote Access Forwarding	\$14.00 (I)
Scheduled Forwarding	\$15.00 (I)
(D)	(D)
(D)	(D)
(D)	(D)
Do Not Disturb	\$5.00
Dial Lock	\$5.00
Custom Ringing - First Additional Number	\$7.45
Custom Ringing - Second Additional Number	\$6.00
Custom Ringing - Third Additional Number	\$6.00
Hunting - Rotary, per group, per line	\$8.50
Hunting - Circular, per group, per line	\$3.00
Hunting - Preferential, per group, per line	\$1.00
Remote Call Forwarding, per path	\$43.13 (I)

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST**

**7.8 Optional Calling Features, (Continued)**

**7.8.2 Features Offered on a Monthly Basis, (Continued)**

(CenturyTel Areas)

Optional Calling Feature	Business
Call Forwarding-Basic	\$7.43 (I)
Call Waiting	\$8.93 (I)
Caller ID	\$13.50 (I)
Caller ID - Number Only	\$13.50 (I)
Distinctive Ring 1 Dependent Number	\$7.43 (I)
Distinctive Ring 2 Dependent Number	\$7.43 (I)
Privacy Director	\$4.94 (I)
Special Call Acceptance	\$6.25 (I)
Select Call Block	\$6.25 (I)
Select/Preferred Call Forward	\$6.25 (I)
Speed Calling (30-Code)	\$7.50 (I)
Speed Calling (8-Code)	\$6.25 (I)
Three-Way Calling	\$7.43 (I)
Unlimited Call Return *69	\$7.43 (I)
Unlimited Repeat Dialing *66	\$7.43 (I)

(former Windstream Iowa Communications, Inc.)

Optional Calling Feature	Business
Anonymous Call Block	\$3.40
Automatic Busy Redial	\$6.35
Automatic Call Return	\$6.35
Call Block	\$4.25
Call Forwarding	\$4.95
Call Forwarding - Busy Line	\$4.95
Call Forwarding - No Answer	\$4.95
Call Tracing Service	\$3.40
Call Waiting	\$4.95
Call Waiting ID	\$0.00
Caller ID Number	
Caller ID Number w/ Anonymous Call Block	\$10.60
Caller ID Name and Number	
Caller ID Name and Num. w/ Anonymous Call Block	\$12.20
Camp-On/Busy Number Redial	\$3.70

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.8 Optional Calling Features, (Continued)**

**7.8.2 Features Offered on a Monthly Basis, (Continued)**

(former Windstream Iowa Communications, Inc. Cont'd)

<b>Optional Calling Feature</b>	<b>Business</b>
Selective Blocking - Per Call	\$0.00
Complete Blocking - Per Line	\$3.50
Remote Call Forwarding	\$4.95
Distinctive Ring	\$6.95
Special Call Acceptance	\$4.00
Special Call Forwarding	\$4.95
Special Call Waiting	\$4.95
Speed Calling (8-Number)	\$3.40
Speed Calling (30-Number)	\$5.80
Stutter Dial Tone Message Waiting	\$3.40
Three-Way Calling	\$6.15
Hot Line/Warm Line	\$3.25
Line Hunt Service	\$2.00
Customized Number Service	\$2.99
VIP Alert	\$4.25

(former Windstream Montezuma, Inc. )

<b>Optional Calling Feature</b>	<b>Business</b>
Automatic Call Back	\$2.50
Automatic Recall	\$2.95
Call Forwarding Basic	\$2.95
Call Waiting and Call Waiting Cancel	\$2.95
Calling Number Delivery (Caller ID)	\$3.95
Calling Number and/or Name Delivery Blocking (Per Line Blocking)	\$2.50
Customer Originated Trace	\$2.50
Distinctive Ringing/Call Waiting Indication	\$2.50
Selective Call Acceptance	\$2.50
Selective Call Forwarding	\$2.50
Selective Call Rejection	\$2.50
Speed Calling 8 Code	\$2.95
Speed Calling 30 Code	\$2.95
Three Way Calling	\$2.95

**SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST (CONTINUED)**

**7.8 Optional Calling Features, (Continued)**

**7.8.2 Features Offered on a Monthly Basis, (Continued)**

(former Frontier Communications of Iowa, LLC)

Optional Calling Feature	Business
Call Waiting	\$18.44 (I)
Call Forwarding	\$11.25
Privacy	\$4.00
Three Way Calling	\$12.81
Speed Calling (8 Code)	\$6.88
Speed Calling (30 Code)	\$8.25
Call Forward Plus - Variable	\$8.74
Call Forward Plus - Fixed	\$8.74
Multiple Simultaneous Call Forwarding	\$8.44
Caller ID Name	\$24.69 (I)
Caller ID - Number	\$13.13
Busy Redial	\$8.13
Call Return	\$8.74
Priority Call	\$8.13
Selective Call Acceptance	\$8.13
Selective Call Forwarding	\$8.74
Selective Call Rejection	\$8.13
Caller ID Per-Line Blocking	\$2.29
Selective Ringing Service	\$6.50
Message Waiting Indication	\$1.25
Remote Call Forwarding, per path	\$35.00



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**SECTION 8.0 - DIRECTORY ASSISTANCE, LISTING AND OPERATOR SERVICES**

**8.1 Directory Listings**

**8.1.1** The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. It may reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service willing to be accepted as a listing unless the subscriber is legally doing business under that name.

