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

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY**

**METROPOLITAN TELECOMMUNICATIONS OF IOWA, LLC**

**WITHIN THE STATE OF IOWA**

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# CHECK SHEET

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| 1 | Original | 31 | 1st Revised | 56 | Original | 70.1 | 4th Revised* |
| 2 | 1st Revised | 32 | 1st Revised | 57 | Original | 70.2 | Original |
| 3 | 31st th Revised* | 33 | 1st Revised | 58 | Original | 70.3 | 9th Revised* |
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| 9 | Original | 39 | Original | 64 | 10th Revised* | 72.4 | 1st Revised |
| 10 | Original | 40 | Original | 64.1 | 8th Revised* | 72.5 | 2nd Revised |
| 11 | Original | 41 | Original | 64.2 | Original | 72.6 | 4th Revised |
| 12 | Original | 42 | Original | 64.3 | Original | 73 | 1st Revised |
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| 20 | Original | 45 | 1st Revised | 64.11 | 4th Revised* | 81 | 5th Revised* |
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| 22 | Original | 47 | Original | 65.1 | Original | 83 | 3rd Revised |
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| 24 | Original | 49 | Original | 66 | 12th Revised* | 85 | Original |
| 25 | Original | 50 | 1st Revised | 66.1 | 2nd Revised* | 86 | 2nd Revised |
| 26 | Original | 51 | 1st Revised | 67 | 6th Revised* | 87 | Original |
| 27 | Original | 52 | Original | 67.1 | 4th Revised* | 88 | 1st Revised |
| 28 | Original | 53 | 1st Revised | 68 | 11th Revised | | |
| 29 | Original | 54 | Original | 69 | 6th Revised | | |
| 30 | Original | 55 | Original | 70 | 8th Revised* | | |

*Pages included in this revision.

## EXPLANATION OF SYMBOLS

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

(C) To signify changed regulation.

(D) To signify discontinued rate and regulation.

(I) To signify increased rate.

(M) To signify a move in the location of text.

(N) To signify new rate or regulation.

(R) To signify reduced rate.

(S) To signify reissued matter.

(T) To signify a change in text but no change in rate or regulation.

## APPLICATION OF PRODUCT GUIDE

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

## SECTION 1.0 - DEFINITIONS

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

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

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

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

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

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

**Commission** - Iowa Utilities Board.

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

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

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

## SECTION 1.0 - DEFINITIONS (CONTINUED)

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

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

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

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

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

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

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

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

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

## SECTION 1.0 - DEFINITIONS (CONTINUED)

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

**LEC** - Local Exchange Company

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

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

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

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

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

**PBX** - Private Branch Exchange

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

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

(D)
(D)

## SECTION 1.0 - DEFINITIONS (CONTINUED)

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

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

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

**TBD –** To Be Determined.

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

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

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

## SECTION 2.0 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

#### 2.1.1 Scope

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

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

#### 2.1.2 Shortage of Equipment or Facilities

**(A)** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.

**(B)** The furnishing of service under this product guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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

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

#### 2.1.3 Terms and Conditions

**(A)** Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this product guide, a month is considered to have thirty (30) days.

**(B)** Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this product guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.

**(C)** Except as otherwise stated in the product guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon proper notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this product guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

**(D)** Service may be terminated upon written notice to the Customer if:

**(1)** the Customer is using the service in violation of this product guide; or

**(2)** the Customer is using the service in violation of the law.

**(E)** This product guide shall be interpreted and governed by the laws of the State of Iowa without regard for its choice of laws provision.

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

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

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

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

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

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

#### 2.1.4 Limitations on Liability

**(A)** Except as otherwise stated in this section, the liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services. When the Company using its facilities to provide service fails to provide primary local exchange service to any customer requesting service within 15 business days, it shall provide the customer with an alternative form of service until primary local exchange service can be provided. The alternative form of service provided shall be that alternative that most closely equates to the capabilities of primary local exchange service.

