

CLEAR LAKE INDEPENDENT TELEPHONE COMPANY

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

FILED WITH
IOWA UTILITIES BOARD

MARCH 31, 2013

Filed with Board

SUBJECT INDEX

A

Acronyms 30
Adjacent Exchange Service 53
Adjustment of Charges 8
Advance Payments 11
Allowance for Failure of Service 8
Alterations 12
Amount of Deposits 13
Application 8
 For Service 11
 General 8
 Of Business and Residence Rates 15
Availability of Facilities 8

B

Base Rate Area 32
Billed Number Screening Service 67
Blocking Service - 900/976 66
Bundled Service
 Clear Pack 7 34
 Clear Pack 8 36
 Clear Pack 9 38
Business Rates Apply 15

C

Central Office Access Line
 Pay Telephone Service 32
 Rate 32
Concession 43
Connection Charges 79
Connection with Customer Premise Equipment
 Unauthorized Attachments or Connections 10
Connection with Customer Premise Equipment (CPE) 10, 17
 Connection due to Hazardous Conditions 17
 Customer Premise Equipment 9, 10
 Service Check Charge 82
 Unauthorized Attachments or Connections 17
Connections, Unauthorized 17

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

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Name Title Address

Filed with Board

SUBJECT INDEX

Construction

- Alteration..... 12
- Availability of Facilities..... 8
- Charges..... 15
- Construction and Installation..... 15
- General..... 15
- Right-of-way..... 17
- Special Types of..... 16
- Unusual Installation Costs..... 12
- Contract, Minimum Periods..... 16
- Custom Calling Services..... 57
- Customer Compliants..... 22

D

- Defacement of Property..... 9
- Definitions..... 23
- Deposits
 - Amount of..... 13
 - Application of Service..... 11
 - Criteria for Procurement of Deposits..... 14
 - Deposits and Collection Practices..... 13
 - Discontinuance of Service for Failure to Establish Credit..... 14
 - Interest to be Paid on Deposits..... 14
 - Refunds..... 14
 - Service Charge for Reconnection..... 14
- Directories
 - Distribution and Publication..... 12
 - Errors and Omissions..... 9
 - Listings, Customer Rates..... 41
 - Listings, Property of..... 12
 - Ownership and Use..... 12
- Disconnection or Refusal of Service..... 17
 - At Customer's Request..... 19
 - By Company, Disconnection of Service..... 17
 - By Company, With or Without Notice..... 17, 18
 - Discontinuance due to Faulty CPE..... 17
 - Discontinuance due to Hazardous Conditions..... 17
 - Discontinuance for Failure to Establish Credit..... 17
 - Discontinuance for Non-payment of Bill..... 17
 - Disputes..... 18
 - Emergency Medical Conditions..... 19
- Dispute of Bill..... 18

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

SUBJECT INDEX

E

E911 68

Emergency Medical Conditions 19

Employees' Telephone Service..... 43

Establishment and Furnishing of Service..... 11

Establishment and Maintenance of Credit 13

Establishment of Credit 13

Exchange Area Service 32

Explanation of Symbols 1

Extended Area Service

 Local Service to Other Exchanges 32

Extension of Facilities (Line Extensions) 46

F

Failure of Service, Allowance for 8

Foreign Exchange Service..... 44

G

General Exchange Services 41

I

Information Service Access Blocking..... 66

Installation Charges (Construction)..... 15

Interest to be Paid on Deposits..... 14

Interexchange Pay Access Line..... 32

L

Late Payment Charge 20

Lifeline Assistance 83

Line Extensions..... 46

 Availability of Facilities..... 8

 Beyond Existing Facilities..... 46

Local Exchange Service 32

M

Maintenance and Repair

 Of Company Services..... 12

Mileage

 Adjacent Exchange Service..... 55

Mileage Rates 49

 Foreign Exchange Service..... 44

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

RULES AND REGULATIONS

A. APPLICATION

1. General

- a. The Rules and Regulations specified herein apply to the local exchange services and facilities furnished by the Clear Lake Independent Telephone Company hereinafter referred to as the Company. If the customers fail to observe these Rules and Regulations, the Company has the option to discontinue service after due notice of such failure.
- b. In the event of a conflict between these General Rules and Regulations and any conditions contained in the Local Exchange Tariffs, the rates and conditions contained in the specific tariff section shall prevail.
- c. This Tariff cancels and supersedes all other Tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this tariff.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

