

DUMONT TELEPHONE COMPANY

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

JUNE 1, 2017

EXPLANATION OF SYMBOLS

- (C) - Change in regulation or condition which affects a rate or charge
- (D) - Discontinued regulation, condition, rate or charge
- (M) Material moved to another part of the Services Catalog without change
- (N) - New regulation, condition, rate or charge
- (T) - Change in text only -- no change in regulation, condition, rate or charge

ISSUED:   June 1, 2017   EFFECTIVE:   June 1, 2017    
Date Date

BY:   Roger Kregel     General Manager     Dumont, Iowa 50625    
Name Title Address

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TERMS AND CONDITIONS

A. APPLICATION

1. General

- a. The Terms and Conditions specified herein apply to the local exchange services and facilities furnished by Dumont Telephone Company hereinafter referred to as the Company. If the customers fail to observe these Terms and Conditions, the Company has the option to discontinue service after due notice of such failure.
- b. In the event of a conflict between these Terms and Conditions and any conditions contained in this Services Catalog, the rates and conditions contained in the specific catalog section shall prevail.
- c. This Services Catalog cancels and supersedes all other Services Catalogs of the Company issued and effective prior to the effective dates shown on individual sheets of this Services Catalog.

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 two years. When the period or amount for which overbilling cannot be fixed from available records, the maximum refund or credit will not exceed an estimated amount of such billing.

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TERMS AND CONDITIONS

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 Services Catalog or changes in any of the facilities or operations or procedures of the Company render any customer premise equipment obsolete, or require modification or alteration of such equipment, or otherwise affect its use or performance. The Company reserves the right to change the standards of its equipment as the requirements of the telephone business may direct.

C. USE OF SERVICE AND FACILITIES

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

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TERMS AND CONDITIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE

- 1. Application for Service
  - a. Applications for service may be made orally, in writing or on line where available. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to two 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 Terms and Conditions and this Services Catalog 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 Services Catalog.
  
- 2. Telephone Numbers
  - a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business or subject to any porting requirements. Except for non-payment of yellow page advertising, when customers are assigned a new number within the exchange, the former working number intercept shall provide the new number to a calling party for not less than 60 days or until the issuance of a new directory.
  
- 3. Alterations
  - a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by the customer necessitate changes in the Company's facilities. The customer agrees to pay the Company's charges for such changes.
  
- 4. Payment for Service
  - a. The customer is required to pay all rates and charges for local, exchange services and facilities.
  
- 5. Maintenance and Repairs
  - a. All expense of maintenance and repair of regulated services or facilities provided by the Company will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's facilities not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided elsewhere in this Services Catalog.

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BY: Roger Kregel Name General Manager Title Dumont, Iowa 50625 Address



TERMS AND CONDITIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

2. Amount of Deposits

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

3. Deposits and Collection Practices

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

4. Interest to be Paid on Deposits

- a. Interest compounded annually, shall be at the rate and terms provided in Iowa Utility Board rule 199 IAC 22.4(2)(b).

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.

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## TERMS AND CONDITIONS

## 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.
  - 2) Conditions that require unusual methods of plant construction, installation or maintenance.
  - 3) The customer's location requires the use of costly private right-of-way.
  - 4) The establishment of services which may be of a speculative or temporary nature.
- c. Title to all construction, as specified in H.2. below, provided wholly or partly as a customer's expense is vested in the Company.
- d. "Cost" is labor and materials included loaded overheads and may include a contribution to cover the cost of doing business not explicitly associated with direct cost.

## 2. Special Type of Construction

- a. If a special type of construction is desired by a customer, (e.g., when service is desired in places where plowed construction would normally be used but the customer or circumstance requires trenched, plowed, directional bored, sawed, conduit or aerial construction) 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 Services Catalog, 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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## TERMS AND CONDITIONS

## J. DISCONNECTION OR REFUSAL OF SERVICE

## 1. By the Company Without Notice

## a. The Telephone Company may disconnect or refuse service without notice:

- 1) in the event of a condition on the customer's premises determined by the Telephone Company to be hazardous.
- 2) in the event of customer's use in such a manner as to adversely affect the Telephone Company's facilities or the Telephone Company's service to others, such as:
  - a) connection of Customer Premise Equipment which causes or is likely to cause interference or hazard to the network.
  - b) Impersonation of another with fraudulent intent.
- 3) in the event of tampering with facilities furnished and owned by the Telephone Company.
- 4) in the event of unauthorized use.