**(B)** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service except as provided under Iowa Code Section 476.51.

**(C)** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed for up to five years.

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

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

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

**(D)** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:

**(1)** Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;

**(2)** Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;

**(3)** Any unlawful or unauthorized use of the Company's facilities and services;

**(4)** Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of company-provided facilities or services;

**(5)** Breach in the privacy or security of communications transmitted over the Company's facilities;

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

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

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

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

**(6)** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.

**(7)** Any non-completion of calls due to network busy conditions;

**(8)** Any calls not actually attempted to be completed during any period that service is unavailable;

**(9)** And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

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

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

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

**(E)** The Company does not guarantee nor make any warranty with respect to installations provided for use in an explosive atmosphere.

**(F)** The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

**(G)** Failure by the Company to assert its rights pursuant to one provision of this product guide does not preclude the Company from asserting its rights under other provisions.

**2.1.5 Notification of Service-Affecting Activities**

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

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

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

**2.1.6 Provision of Equipment and Facilities**

**(A)** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

**(B)** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.

**(C)** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.

**(D)** Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with the service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

**(E)** The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this product guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this product guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

**(1)** the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or

**(2)** the reception of signals by Customer-provided equipment; or

**(3)** network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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

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

#### 2.1.7 Non-Routine Installation

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

#### 2.1.8 Special Construction

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

**(A)** where facilities are not presently available, and there is no other requirement for the facilities so constructed;

**(B)** of a type other than that which the Company would normally utilize in the furnishing of its services;

**(C)** over a route other than that which the Company would normally utilize in the furnishing of its services;

**(D)** in a quantity greater than that which the company would normally construct;

**(E)** on an expedited basis;

**(F)** on a temporary basis until permanent facilities are available;

**(G)** involving abnormal costs; or

**(H)** in advance of its normal construction.

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

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

**2.1.9 Ownership of Facilities**

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

**2.2 Prohibited Uses**

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

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

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

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

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

### 2.3 Obligations of the Customer

#### 2.3.1 General

The Customer shall be responsible for:

**(A)** the payment of all applicable charges pursuant to this product guide;

**(B)** damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;

**(C)** providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

**(D)** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

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

### 2.3 Obligations of the Customer

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

**(E)** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;

**(F)** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in an Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;

**(G)** not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and

**(H)** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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

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

#### 2.3.2 Liability of the Customer

**(A)** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.

**(B)** To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other product guide of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.

**(C)** The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in party from or arising in connection with the furnishing of service under this product guide including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent to intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this product guide is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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

### 2.4 Customer Equipment and Channels

#### 2.4.1 General

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

#### 2.4.2 Station Equipment

**(A)** Terminal equipment of the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the user. The user is responsible for the provision of wiring or cable to connect its terminal equipment to the Company MPOP.

**(B)** The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

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

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

#### 2.4.3 Interconnection of Facilities

**(A)** Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.

**(B)** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

**(C)** Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

**(D)** Facilities furnished under this product guide may be connected to Customer provided terminal equipment in accordance with the provisions of this product guide. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.

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

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

#### 2.4.4 Inspections

**(A)** Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

**(B)** If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

**(C)** If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

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

### 2.5 Customer Deposits and Advance Payments

#### 2.5.1 Advance Payments

2.5.1.1 Payment for Service

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

A. Taxes

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

B. Federal Access Charge

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

2.5.1.2 Collection of Charges

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

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

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

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

#### 2.5.2 Deposits

Reserved for future use.

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

### 2.6 Payment Arrangements

#### 2.6.1 Payment for Services

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

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

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

#### 2.6.2 Billing and Collection of Charges

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

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

**(A)** Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company.

**(B)** The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.

**(C)** When service does not begin on the first day of the billing period, or end of the last day of the billing period, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

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

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

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

**(D)** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this product guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

**(E)** If any portion of the payment is not received by the Company within 30 days of receipt of this bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.

**(F)** The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules and procedure.

In the event of a dispute concerning the bill, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the company's product guide, shall continue and for not less than 45 days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45 days may be extended by up to 60 days if requested of the utility by the board in the event the customer files a written complaint with the board. The address of the Commission is as follows:

Iowa Utilities Board
350 Maple Street
Des Moines, IA 50319

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

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

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

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

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

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

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

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

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

2.6.3.1 Notice of Pending Disconnection

Prior to the disconnection of service, the Company shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than ten (10) calendar days with respect to an unpaid bill after the notice is rendered and no less than 12 days with respect to an unpaid or new deposit. The notice shall be considered rendered to the Customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The notice will specify 800-593-1177 as a toll-free number at which the Company representative can be reached to provide additional information about the disconnection. (C)

2.6.3.2 Reasons for Service Refusal, Disconnection, and Suspension

Service may be refused, disconnected, or suspended:

A. Without notice if a condition on the Customer's premises is determined by The Company to be hazardous.

B. Without notice if the Customer uses the service in such a manner as to adversely affect the Company's equipment or the Company's service to others.