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

2. Allowance for Failure of Service

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

3. Adjustment of Charges

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

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

C. USE OF SERVICE AND FACILITIES

- 1. Use of Customer Service
 - a. Customer telephone service is furnished on retail basis for residential or business use only and not for resale except as otherwise provided in Part II, Section O. Service accounts are assigned to customers only, and the customer(s) in whose name the account is established will be treated as the account owner(s) for all purposes. Account owners shall be responsible for any and all use of the subscribed service.
- 2. Attachment or Connection of Customer Premise Equipment
 - a. Customer premise equipment may be used with the facilities furnished by the Company, for telecommunication service, provided that such equipment will be connected, maintained and operated in a manner compatible with Company's facilities and networks.
 - b. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer premise equipment.
 - c. To protect the network and services furnished to the public by the Company, the customer premise equipment must comply with all applicable minimum network protection criteria.
 - d. If customer premise equipment is used which is causing or is likely to cause interference or hazard to the network, the Company will take such action as it deems necessary for the protection of the telecommunications network.
 - e. After notification by the Company of such interference or hazard, the customer shall discontinue such use and disconnect such equipment. Failure of the customer to conform to this requirement may result in suspension of service.
 - f. The customer will be responsible to pay a service check charge as specified in Part VI, Service Check Charges for visits to their premises when the service difficulty is caused by the customer premise equipment.

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Continued)

3. Use of Customer Service

- a. Customer telephone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.
- b. Customers who subscribe to pay telephone service may resell such local exchange service to users of their customer-provided coin or non-coin pay telephone equipment. The Company is not responsible for the confidentiality of service between customers and their users.
- c. Customers may subscribe to resale or shared services under terms and conditions located in Part IV of this tariff.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

- a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to one month's exchange rate. If a deposit is required by the Company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Rules and Regulations and the local Exchange Tariff for the exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.
- b. Minimum contract periods and termination of service are covered elsewhere in Part II of this tariff.

2. Telephone Numbers

- a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business or subject to any porting requirements. Except for non-payment of yellow page advertising, when customers are assigned a new number within the exchange, the former working number intercept shall provide the new number to a calling party for not less than 60 days or until the issuance of a new directory.

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

- 3. Alterations
 - a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by the customer necessitate changes in the Company's facilities. The customer agrees to pay the Company's charges for such changes.
- 4. Payment for Service
 - a. The customer is required to pay all rates and charges for local, exchange services and facilities.
- 5. Maintenance and Repairs
 - a. All expense of maintenance and repair of regulated services or facilities provided by the Company will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's facilities not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided elsewhere in this tariff.
- 6. Unusual Installation Costs
 - a. Where special requirements of the customer involve unusual construction or installation, the customer may be required to pay additional costs as provided elsewhere in this tariff.

E. TELEPHONE DIRECTORIES

- 1. Distribution and Publication
 - a. The Company will normally publish and distribute a directory annually containing the serving exchange listings for each Central Office Access Line without charge. Additional directories may be furnished at the discretion of the Company. Directories containing listings for other areas may be provided at a nominal charge. Directories are furnished to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories.
- 2. Directory Listings
 - a. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

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

2. Amount of Deposits

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

3. Deposits and Collection Practices

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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Name Title Address

Filed with Board

RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

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

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

- 6. Service Charge for Reconnection
 - a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges as defined in Part VI of this tariff shall apply.

- 7. Deposit Refunds
 - a. The deposit shall be refunded or credited to the customer after not more than 12 consecutive months of prompt payment or 11 timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.

- 8. Criteria for Procurement of Deposits
 - a. False credit information
 - b. Unsatisfactory credit history

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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Filed with Board

RULES AND REGULATIONS

H. CONSTRUCTION AND INSTALLATION CHARGES (Continued)

1. General (Continued)

- c. Title to all construction, as specified in H.2. below, provided wholly or partly as a customer's expense is vested in the Company.
- d. "Cost" is labor and materials included loaded overheads and may include a contribution to cover the cost of doing business not explicitly associated with direct cost.

2. Special Type of Construction

- a. If a special type of construction is desired by a customer, (e.g., when underground service is desired in places where aerial construction would normally be used) or if unusual requirements of a customer make the cost of an installation higher than it would be if the usual type of construction were used, the customer is required to pay the difference in cost between the special type of construction and the average cost of the usual type of construction.