## 2. By the Company After Prior Written Notice

## a. In addition to the reasons set forth in subparagraph 1a. above, the Telephone Company may disconnect or refuse service after providing at least five days or in the case of deposits twelve days, prior written notice for any of the following reasons:

- 1) failure of a customer to make suitable deposit as required by these rules.
- 2) use of service in an unlawful or abusive manner, including to illegally threaten or harass other persons or in violation of any federal, state, or local law applicable to use of service.
- 3) the customer's bill for local services remains unpaid after the last date for timely payment.
- 4) for failure of the customer or prospective customer to furnish permits or certificates of right-of-way specified to be furnished in the Telephone Company's rules filed with the Iowa Utilities Board as conditions for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon them as conditions of obtaining service by a contract subject to the regulatory authority of the Iowa Utilities Board.
- 5) for failure of the customer to permit the Telephone Company reasonable access to its facilities.
- 6) any other violation of the Telephone Company's Terms and Conditions on file with the Iowa Utilities Board, the requirements of municipal ordinances or law pertaining for the service.

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TERMS AND CONDITIONS

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 Services Catalog, shall continue and for not less than forty-five days after the rendering of the disputed bill, the service shall not be disconnected for non-payment for the disputed amount. The forty-five days may be extended by up to sixty days if requested of the Telephone Company by the Iowa Utilities Board in the event the customer files a written complaint with the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov).

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TERMS AND CONDITIONS

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, except on mutual agreement of the customer and Company.
- 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 Services Catalog 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 Services Catalog.

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 1.5% of net bill, less taxes and interstate tolls.

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### TERMS AND CONDITIONS

#### 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 Network Interface Device and shall be in accordance with Part 68 of the FCC Rules.
- d. Direct electrical connections at the protector or by-passing the Network Interface Device shall constitute a violation of this Company's filed Services Catalogs and the service may be disconnected in accordance with its filed Terms and Conditions.
- e. Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be served. Existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the customer within ten days after receipt of written notification from the Company.

#### N. CUSTOMER COMPLAINTS

##### 1. General

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

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TERMS AND CONDITIONS

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) .

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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 Services Catalog.

**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.

**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.

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DEFINITIONS

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, 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 Services Catalog.

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 Services Catalog.

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

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 Terms and Conditions 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.

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**DEFINITIONS**

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.)

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 Services Catalog.

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.

MESSAGE - A completed customer or user call.

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

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## DEFINITIONS

**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.

**NETWORK INTERFACE DEVICE (NID)** – A device that serves as the demarcation point between the carrier's local loop and the customer's premises wiring. Outdoor telephone NIDs also provide the subscriber with access to the station wiring and serve as a convenient test point for verification of loop integrity and of the subscriber's inside wiring.

**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 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."

**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.

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

**SERVICE CHECK** - See "Check of Service".

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	Date		Date

BY:	_____	_____	_____
	Roger Kregel	General Manager	Dumont, Iowa 50625
	Name	Title	Address

DEFINITIONS

SERVICE ORDERING CHARGE - For work involved in receiving, recording and transmitting, information for establishment of telephone service or subsequent change to that service including directory listing.

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

SUSPEND - See "Temporary or Vacation Suspension."

TEMPORARY OR VACATION SUSPENSION - Temporary disconnection or impairment of service which shall disable outgoing or incoming communications or both.

TERMINATION CHARGE - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIMELY PAYMENT - Payment on a customer's account received on or before the due date shown: on a current bill for rates and charges, or by an agreement between the customer and the Company for a series of partial payments to settle a delinquent account.

TOLL BLOCKING - A service that lets customers block the completion of outgoing toll calls from their telecommunications line.

TRIP CHARGE - A charge that applies whenever a visit is required to complete the customer's request. One charge will apply for all work requested at the same time on the same visit.