**8.1.2 Free Listings**

The following listings are provided at no additional charge to the Customer: one listing for each individual line service, auxiliary line or PBX system.

<b>Additional listing service charge, per month</b>	<b>Business</b>
former Qwest	\$14.00 (I)
CenturyTel Areas	\$12.50
former Windstream Iowa Communications, Inc.	\$5.00
former Windstream Montezuma, Inc.	\$0.95
Frontier Communications of Iowa, LLC	\$31.25

**8.1.3 Non-Published Service**

Non-published service means that the Customer's telephone number is not listed in the directory, not does it appear in the Company's Directory Assistance Records. There is a monthly charge for each non-published service.

<b>Non-Published service charge, per month</b>	<b>Business</b>
former Qwest	\$14.00 (I)
CenturyTel Areas	\$13.75
former Windstream Iowa Communications, Inc.	\$5.00
former Windstream Montezuma, Inc.	\$0.95
Frontier Communications of Iowa, LLC	\$10.00

**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.1 Directory Listings, (Continued)**

**8.1.4 Non-Listed Service**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records. There is a monthly charge for each non-listed service.

<b>Non-Listed service charge, per month</b>	<b>Business</b>
former Qwest	\$14.00 (I)
CenturyTel Areas	\$13.75
former Windstream Iowa Communications, Inc.	\$5.00
former Windstream Montezuma, Inc.	\$0.95
Frontier Communications of Iowa, LLC	\$9.38

**8.1.5 Alternate Listing Service**

Alternate listings refer a directory user to another telephone number during certain periods of time or when a called telephone is not answered.

<b>Alternate service charge, per month</b>	<b>Business</b>
former Qwest	\$9.00
CenturyTel Areas	\$12.50
former Windstream Iowa Communications, Inc.	\$5.00
former Windstream Montezuma, Inc.	\$0.95

**8.1.6 Foreign Listing Service**

A foreign listing is a listing in a directory of an exchange other than the one in which the primary listing is furnished.

<b>Foreign Listing service charge, per month</b>	<b>Business</b>
former Qwest	\$9.00
CenturyTel Areas	\$12.50
former Windstream Iowa Communications, Inc.	\$5.00
former Windstream Montezuma, Inc.	\$0.95
former Frontier Communications of Iowa, LLC	\$12.50

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.1.7 Cross-Reference Listing Service**

A cross-reference listing is a listing of the name by which the customer is commonly known to the public and includes a reference to the customer's other listed name. Cross-reference listings may include the customer's telephone number. These listings may be provided without charge where, in the opinion of the Company, they are essential to the convenient use of the directory or where their use will facilitate the handling of telephone calls.

<b>Cross-Reference Listing service charge, per month</b>	<b>Business</b>
former Qwest	\$9.00
CenturyTel Areas	\$12.50 (I)
former Windstream Iowa Communications, Inc.	\$5.00

**8.2 Directory Assistance**

**8.2.1 Local Directory Assistance**

Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this product guide apply when a Customer within an area code requests the telephone number(s) of customer(s) within the same area code. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this product guide.

	<b>Business</b>
former Qwest	\$6.99
CenturyTel Areas	\$6.99
former Windstream Iowa Communications, Inc.	\$2.99
former Frontier Communications of Iowa, LLC	\$5.99

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.2.2 National Directory Assistance**

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area. In locations, including Public Access Lines, where the Customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

	Business
former Qwest	\$6.99 (I)
CenturyTel Areas	\$6.99
former Windstream Iowa Communications, Inc.	\$2.99
former Frontier Communications of Iowa, LLC	\$5.99

**8.2.3 Directory Assistance Call Completion**

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call. Directory Assistance Call Completion can be blocked at the originating Customer's request.

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

	Business
CenturyTel Areas	\$0.35
former Windstream Iowa Communications, Inc.	\$1.50
former Frontier Communications of Iowa, LLC	\$1.00

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.2.4 Reserved for Future Use**

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.2.5 Reserved for Future Use**

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**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.3 Call Restriction Services**

**8.3.1 Billed Number Screening Service** prevents the billing of collect calls, third number billed calls or both to a customer’s telephone account.

