

CLEAR LAKE INDEPENDENT TELEPHONE COMPANY

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

MARCH 31, 2013



TABLE OF CONTENTS

PART I Title Sheet, Table of Contents, and Subject Index  
PART II General Rules and Regulations  
PART III Definitions  
PART IV Local Exchange Services  
PART V General Exchange Services  
PART VI Service Charges  
PART VII Access Services - Concurrence in ITA Access Service Tariff #1

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

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

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

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



SUBJECT INDEX

N

N11 Service Offerings..... 73  
  211 Service..... 73  
  311 Service..... 73  
  511 Service..... 73  
  711 Service..... 73  
  811 Service..... 73

Network  
  Connections With.....21

Notices  
  By Company, With or Without..... 17  
  Failure to Establish or Maintain Credit..... 14  
  Non-payment of Due Bill..... 17, 20

O

Obligation and Liability of Telephone Company ..... 8

P

Pay Telephone Service  
  Local Service Rates.....32

Payment for Service and Facilities.....20  
  Connection of Service by Company ..... 20  
  Customer Requirements..... 12  
  Disconnection, With or Without Notice ..... 20  
  General ..... 20  
  Late Payment Charge..... 20  
  Payment for Service and Facilities ..... 12  
  Service Charge for Reconnection..... 20  
  Service Charges for Reconnection ..... 81

Private Property  
  From Last Facility (Line Extension) ..... 47  
  Right-of-Way..... 47

R

Resale Service..... 22  
  Residence Rates Apply..... 15  
  Returned Check Charge ..... 80  
  Right-of-Way ..... 47

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

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

SUBJECT INDEX

S

Save Telephone Number .....	52
Seasonal Service .....	33
Service Charges .....	79
Central Office Access Line Charge.....	80
Reconnection for Non-Payment of Bill.....	14
Reconnection for Non-Payment of Due Bill .....	20, 80
Returned Check Charge .....	80
Service Ordering Charge .....	79
Trip Charge.....	80
Service Check.....	82
Service Ordering Charge .....	79
Shared Service .....	22, 40

T

Table of Contents.....	2
Tampering with Equipment .....	17
Taxes or Fees to be Billed to Customers .....	21
Telephone Directories .....	12
Telephone Directory Listings .....	41
Telephone Numbers .....	11
Termination of Service .....	14
Toll Blocking Service.....	51
Trade Names .....	31
Transmitting Messages .....	9
Trip Charge .....	80

U

Unusual Installation Costs.....	12
Use of Connecting Company Lines .....	9
Use of Customer Service .....	10
Use of Service and Facilities.....	10

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

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





RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

4. Directory Errors and Omissions
  - a. Claims for damages due to errors or omissions in directory listings will be limited to prorated charges for the customer service that is affected.
  - b. In the case of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing for the directory period in which the error or omission occurs.
5. Transmitting Messages
  - a. The Company does not transmit messages, but offers the use of its facilities, where available, for communications between parties, subject to the rules, regulations and conditions specified in this Tariff.
6. Use of Connecting Company Lines
  - a. Facilities of other companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the facilities of other companies, the Company does not assume any liability for any action of the connecting company.
7. Defacement of Property
  - a. The Company shall exercise care in all work done on a customer's property. No liability shall attach to the Company by reason of any defacement or damage to the customers' property resulting from the existence of the Company's instruments, apparatus and associated wiring on such property, or by the installation or removal thereof, unless such defacement or damage is the result of the negligence of the Company, or its employees.
8. Customer Premise Equipment
  - a. The Company shall not be responsible for any loss or damage, nor for failure or impairment of service in connection with customer-provided facilities unless caused solely by the negligence of the Company. The Company's liability is limited to that provided in the General Rules and Regulations of this tariff.
  - b. The telecommunications network is not represented as being adapted to the use of all customer premise equipment and the Company shall not be responsible for: (a) the through transmission of signals generated by the customer premise equipment or for the quality of or defects in, such transmission; (b) the reception of signals by the customer premise equipment or communications equipment.