C. Without notice if equipment furnished, leased, or owned by the Company is subject to tampering.

D. Without notice if there is unauthorized use. Unauthorized use includes, without limitation, use or attempted use for an unlawful purpose and/or use or attempted use in any fraudulent manner.

E. With prior written notice if there are reasonable grounds to believe there is a violation of or noncompliance with the Company's regulations, municipal ordinances, or law. (C)

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

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

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

F. With prior written notice if the Customer or prospective Customer fails to furnish service equipment, permits, certificates, or rights-of-way specified to be furnished in the Company's regulations as conditions for obtaining service, or withdraws such equipment or terminates those permissions or rights, or fails to fulfill the contractual obligations imposed upon the Customer as conditions of obtaining service. (C)

G. With prior written notice if the Customer fails to permit the Company reasonable access to its equipment.

H. With prior written notice if the Customer routinely uses abusive or profane language or makes physical threats in conversations with The Company personnel, or otherwise abuses access to customer service personnel by making repeated unwarranted calls that are unrelated to specific service issues.

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

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

A. The Company has provided the Customer with ten (10) days' prior written notice with respect to an unpaid bill or twelve (12) days' written notice with respect to an unpaid new deposit.

B. The Company is prepared to connect at the same day if disconnection is scheduled for weekend, holiday or after weekdays 2:00pm.

C. In the event of a dispute concerning the bill, the Company will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 2.10.2 shall continue, and service shall not be disconnected for nonpayment of the disputed amount.

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

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

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

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

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

A. Delinquency in payment for service by a previous occupant of the premises to be served, unless that occupant is a Customer of the same household as the customer.

B. (D)

C. Failure to pay the bill of another Customer as guarantor thereof.

D. Failure to pay for a different type or class of public utility service or 900, 960 or 976 calls disputed by the Customer. However, if a residential customer has requested that the Company remove the free 900 or 976 call blocking service, then that Customer shall be fully responsible for payment of all such calls regardless of who made the call from the Customer's telephone line.

E. (D)

F. Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.

2.6.3.5 Medical Emergency

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

2.6.3.6 Temporary Service

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

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

**2.6 Payment Arrangements, (Continued)**

**2.6.4 (RESERVED FOR FUTURE USE)**

**2.6.5 Cancellation of Application for Service**

**(A)** Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

**(B)** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

**(C)** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.

**(D)** The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

### 2.6 Payment Arrangements, (Continued)

#### 2.6.6 Changes in Services Requested

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

#### 2.6.7 Bad Check Charge

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

### 2.7 Allowances for Interruptions in Service

#### 2.7.1 General

**(A)** A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this product guide.

**(B)** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

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

#### 2.7.1 General (Continued)

**(C)** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.

**(D)** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

#### 2.7.2 Limitations of Allowances

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

**(A)** Due to circumstances or causes beyond the reasonable control of the Company, such as an Act of God;

**(B)** During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

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

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

**(C)** A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider:

**(D)** During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;

**(E)** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and

**(F)** That was not reported to the Company within thirty (30) days of the date that service was affected.

#### 2.7.3 Use of Another Means of Communications

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

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

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

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

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

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

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

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

**(D) Interruptions Over 72 Hours**

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

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

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

#### 2.7.5 Limitations on Allowances

No credit allowance will be made for:

**(A)** interruptions due to the negligence of or noncompliance with the provisions of this product guide by the Customer, authorized user or joint user;

**(B)** interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;

**(C)** interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;

**(D)** interruptions of service during a period in which the Customer continues to use the service on an impaired basis;