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ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission  
FX Foreign Exchange

I

IUB Iowa Utilities Board

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINES (Continued)	
b. OUTSIDE THE BASE RATE AREA (Continued)	
RESIDENCE SERVICE	
Rural Individual Line.....	\$20.00
2. MOBILE ACCESS LINE .....	\$20.00

C. CONDITIONS

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

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

Monthly  
Rate

- 1. CENTRAL OFFICE ACCESS LINES (Continued)
  - b. OUTSIDE THE BASE RATE AREA (Continued)
    - RESIDENCE SERVICE
    - Rural Individual Line.....

\$20.00

C. CONDITIONS

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

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BY: Roger Kregel Name General Manager Title Dumont, Iowa 50625 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 Services Catalog.

## 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 Services Catalog.

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GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS

A. GENERAL

The following rates are applicable to the alphabetic section of the white pages of the telephone directory for business or residence customers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Services Catalog.

B. RATES

	Monthly <u>Rate</u>
<u>Dumont Exchange:</u>	
1. Additional or alternate listings, per listing .....	\$2.00
2. Private service, per listing	
a. Nonpublished .....	\$4.00
b. Non-listed .....	\$2.50
3. Foreign or nonsubscriber service, per listing .....	\$2.00
(See Condition 4)	
<u>Allison Exchange:</u>	
1. Additional or alternate listings, per listing	
a. Business/Informational .....	\$2.00
b. Residence .....	\$2.00
c. Discounted Residence .....	\$2.00
2. Private service, per listing	
a. Nonpublished .....	\$4.00
b. Non-listed .....	\$2.50
3. Foreign or nonsubscriber service, per listing	
a. Business .....	\$2.00
b. Residence .....	\$2.00

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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% of the regular rate.

C. CONDITIONS

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

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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 Services Catalog.

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 Services Catalog), plus any possible mileage rates for outside of the base rate area;
  - b. Plus, a FX service rate of N/A 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 Services Catalog), plus any possible mileage rates for outside of the base rate area;
  - b. Plus, a FX service rate of N/A per month.

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## 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 (Dumont Exchange - maximum of 300', Allison Exchange – maximum of ½ mile) 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 Services Catalog, refunds of line extension charges will not be paid by the Company.

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Name	Title	Address





GENERAL EXCHANGE SERVICES

TOLL BLOCKING SERVICE

A. GENERAL

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

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Dumont Exchange:</u>		
1. Toll Blocking Service (outgoing calls only) .....	\$2.00	*
2. 1+ Blocking Service .....	\$2.00	*
<u>Allison Exchange:</u>		
1. Toll Blocking Service (outgoing calls only)		
a. Business .....	\$2.00	\$30.00
b. Residence .....	\$2.00	N/C

C. CONDITIONS

1. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.
2. 1+ Blocking Service – Allows a subscriber to restrict the use of their phone for 1+ long distance calls. These calls can only be placed by persons knowing the correct Personal Identification Number (PIN). (1=800=XXX=XXXX numbers can be called without using the PIN).
3. Incoming calls are not restricted.
4. Toll blocking is available to Lifeline customers without charge.

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## GENERAL EXCHANGE SERVICES

## TEMPORARY OR VACATION SUSPENSION

## A. GENERAL

Temporary Suspension of Service is available for vacation purposes at a reduced rate upon customer request. This service is allowed when a customer is away from their premises for an extended time in the event of vacation, emergency, relocation, military service, or other purposes deemed reasonable by management.

## B. RATES

1. The monthly rate will be 0% of the regular rate for the services suspended.
2. No other service charges will apply for the suspension and subsequent restoral of service.

## C. CONDITIONS

1. The rates may be billed in total prior to the establishment of vacation rate service, or monthly, at the option of the Company.
2. The minimum period for which this service may be provided is 60 days; the maximum is 180 days during any 12-month period.

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GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

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

B. DEFINITIONS

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

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GENERAL EXCHANGE SERVICES

E. CONDITIONS

1. No toll calls will be placed from or charged to the customer’s adjacent exchange central office access line except at such times as the primary exchange central office access line has been reported to be out of service.
  - a. Any violation of this condition will be cause for suspension or termination of the Adjacent Exchange Service.
  - b. When service from the primary exchange has been reported out of order, toll calls placed from the adjacent exchange central office access line will be rated from the adjacent exchange.
  