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

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







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  
Date Date

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



RULES AND REGULATIONS

G. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:
  - a. In offices, stores, factories, mines, and all other places of a strictly business nature.
  - b. In boarding houses, except as noted under G.2. below, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries and other similar institutions.
  - c. At residence locations when the customer has no regular business access line service and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature. This may be indicated by advertising either by business cards, newspapers, handbooks, billboards, circulars, motion picture screens, or other advertising media, such as on vehicles, etc. When such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
  - d. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under G.2. below.
  
2. Residence rates apply at the following locations:
  - a. In a private residence where business listings are not provided.
  - b. In private apartments of hotels, rooming house, or boarding houses where service is confined to the customer's use.
  - c. In college fraternity or sorority houses where individual access line service is provided.

H. CONSTRUCTION AND INSTALLATION CHARGES

1. General
  - a. Lines will be extended in accordance with provisions specified in the Line Extension Section.
  - b. Special charges in the form of installation charges, monthly rates or both, are applied in addition to the usual service charge and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense as for example:
    - 1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area.
    - 2) Conditions that require unusual methods of plant construction, installation or maintenance.
    - 3) The customer's location requires the use of costly private right-of-way.
    - 4) The establishment of services which may be of a speculative or temporary nature.

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

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



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).

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

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



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](mailto:customer@iub.iowa.gov).

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.

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

### 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  
Date Date

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

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](mailto: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](mailto:customer@iub.iowa.gov).

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

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.

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

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



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  
Date Date

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

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

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

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

NONRECURRING CHARGE - A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

NOTICE - See "Disconnect Notice."

OUTSIDE PLANT - The telephone facilities installed on, along, or under streets, alleys, highways, and private rights of way between customer locations, central offices or the central office and customer location.

PAY TELEPHONE SERVICE - A central office access line providing connections for pay telephone equipment.

PAY CENTRAL OFFICE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point to provide both local and toll service.

PREMISES - The space occupied by an individual customer in a building, in adjoining buildings, or on contiguous property including property separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

PRIVATE BRANCH EXCHANGE TRUNKS - See "Central Office Access Line."

PRIVATE LINE – A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PROTECTOR - A utility owned electrical device located in the central office, at a customer's premises or anywhere along any telephone facilities which is designed to protect both the telephone company's and the customer's property and facilities from over-voltage and over-current by shunting such excessive voltages and currents to ground.

RATES - Recurring amounts billed to customers for regulated communications services.

RESALE SERVICE - Central Office Access Line service obtained by a customer from the Company and resold to occupants of a building or complex of buildings.

RESIDENCE SERVICE - Telecommunication service furnished to customers when its use is for domestic purposes.

RURAL SERVICE - Telecommunication service in an exchange area outside of a base rate area or generally outside a special rate area.

SERVICE CHARGE - The charge a customer is required to pay at the time of the establishment of telephone service or subsequent changes to that service.

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

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



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









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

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

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





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



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



GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

- 2. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.
- 3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
- 4. A foreign or nonsubscriber listing is furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C.1. above shall apply.
- 5. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - a. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.
  - b. No charge will apply for private service for customers having other listed service.
- 6. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.
- 7. The contract period for directory listings is:
  - a. For those services that appear in the directory, the directory period; unless the listing is no longer applicable because of disconnection; removal, etc., of the services with which it is associated. The directory period starts on the day the directory is distributed and concludes the day that the succeeding directory is distributed.
  - b. For those services that do not appear in the directory; 30 days.
- 8. Non-listed service is the omission of a customer's listing from the telephone directory, but is available through directory assistance records.
- 9. Names, addresses and telephone numbers of interexchange pay access lines are not listed in the directory.