I. MINIMUM CONTRACT PERIODS

1. Minimum Contract Period

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

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Filed with Board

RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

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

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

3. Disputes

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

4. Emergency Medical Conditions

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

5. At Customer's Request

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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RULES AND REGULATIONS

K. PAYMENT FOR SERVICE AND FACILITIES

1. General
 - a. Generally all customers shall pay for services and facilities monthly in advance. Municipal, State or Governmental Agencies may be exceptions to this rule.
 - b. Billing to customers shall be scheduled monthly.
 - c. All bills for local services are due not less than 20 days after the bill is rendered.
 - d. When a customer is connected or disconnected, or for other cause the service received deviates by more than twenty-four consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.
 - e. Failure to receive a bill does not relieve the customer of the responsibility for payment.
2. Disconnection of Service by the Company
 - a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local services upon written notice, allowing the customer five days to make payment or settlement.
3. Service Charge for Reconnection
 - a. Where service has been discontinued for non-payment of a due bill applicable service charges as defined in Part VI of this tariff shall apply.
 - b. Where service has been discontinued for the non-payment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
 - c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in this tariff.
4. Late Payment Charge
 - a. All bills for which full payment has not been received paid before the last date for timely payment shall be subject to a late payment charge.
 - b. Each account shall be granted not less than one complete forgiveness of late payment charges each calendar year for regulated services. The customer will be notified that this forgiveness has been used by first class mail, telephone or electronic means.
 - c. Late payment charges shall be N/A % of the unpaid balance.

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Filed with Board

RULES AND REGULATIONS

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

- a. When a municipality or political subdivision imposes upon the Company any license, occupation, franchise, permit, inspection or other similar tax, such tax, fee or charge may be billed to the telephone customers receiving service within the municipal or political subdivision, allocated uniformly on the basis of each such customer’s monthly charges for the types of service made subject to such tax, fee or charge.

M. NETWORK CONNECTIONS

1. General

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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Name Title Address

Filed with Board

RULES AND REGULATIONS

N. CUSTOMER COMPLAINTS

1. General

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

O. RESALE OR SHARED SERVICE

1. General

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

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	Name	Title	Address

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DEFINITIONS

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

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

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

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

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

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

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

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

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

CALLS - Telephone messages attempted by customers or users.

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

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

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

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

CHARGES - Nonrecurring amounts billed to customers for regulated services.

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

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

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

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

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

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

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

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

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

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
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CUSTOMER - The individual, carrier, reseller, partnership, association, corporation or government agency which contracts for telephone service, or relays messages to or from points outside the extended area, and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

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

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

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

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

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

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

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

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

DUE NOTICES - See "Disconnect Notice."

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

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

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

EXCHANGE AREA - The territory served by an exchange.

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

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

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

EXTRA LISTING - See "Additional Listing."

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

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

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

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

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

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

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

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

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

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

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

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

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

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

MESSAGE - A completed customer or user call.

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

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

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission
FX Foreign Exchange

I

IUB Iowa Utilities Board

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Clear Lake Independent
Telephone Company

SERVICES CATALOG
_____ Revised
Cancels _____

PART III
Sheet No. 31
Sheet No. _____

Filed with Board

TRADE NAMES

There are no Trade Names used in this Tariff.

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAME: Clear Lake Independent Telephone Company

Includes Extended Area Service To: Ventura Telephone Company, Inc.

All applicable rates below apply.

	Monthly Rate
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$16.00
Key System Line	\$16.00
PBX Trunk Line	\$21.50
RESIDENCE SERVICE	
Individual Line.....	\$16.00
b. OUTSIDE THE BASE RATE AREA	
BUSINESS SERVICE	
Rural Individual Line.....	\$16.00
Key System Line	\$16.00
PBX Trunk Line	\$21.50
RESIDENCE SERVICE	
Rural Individual Line.....	\$16.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE.....	\$16.00
1. If a special line card is required.....	\$16.00

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

ISSUED: November 1, 2014 EFFECTIVE: December 1, 2014
 Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
 Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

CLEAR PACK 7 BUNDLED SERVICE

A. GENERAL

Clear Pack 7 Bundled Service is local residential or business exchange service which includes the Company's basic high speed internet service and a limited voice service the provides a one-party access line with limitations. It allows outgoing 911 and calls to the Company's customer service. There are unlimited incoming calls. The Company will block international and toll free outgoing calls, and all per use custom calling features. Fifty minutes of outbound calls within the local exchange are provided. Toll limitation is available. The limited voice service will be configured with no long distance but may be added as an option. The number will not be included in the directory or provided by directory information. The bundled rate also includes the Interstate Access Charge, ARC charge, e911 charge and other regulatory fees.