The Telephone Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Telephone Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service. Billed Number Screening Service is offered subject to the availability of suitable facilities.

The following rates and charges apply to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in this product guide.

(former Windstream Iowa Communications, Inc.)

	Business	
	Monthly	Installation
Option 1 - No Collect or Third Number Billing, per line	\$1.95	\$25.06
Option 2 - No Third Number Billing, per line	\$1.95	\$25.06
Option 2 - No Collect Billing, per line	\$1.95	\$25.06

(former Frontier Communications of Iowa, LLC)

	Business	
	Monthly	Installation
No Collect or Third Number Billing, per line	\$2.25 I	\$81.00 (I)
No Third Number Billing, per line	\$2.25 I	\$81.00 (I)
No Collect Billing, per line	\$2.25 I	\$81.00 (I)

**SECTION 8.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**8.3.2 Toll Restriction**

Toll Restriction is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to a central office announcement.

Two Toll Restriction options are available:

**Option 1** - Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212).

Examples of this option are:

- 1 + NPA + XXX-XXXX
- 1 + XXX-XXXX
- 5-digit carrier access code + 1 + NPA + XXX-XXXX
- 5-digit carrier access code + 1 + XXX-XXXX

**Option 2** - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. Zero minus (0-) calls will only allow calls to official emergency agencies.

Examples of this option are:

- 1 + NPA + XXX-XXXX
- 1 + XXX-XXXX
- 5-digit carrier access code + 1 + NPA + XXX-XXXX
- 5-digit carrier access code + 1 + XXX-XXXX
- 0 + NPA + XXX-XXXX
- 0 + XXX-XXXX
- 5-digit carrier access code + 0 + NPA + XXX-XXXX
- 5-digit carrier access code + 0 + XXX-XXXX
- 0- (Official emergency agencies only)

Toll Restriction is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

The Telephone Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction. The customer agrees fully and completely to indemnify and save harmless the Telephone Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

Service Area	Business	
	Option 1	Option 2
former Qwest	\$5.50 (I)	\$5.50 (I)
former Windstream Iowa Communications, Inc.	\$4.00	\$4.00
former Frontier Communications of Iowa, LLC	\$2.25	\$2.25



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**SECTION 9.0 - ADVANCED SERVICES**

**9.1 MetPath™ ISDN PRI Service with Unlimited Local Calling**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

ISDN PRI includes the following non-optional Feature Package: Inbound Calling Line ID-Name & Number and Call by Call Selection.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

Recurring Charges

All Areas	Monthly Recurring Charge			(T)
	12 Months ICB	24 Months ICB	36 Months ICB	

**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.1 MetPath™ ISDN PRI Service with Unlimited Local Calling (Continued)**

Non-Recurring Charges

		Non-Recurring Charge			
		12 Months	24 Months	36 Months	
All Areas	First Line	ICB	ICB	ICB	(T)
	Each Add'l Line	ICB	ICB	ICB	
Expedite Service Charge <sup>1</sup>	Qwest	Per PRI			
		ICB			
Order Supplement Charge <sup>2</sup>	Qwest	First Change	Subsequent Change		
		ICB	ICB		
Order Cancellation Charge <sup>2</sup>	Qwest	Per PRI			
		ICB			

<sup>1</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>2</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.2 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

Monthly Recurring Charges

All Areas	Monthly Recurring Charge			(T)
	12 Months ICB	24 Months ICB	36 Months ICB	

**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.2 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling (Continued)**

Non-Recurring Charges

		Non-Recurring Charge			
		12 Months	24 Months	36 Months	(T)
All Areas	First Line	ICB	ICB	ICB	
	Each Add'l Line	ICB	ICB	ICB	
Expedite Service Charge <sup>3</sup>	Qwest	Per DS1			
		ICB			
Order Supplement Charge <sup>4</sup>	Qwest	First Change	Subsequent Change		
		ICB	ICB		
Order Cancellation Charge	Qwest	Per DS1			
		ICB			

<sup>3</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>4</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

This product is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

**MetPath™ ISDN PRI with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	

**MetPath™ ISDN PRI with Unlimited Local and Bundled 10,000 Long Distance MOU**

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	

**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Continued)**

MetPath™ ISDN PRI with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

All Areas	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
	ICB	ICB	ICB	

MetPath™ ISDN PRI with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

All Areas	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
	ICB	ICB	ICB	

MetPath™ ISDN PRI with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

All Areas	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
	ICB	ICB	ICB	

MetPath™ ISDN PRI with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

All Areas	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
	ICB	ICB	ICB	

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU**

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			(T)
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Continued)**

MetPath™ ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	(T)

MetPath™ ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	(T)

MetPath™ ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	(T)

MetPath™ ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge			
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	(T)



**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.5 MetPath™ ISDN BRI Service**

MetPath™ ISDN BRI (Basic Rate Interface) uses standard “twisted pair” cables and is nearly three times faster than a 56K dial up line. ISDN PRI (Primary Rate Interface) uses a 1.544 Mbps digital transport facility (T1). Both services provide the superior clarity of digital transmission, a high-speed data interface and sufficient bandwidth capacity to fulfill your current and future communication needs.