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

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





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

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS

A. GENERAL

Line extensions may be provided as set forth in this tariff for any class and grade of Local Service to customers or applicants beyond the existing facilities of the Company, within the same exchange. The charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. CHARGES

	<u>Nonrecurring Charges</u>
1. Extension of facilities	
a. Within the Base Rate/or Special Rate Areas of the Company	None
b. Outside of the Base Rate and/or Special Rate Areas of the Company within the exchange boundaries	
1) Extension of facilities when costs are less than the average amount of Outside Plant investment of the Company. (See formula below.)	None
2) Extension of facilities when costs are greater than the average amount of Outside Plant investment of this Company.	Computed by Formula
2. Formula for Computing Charges:	
a. Outside Plant, net value in last Company financial report. Elements to include:	
1) Plant Under Construction	
2) Pole Lines	
3) Aerial Cable	
4) Underground Cable	
5) Buried Cable	
6) Aerial Wire	
7) Underground Conduit	
b. Number of Central Office Access Lines, at same date as a.	
c. Divided a. by b. equals d.	
d. Average Outside Plant, per Central Office Access Line	
e. Determine total cost of Outside Plant extension	
f. Subtract d. from e. (if possible) equals g.	
g. Remainder is the dollar amount of the line extension due from the customer.	

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

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

GENERAL EXCHANGE SERVICES

C. CONDITIONS

1. Route and type of facilities
  - a. The Company shall determine the route and type of construction which will be used in the extension of its facilities within an exchange. All such line extensions shall be owned and maintained by the Company.
  - b. The Company will be responsible for the route of the proposed line extension facilities upon which costs will be developed. Such routes will include the last pole or cable distribution box on public or private property but will exclude the drop wire (maximum of 300') for the building in which the telephone service is to be located.
  - c. Any difference in costs between the type of construction proposed by the Company for use on a line extension and the type of construction requested by the customer will be charged at actual cost for the difference. (See Part II, Special Type of Construction.)
  - d. When two (2) or more applicants mutually agree they may be considered as a "group." Line extension charges will be established in order to determine the amount of construction which needs to be provided. Line extension charges computed for the total extension, less allowable costs, may be proportionately divided among the applicant making up the "group."
  
2. Obligation of the Company
  - a. The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain, and maintain suitable rights-of-way without unreasonable expense.
  - b. The Company will survey all prospective customers who could receive service from each proposed line extension project prior to its construction.
  
3. Payment of charges applicable to line extensions shall be paid in advance.
  
4. Applicants requesting service which can be provided from a previously established line extension project:
  - a. Within 12 months from the time service was initially provided by means of such line extensions, initial charges will be recomputed by the Company and the applicant will pay a proportionate share of such charges as if they were one of the initial applicants and appropriate refunds will be made to the original customer(s).
  - b. After 12 months from the time service was initially provided, such applicant(s) will be responsible for the charges and conditions applicable to the establishment of line extension facilities required to serve them alone.
  
5. Except as provided elsewhere in this tariff, refunds of line extension charges will not be paid by the Company.

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

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







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



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

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







GENERAL EXCHANGE SERVICES

E. CONDITIONS (Continued)

5. Disconnection of Service
  - a. When service provided under this tariff is disconnected, because the customer has no further need of such, or for non-payment of either primary or adjacent exchange service, no refunds of amounts paid previously by the customer for the extension of this service will be made by the Company.
6. Reuse of Facilities
  - a. When disconnected facilities are reused by a subsequent adjacent exchange service customer requiring the same grade of service, no additional Construction Charges will be applied to such reconnected facilities, providing no additional construction of telephone plant is required.
7. Failure of the customer to comply with the tariff provisions related to adjacent exchange service shall make the customer subject to discontinuance of service after appropriate notice.
8. Adjacent exchange service shall be restricted to only residential service, unless a waiver is permitted by the Utilities Board for a particular customer for good cause shown.