Usage charges will apply for outgoing calls as shown in paragraph B below.

B. RATES

EXCHANGE RANGE: Clear Lake

Bundled Rates are maintained in the Clear Lake office.

All applicable rates below apply.

- 1. USAGE INSIDE EXCHANGE RANGE
a. The timing of messages is calculated in sixty second increments for calling inside the EXCHANGE RANGE
b. The following usage rates apply:
1. First 50 minutes per month \$0.00
2. Additional minutes, rate per minute \$0.10
2. USAGE OUTSIDE EXCHANGE RANGE
a. The timing of messages is calculated in sixty second increments for calling outside the EXCHANGE RANGE
b. The following usage rates apply:
1. Rate per minute \$2.00

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

ISSUED: February 29, 2012 EFFECTIVE: March 31, 2012
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

CLEAR PACK 7 BUNDLED SERVICE (Continued)

C. TERMS AND CONDITIONS

1. Usage billing will be provided by call detail.
2. Clear Pack 7 Bundle voice usage charges do not apply to calls placed to the Company Business Office, Company Repair Service, 911 or "0" for emergency agencies, such as police, fire, rescue or ambulance.
3. It does not include access to optional features, calling features, 900 numbers, Extended Area Service, or optional calling plans.

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

CLEAR PACK 8 BUNDLED SERVICE

A. GENERAL

Clear Pack 8 Bundled Service is local residential or business exchange service which includes the Company's basic digital television service and a limited voice service the provides a one-party access line with limitations. It allows outgoing 911 and calls to the Company's customer service. There are unlimited incoming calls. The Company will block international and toll free outgoing calls, and all per use custom calling features. Fifty minutes of outbound calls within the local exchange are provided. Toll limitation is available. The limited voice service will be configured with no long distance but may be added as an option. The number will not be included in the directory or provided by directory information. The bundled rate also includes the Interstate Access Charge, ARC charge, e911 charge and other regulatory fees.

Usage charges will apply for outgoing calls as shown in paragraph B below.

B. RATES

EXCHANGE RANGE: Clear Lake

Bundled Rates are maintained in the Clear Lake office.

All applicable rates below apply.

- 1. USAGE INSIDE EXCHANGE RANGE
 - a. The timing of messages is calculated in sixty second increments for calling inside the EXCHANGE RANGE
 - b. The following usage rates apply:
 - 1. First 50 minutes per month \$0.00
 - 2. Additional minutes, rate per minute \$0.10

- 2. USAGE OUTSIDE EXCHANGE RANGE
 - a. The timing of messages is calculated in sixty second increments for calling outside the EXCHANGE RANGE
 - b. The following usage rates apply:
 - 1. Rate per minute \$2.00

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

CLEAR PACK 8 BUNDLED SERVICE (Continued)

C. TERMS AND CONDITIONS

1. Usage billing will be provided by call detail.
2. Clear Pack 8 Bundle voice usage charges do not apply to calls placed to the Company Business Office, Company Repair Service, 911 or "0" for emergency agencies, such as police, fire, rescue or ambulance.
3. It does not include access to optional features, calling features, 900 numbers, Extended Area Service, or optional calling plans.

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

CLEAR PACK 9 BUNDLED SERVICE

A. GENERAL

Clear Pack 9 Bundled Service is local residential or business exchange service which includes the Company's basic high speed internet service and basic digital television service and a limited voice service the provides a one-party access line with limitations. It allows outgoing 911 and calls to the Company's customer service. There are unlimited incoming calls. The Company will block international and toll free outgoing calls, and all per use custom calling features. Fifty minutes of outbound calls within the local exchange are provided. Toll limitation is available. The limited voice service will be configured with no long distance but may be added as an option. The number will not be included in the directory or provided by directory information. The bundled rate also includes the Interstate Access Charge, ARC charge, e911 charge and other regulatory fees.

Usage charges will apply for outgoing calls as shown in paragraph B below.

B. RATES

EXCHANGE RANGE: Clear Lake

Bundled Rates are maintained in the Clear Lake office.

All applicable rates below apply.