MetPath™ ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

Monthly Recurring Charges<sup>1</sup>

	Monthly Recurring Charge <sup>1</sup>
ISDN Basic Exchange Digital Line, each	\$10.00
ISDN Basic Exchange Circuit Switched Voice	
First Line	n/a
Second Line	2.00
ISDN Basic Exchange Circuit Switched Data, each	2.00
ISDN Basic Exchange Alternate Circuit Switched Voice/Data, each	2.00

Former Qwest Service Areas

ISDN BRI Single / Multi-Line Flat Rate, per line	
Zone 1	\$85.00 (I)
Zone 2	\$88.75 (I)
Zone 3	\$93.75 (I)

<sup>1</sup> Rates and charges are grandfathered and will be available to existing customers only. All new rates will be developed on an ICB only.

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**SECTION 9.0 - ADVANCED SERVICES (CONTINUED)**

**9.6 MetPath™ Digital Centrex Service**

MetPath™ Digital Centrex Service delivers superior performance, PBX-like functionality including abbreviated dialing, and is compatible with many telephone sets. Each user has a unique seven-digit direct telephone number and customized features. The service is affordable, power failure safe and provides a scalable platform for future growth and technology.

**Monthly Recurring Charges**

<u>Territory</u>	<u>Monthly Recurring Charge</u>
Qwest Service Area	\$62.50 (I)
Frontier Service Area	\$73.75 (I)

**NOTES FOR ALL:** Availability of services must be verified with the Company based on customer address and NPA-NXX. Rates do not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes. Minimum service period is 12 months. If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

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## SECTION 10 – MetPak Plus Bundled Service Plan

### 10.0 Bundled Services

#### 10.1 MetPak Plus Bundled Service Plan

MetPak Plus Bundled Service Plan is an optional business package offer that provides the following:

1. Business Network Access Line
2. Unlimited Local Usage
3. Custom Calling Features
4. Fixed monthly rates for 12, 24 or 36 month term or a Month-to-Month Option

#### Available Features

Call Management features associated with the Service Plan Plus option are available on each line in the package at no extra charge. The customer may choose any of the following features for each line in the package.

Caller ID Family	Call Waiting Family
Call Forwarding Family	Call Transfer
Custom Ringing	Dial Lock
Easy Access	Last Call Return
Message Waiting Indicator	Hunting
Three Way Calling	

#### Requirements

Customers must use MetTel as their local and regional toll carrier. These plans only apply to voice traffic for sent-paid, directly dialed calls. Calls to Internet Service Providers which is not voice traffic is not covered under the plan. The plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI, ISDN PRI, Digital PBX Trunks, Remote Call Forwarding, Foreign Exchange, Coin or Pay Telephone Service or for use with Dial-up Modems, Predictive Dialers, Call Center operations, Broadcast Fax, Data Transmissions or Toll Free Services. Additional restrictions may apply.

#### Rates

Month to Month*	12 Months	24 Months	36 Months
\$64.00 (I)	\$57.60 (I)	\$54.40 (I)	\$51.20 (I)

\*Discounts of 10%, 15% and 20% apply to 12M, 24M and 36M respectively.

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**SECTION 11.0 - MISCELLANEOUS SERVICES**

**11.1 Carrier Presubscription**

**11.1.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls, Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**11.1.2 Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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**SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)**

**11.1 Carrier Presubscription, (Continued)**

**11.1.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 11.1.5 below:

**11.1.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90-day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 11.1.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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**SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)**

**11.1 Carrier Presubscription, (Continued)**

**11.1.5 Presubscription Change Charge**

Qwest Service Area	\$5.00	(N)
Frontier Service Area	\$5.56	
CenturyTel Service Area	\$11.11	
		(N)

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(D)

**SECTION 12.0 -RESERVED FOR FUTURE USE**

**12.1 Reserved for future use**

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**SECTION 13.0 – PROMOTIONAL OFFERINGS / CONTRACT & ICB**

**13.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular product guide offering.

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**13.2 Contract Rates / Individual Case Basis (ICB) Arrangements**

In lieu of the rates otherwise set forth in this product guide, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an individual case basis (ICB). ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this product guide shall be incorporated into, and be part of, said contract, and shall be binding on Carrier and Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.