2. The rates, charges and billing for primary exchange service (plus toll charges on the primary central office access line) will be the responsibility of the primary company. The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.
  
3. All outside telephone plant and facilities will be owned, installed and maintained by the company(s) in whose exchange it is provided.
  
4. A customer subscribing to adjacent exchange service must also subscribe to service from the primary exchange. Any suspension or termination of the primary exchange service will require suspension or termination of the adjacent exchange service.
  
5. Disconnection of Service
  - a. When service provided under this Services Catalog 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 Services Catalog 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.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES – DUMONT EXCHANGE

A. GENERAL

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

B. DUMONT RATES

	Monthly Rate Per CO Line Equipped	
	<u>Residence</u>	<u>Business</u>
1. Individual Services		
a. Anonymous Call Rejection.....	\$2.00	\$2.00
b. Automatic Callback.....	\$2.00	\$2.00
c. Automatic Recall.....	\$2.00	\$2.00
d. Call Forwarding Basic .....	\$2.00	\$2.00
e. Call Forwarding Busy Line .....	\$2.00	\$2.00
f. Call Forwarding Don't Answer.....	\$2.00	\$2.00
g. Call Waiting.....	\$3.50	\$3.50
h. Caller Identification Blocking Per Call.....	N/C	N/C
i. Caller Identification Blocking Per Line .....	\$2.00	\$2.00
j. Caller Identification Name .....	\$2.00	\$2.00
k. Caller Identification Number.....	\$2.00	\$2.00
l. Caller Identification Name and Number.....	\$3.50	\$3.50
m. Customer Originated Trace.....	\$10.00	\$10.00
n. Distinctive Ringing – Teen Line .....	\$5.75	\$5.75
o. Remote Call Forwarding .....	\$4.50	\$4.50
p. Revertive Ringing .....	\$0.50	\$0.50
q. Selective Call Acceptance.....	\$2.00	\$2.00
r. Selective Call Forwarding.....	\$1.00	\$1.00
s. Selective Call Rejection.....	\$1.00	\$1.00
t. Speed Calling:		
1. 8 Code .....	\$1.00	\$1.00
2. 30 Code .....	\$2.00	\$2.00
3. 100 Code .....	\$5.00	\$5.00
u. Telemarketer Call Screening.....	\$3.00	\$3.00
v. Three Way Calling.....	\$2.00	\$2.00

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BY: Roger Kregel Name                  General Manager Title                  Dumont, Iowa 50625 Address



GENERAL EXCHANGE SERVICES

C. DUMONT DEFINITIONS (Continued)

- g. Call Waiting: By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.
- h. Call Identification Blocking-Per Call: Enables a customer to control the disclosure of their telephone number or name and telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the telephone number or name and telephone number. "Private status" prevents delivery of the telephone number or name and telephone number. Per Call Blocking is provided at no charge.
- i. Call Identification Blocking-Per Line: Provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status cannot be deactivated by the customer. Rates and charges are provided herein. Federal, State and Local Law Enforcement Agencies, nonprofit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

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

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

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## GENERAL EXCHANGE SERVICES

## C. DUMONT DEFINITIONS (Continued)

- q. **Selective Call Acceptance:** Allows a customer to specify a special list of a maximum of 15 telephone numbers from which calls will be accepted. Incoming calls placed to the customer from telephone numbers on the list will be handled normally. Any call attempts to the customer 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.
- r. **Selective Call Forwarding:** Allows a customer to specify a special list of a maximum of 15 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.
- s. **Selective Call Rejection:** Enables a customer to reject call attempts from up to 15 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.
- t. **Speed Calling:** Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than a complete telephone number. Customer may subscribe to only one of either the 8 Code capacity, 30 Code capacity or 100 Code capacity on the same line.
- u. **Telemarketer Call Screening:** Screens all incoming calls and plays a message for those calls that do not provide valid Caller ID information. The option does permit the caller to press a 1 which will allow the call to proceed and ring the called line.
- v. **Three Way Calling:** Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.
- w. **Voicemail:** Allows message to be taken on a callers line if there is no answer or if the line is busy. This option includes Call Forwarding Busy and Call Forwarding Don't Answer.
  - Bronze: 5 sub boxes and 20 minutes of messages.
  - Silver: 10 sub boxes and 40 minutes of messages.
  - Gold: 15 sub boxes and 60 minutes of messages.