1. USAGE INSIDE EXCHANGE RANGE

- a. The timing of messages is calculated in sixty second increments for calling inside the EXCHANGE RANGE
- b. The following usage rates apply:
 - 1. First 50 minutes per month \$0.00
 - 2. Additional minutes, rate per minute \$0.10

2. USAGE OUTSIDE EXCHANGE RANGE

- a. The timing of messages is calculated in sixty second increments for calling outside the EXCHANGE RANGE
- b. The following usage rates apply:
 - 1. Rate per minute \$2.00

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

CLEAR PACK 9 BUNDLED SERVICE (Continued)

C. TERMS AND CONDITIONS

1. Usage billing will be provided by call detail.
2. Clear Pack 9 Bundle voice usage charges do not apply to calls placed to the Company Business Office, Company Repair Service, 911 or "0" for emergency agencies, such as police, fire, rescue or ambulance.
3. It does not include access to optional features, calling features, 900 numbers, Extended Area Service, or optional calling plans.

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

LOCAL EXCHANGE SERVICE

RESALE AND SHARED SERVICES

A. GENERAL

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

B. CONDITIONS

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

EMPLOYEES' TELEPHONE SERVICE

A. GENERAL

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

B. RATES

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

C. CONDITIONS

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

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

1. Foreign Exchange Service (FX) is a local service that provides dial tone to and from a telephone exchange other than the subscribers local exchange. In essence, the telephone subscriber is provided dial tone from another exchange whereby calls are transmitted over a special circuit between the two exchanges.
2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. DEFINITIONS

1. Local Exchange - the exchange in which the customer premise equipment is located and in which service is provided.
2. Serving Exchange - the exchange in which the serving central office is located.
3. Contiguous Exchange - adjoining exchanges which share a common boundary.
4. Noncontiguous Exchanges - exchanges which do not share a common boundary.

C. RATES

1. Serving Exchange (Dial Tone Provider) rates would be as follows:
 - a. Business or Residence rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;
 - b. Plus, a FX service rate of \$4.00 per month.
2. Local Exchange (Non Dial Tone Provider) rates would be as follows:
 - a. Business or Residence "Central Office Access Line" rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;
 - b. Plus, a FX service rate of * per month.

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

D. CONDITIONS

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

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

MILEAGE RATES

A. GENERAL

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

B. RATES

- 1. For extension stations on different premises located outside the building in which the main station or PBX switchboard is located the following mileage charges apply. These charges cover the additional facilities required and are in addition to the rate specified for the extension or PBX Station. Measurements are on air line basis.

Table with 2 columns: Description (a. Under 150', b. 150 to 300', c. 300 to 500', d. 500 to 1,000', e. Over 1,000') and Monthly Rate (\$0.25, \$0.50, \$0.75, \$1.00, #Maximum Charge).

Maximum charge is the one party residential rate.

- 2. Private Lines (Local) The Telephone Company will furnish and maintain private lines for voice communication, alarm circuits and radio circuits. Distances are to be determined by circuit measurement.
a. For the initial one-fourth mile of circuit or fraction thereof... \$3.00
b. For each additional one-fourth mile of circuit or fraction thereof... \$1.00
c. Any circuit over 3 miles will be computed at the rate of \$1.00 per mile.

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

ISSUED: February 28, 2013 Date EFFECTIVE: March 31, 2013 Date

BY: Thomas A. Lovell Name General Manager Title Clear Lake, Iowa 50428 Address

Clear Lake Independent
Telephone Company

SERVICES CATALOG
_____ Revised
Cancels _____

PART V
Sheet No. 50
Sheet No. _____

Filed with Board

GENERAL EXCHANGE SERVICES

MILEAGE RATES (Continued)

C. CONDITIONS

1. Mileage measurement is the air line distance between the terminals.
2. Outside the Base Rate Area, rural mileage will be based upon the distance between the location of the service and the nearest point on Base Rate Area boundary.
3. When facilities must be constructed to provide service to an applicant beyond the Base Rate Area, charges shall be determined as set forth under Line Extensions.

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

SAVE TELEPHONE NUMBER

A. GENERAL

Temporary Suspension of Service while reserving their telephone number is available at a reduced rate for all customers.

B. RATES

1. The monthly rate will be \$1.00 for the basic and associated additional services suspended.
2. Service reconnection charges described in Section VI will apply for the subsequent restoration of service.