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

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







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

GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

- 12. Caller ID Blocking - Per Line - This is a CLASS service that provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status can be deactivated by the customer on a per call basis. Federal, State, and Local Law Enforcement Agencies, nonprofit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

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

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

- 13. Automatic Callback - This is a CLASS service that enables a customer to have call set-up performed automatically to the calling party of the last incoming call. This applies whether the incoming call was answered or unanswered. If the directory number of the last incoming call is not marked "private", a customer hears a voice announcement of the directory number, and is given the opportunity to re-call that number. If the directory number of the last incoming call is marked "private", it will not be voiced back.
- 14. Call Trace - This is a CLASS service that allows a customer to initiate a trace on the last incoming call by dialing an activation code. The call is traced automatically, and the originating directory number and the time the call was made are forwarded to a designated printer.
- 15. Selective Call Acceptance - This is a CLASS service that allows a customer to define a list of calling directory numbers that will be accepted. Calling parties not on the acceptance list receive an announcement stating that the call is not presently being accepted by the called party. (Customers do not receive notification that calls were rejected.)

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

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

GENERAL EXCHANGE SERVICES

C. DEFINITIONS (Continued)

16. Selective Call Rejection - This is a CLASS service that enables a customer to reject call attempts from up to 10 (ten) numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.
17. Selective Call Forwarding - This is a CLASS service that allows a customer to specify a special list of a maximum of 10 (ten) telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.
18. Selective Distinctive Ringing - This is a CLASS service which allows a customer to define a list of up to 10 calling numbers that will provide a special incoming ring. Any incoming calls from numbers on this list will be indicated by a distinctive ringing pattern or a distinctive Call Waiting tone.
19. Call Forwarding, Remote Access - This is a CLASS service that allows a customer to forward calls placed to customer's number to another number or line designated by the customer. This may be done while away from or not using the customer's line by calling a service directory number, entering a PIN number and a two digit code.
20. Call Forwarding, Busy - This is a CLASS service that allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.
21. Call Forwarding, No Answer - This is a CLASS service that allows a customer to have an incoming call forwarded to another number if the customer does not answer after a pre-set number of rings.
22. Home Intercom - This is a CLASS service that allows a customer to establish a talking path between two or more extensions on a single party analog line. A distinctive ring is generated for each extension used.
23. Computer Access Restriction - This is a CLASS feature that allows a customer to specify a list of telephone numbers that the customers' modem or computer terminal will be restricted to receive calls from.

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

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

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



GENERAL EXCHANGE SERVICES

D. CONDITIONS

1. Call Forwarding Services shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. Customers utilizing call forwarding services are responsible for the payment of charges for each toll call to the telephone to which the call is transferred.
2. Control of the number assignment on the shared speed call list associated with Group Intercom resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.
3. Custom Calling Services will be provided in connection with individual line residence and business service. Custom Calling Services are not available to PBX customers.

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

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

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

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.

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

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



GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

A. GENERAL

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes a line and equipment necessary for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. E911 Service provides for Selective Routing, Automatic Number Identification, and Automatic Location Identification features.
2. Enhanced 911 Service is offered subject to availability of facilities.
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.
4. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

The rates and charges for E911 Service will be determined on an individual case basis. Individual features requested by the customer include, but are not limited to, central office modifications, data base preparation, trunking and maintenance.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS

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

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

7. The Telephone Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Telephone Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
8. Each customer also agrees to release, indemnify and hold harmless the Telephone Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.
9. The customer also agrees to release, indemnify, and hold harmless the Telephone Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 service hereunder, and which arise out of the negligence or other wrongful act of the Telephone Company, the customer, its user, agencies, or municipalities, or the employees or agents of any one of them.
10. Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

13. (Continued)

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

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GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

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

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

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SERVICE CHARGES

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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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 TELECOMMUNICATIONS ASSOCIATION ACCESS SERVICE TARIFF NO. 1

1. Clear Lake Independent Telephone Company concurs in the Effective Access Tariffs as filed by the Iowa Telecommunications Association in the State of Iowa.

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