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## GENERAL EXCHANGE SERVICES

## D. DUMONT CONDITIONS

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

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. ALLISON RATES (Continued)

	Monthly Rate	
	<u>Per CO Line Equipped</u>	
	<u>Residence</u>	<u>Business</u>
1. Individual Services (Continued)		
w. Voicemail		
1. Bronze .....	\$4.00	\$4.00
2. Silver .....	\$6.00	\$6.00
3. Gold .....	\$8.00	\$8.00

C. ALLISON DEFINITIONS

1. Individual Services

- a. Anonymous Call Rejection: Allows a customer of Caller Identification - Name and/or Caller Identification - Number to reject calls for which calling name/number display information has been intentionally blocked. Only calls for which the information has been blocked are rejected.
- c. Automatic Call Back: Automatically redials the last number a customer dials. If the called party's number is busy, a special tone will alert the customer when the called number becomes idle.
- c. Automatic Recall: Enables a customer to receive a voice message identifying date, time and number of the last incoming call. This service also enables the customer to automatically redial the last incoming number, by dialing a one-digit code.

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## GENERAL EXCHANGE SERVICES

## C. ALLISON DEFINITIONS (Continued)

- d. Call Forwarding-Basic: Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred.
- e. Call Forwarding-Busy Line: Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.
- f. Call Forwarding-Don't Answer: Allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of rings.
- g. Call Waiting: By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.
- h. Call Identification Blocking-Per Call: Enables a customer to control the disclosure of their telephone number or name and telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the telephone number or name and telephone number. "Private status" prevents delivery of the telephone number or name and telephone number. Per Call Blocking is provided at no charge.

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## GENERAL EXCHANGE SERVICES

## C. ALLISON DEFINITIONS (Continued)

- i. **Call Identification Blocking-Per Line:** Provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status cannot be deactivated by the customer. Rates and charges are provided herein. Federal, State and Local Law Enforcement Agencies, nonprofit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

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

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

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

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

- k. **Caller Identification-Number:** Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

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BY: _____	Roger Kregel	General Manager	Dumont, Iowa 50625
	Name	Title	Address



## GENERAL EXCHANGE SERVICES

## C. ALLISON DEFINITIONS (Continued)

- s. Selective Call Rejection: Enables a customer to reject call attempts from up to 15 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.
- t. Speed Calling: Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than a complete telephone number. Customer may subscribe to only one of either the 8 Code capacity, 30 Code capacity or 100 Code capacity on the same line.
- u. Telemarketer Call Screening: Screens all incoming calls and plays a message for those calls that do not provide valid Caller ID information. The option does permit the caller to press a 1 which will allow the call to proceed and ring the called line.
- v. Three Way Calling: Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.
- w. Voicemail: Allows message to be taken on a callers line if there is no answer or if the line is busy. This option includes Call Forwarding Busy and Call Forwarding Don't Answer.

Bronze: 5 sub boxes and 20 minutes of messages.

Silver: 10 sub boxes and 40 minutes of messages.

Gold: 15 sub boxes and 60 minutes of messages.

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GENERAL EXCHANGE SERVICES

D. ALLISON CONDITIONS

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

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GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

- 7. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
- 8. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Iowa Utilities Board.
- 9. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge (if applicable) when the Company provisions the service.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges if applicable will not be refunded or waived.

- 10. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- 11. N11 Service is provided where facilities permit.
- 12. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services, non-emergency local government services, travel information services, telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call, or access to One Call systems provided by dialing N11.

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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:

- a. The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copy rights, trademarks, and patents used in connection with the service.
- 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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	Name	Title	Address

## 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 Services Catalog. 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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