C. CONDITIONS

1. The rates may be billed in total prior to the establishment of save telephone number service, or monthly, at the option of the Company.
2. The minimum period for which this service may be provided is 30 days for all services; the maximum is nine months per calendar year.
3. Phone calls will continue to be terminated to the access line but no calls can be originated from the access line while service is suspended.
4. The telephone number will be reserved and the directory listing will be maintained as described in Section II.

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

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

B. DEFINITIONS

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

9. Caller ID (Number Only) - This is a CLASS service that allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customers, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

10. Caller ID (Number & Name) - This is a CLASS service that allows (where technically feasible) for the automatic delivery of a calling party's name and number to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number and name are displayed on customer provided equipment.

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

11. Caller ID Blocking - Per Call - This is a CLASS service that enables a customer to control the disclosure of their telephone number or name and telephone number to a customer of Calling Number Delivery and/or Calling Number with Calling Name Delivery (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A Customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the telephone number or name and telephone number. "Private status" prevents delivery of the telephone number or name and telephone number.

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

24. Custom Ring - This is a CLASS feature that allows a customer to have a second number on the same line. Calls to the second number are indicated by a distinctive ring.
25. Long Distance Sentry - This is a CLASS feature that allows a customer to require that a customer's selected personal identification number (PIN) be used to complete any call other than a local call. The customer will be charged the standard service order charge for any PIN change.
26. Anonymous Call Rejection – This is a CLASS service that prevents any calls marked private from being delivered. The caller is informed that the party he/she is trying to reach does not accept blocked callers and they must remove the block in order for the call to go through. This is included at no cost with Caller ID.
27. Call Transfer – This is a CLASS service that allows the customer to transfer a call in process to any other dialable phone number.
28. Long Distance Alert – This is a CLASS service that allows a customer to have a distinctive ringing pattern provided when a long distance call terminates to an idle line. This feature can also be combined with the Call Waiting CLASS feature to provide a distinctive call waiting tone when a long distance call terminates to a line in use.
29. Caller ID with Call Waiting – This is a CLASS service that by means of a tone signal alerts a customer who is using his phone that another caller is trying to reach that station. The calling parties number and name will be displayed on customer provided equipment following the call waiting tone. The customer must also subscribe to a caller ID feature.
30. Six-Way Calling – Enables the customer to set-up a call with up to five different parties without operator assistance, thereby establishing a six-way conversation. The transmission may vary depending on the distance and routing necessary. Therefore, transmission may not meet normal standards.

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

PERSONAL SAFETY EXCEPTION FORM

Customer Certification

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

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

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

CUSTOMER REQUESTING FREE PER LINE BLOCKING:

PRINT NAME: _____

SIGNATURE: _____

TELEPHONE NUMBER WHERE PER LINE BLOCKING WILL BE ASSIGNED:

CUSTOMER RESPONSIBLE FOR TELEPHONE ACCOUNT:

PRINT NAME: _____

ADDRESS: _____

SIGNATURE _____

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

ISSUED: February 28, 2013 EFFECTIVE: March 31, 2013
Date Date

BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
Name Title Address

Filed with Board

GENERAL EXCHANGE SERVICES

INFORMATION SERVICE ACCESS BLOCKING

A. GENERAL

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

B. CHARGES

1. Applicable rates apply*.

C. CONDITIONS

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

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

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GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

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

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

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GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

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

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SERVICE CHARGES

C. CONDITIONS (Continued)

4. Service Charges apply for:
 - a. Establishing service.
 - b. Reconnections of service for non-payment when a service order had been issued for due bill.
 - c. Move of service from one premise to another.
 - d. Number change made at the request of the customer.
 - e. Rearrangement or relocation of facilities at customers request.

5. Service Charges do not apply:
 - a. When any change is made and initiated by the Company.
 - b. For customer name change with no lapse in billing or change in service.
 - c. When central office access line service is reestablished at a secondary location immediately following the rendering of the customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, the same telephone number may be used.

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SERVICE CHARGES

SERVICE CHECK CHARGES

A. GENERAL

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

B. CONDITIONS

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

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BY: Thomas A. Lovell General Manager Clear Lake, Iowa 50428
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ACCESS SERVICES CONCURRENCE

- A. CONCURRENCE IN RATES AND CHARGES OF NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 3, 4, AND 5 AS FILED BY THE IOWA COMMUNICATIONS ALLIANCE ACCESS SERVICE TARIFF NO. 1 (T)
1. Clear Lake Independent Telephone Company concurs in the Effective Access Tariffs as filed by the Iowa Communications Alliance in the State of Iowa. (T)

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