**(E)** interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;

**(F)** interruption of service due to circumstances or causes beyond the reasonable control of Company; and

**(G)** that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

#### 2.7.6 Cancellation For Service Interruption

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

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

### 2.8 Cancellation of Service/Termination Liability

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

#### 2.8.1 Termination Liability

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

**(A)** all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;

**(B)** any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;

**(C)** all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation;

**(D)** minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

**2.9 Reserved for Future Use**

**2.10 Joint Use Arrangements**

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

**2.11 Transfers and Assignments**

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

## SECTION 2.0 – RULES AND REGULATIONS, (CONTINUED)

### 2.12 Notices and Communications

**2.12.2** The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

**2.12.3** The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

**2.12.4** Except as otherwise stated in this product guide, all notices or other communications required to be given pursuant to this product guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

**2.12.5** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

## SECTION 3.0 – SERVICE AREAS

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

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

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

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

(Former Qwest Service Areas)

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

## SECTION 3.0 – SERVICE AREAS (CONTINUED)

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

(CenturyTel Areas)

| EXCHANGE | RATE GROUP |
|---|---|
| **Chester** | **2** |
| **Postville** | **1** |

**(C)**

(former Windstream Iowa Communications, Inc.)

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

## SECTION 3.0 – SERVICE AREAS (CONTINUED)

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

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

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

## SECTION 3.0 – SERVICE AREAS (CONTINUED)

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

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

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

## SECTION 3.0 – SERVICE AREAS (CONTINUED)

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

(former Windstream Montezuma, Inc.)

| EXCHANGE | Rate Group |
|---|---|
| **Montezuma** | **1** |
| **Deep River** | **1** |

(former Frontier Communications of Iowa, LLC)

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

## SECTION 4.0 – SERVICE CHARGES AND SURCHARGES

### 4.1 Service Order and Change Charges

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

| (former Qwest Service Areas) | Business |
|---|---|
| New Line Installation or Move Service to Different Premises | |
| First Line | $55.78 (I) |
| Each Additional Line | $27.89 (I) |
| Change of Service- Each Line | $24.75 (I) |
| Telephone Number Change- First/Add'l. | $46.25/$24.25 |
| Features – Add/Change/Delete – per order | $24.00 |
| Disconnection Order Charge | $24.75 (I) |
| Rewire Service -First/Add'l. | $46.25/$24.25 |

| (Frontier Communications of Iowa, LLC) | Business |
|---|---|
| New Line Installation/Moves (T) | |
| First Line | $83.75 |
| Each Additional Line | $55.00 |
| Change of Service-Each Line (C) | $24.75 (I) |
| Telephone Number Change First/Addl | $63.75 /$36.25 |
| Features – Add/Change/Delete – per order | $24.00 |
| Rewire Service -First/Add'l. | $63.75 /$36.25 |

| (CenturyTel Areas) | Business |
|---|---|
| New Line Installation | |
| First Line | $52.50 (I) |
| Each Additional Line | $18.75 (I) |
| Change of Service | |
| First Line | $24.75 (R) |
| Each Additional Line | $24.75 (I) |
| Telephone Number Change | |
| First Line | $31.77 |
| Each Additional Line | $17.65 |
| Features – Add/Change/Delete – per order | $24.00 |
| Disconnection Order Charge | $24.75 (I) |

| (Windstream Areas) | Business |
|---|---|
| New Line Installation | |
| First Line | $59.98 |
| Each Additional Line | $59.88 |
| Change of Service | $24.99 |
| Telephone Number Change | $54.99 |
| Features – Add/Change/Delete – per order | $24.00 |
| Disconnection Order Charge | $24.75 (I) |

| (All Areas) | |
|---|---|
| Maintenance of Service Charge-per Line/Trunk | $250.00 (N) |

## SECTION 4.0 – SERVICE CHARGES AND SURCHARGES (CONTINUED)

**4.2 (RESERVED FOR FUTURE USE)**

**4.3 Restoration of Service**

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

(former Qwest Service Areas)

| | Business |
|---|---|
| Per occasion | $22.00 |

Frontier Communications of Iowa, LLC

| | Business |
|---|---|
| Per occasion | $62.50 |

CenturyTel Areas

| | Business |
|---|---|
| 1st Line | $27.50 (R) |
| Each Add'l Line | $12.50 (I) |

Windstream Areas

| | Business |
|---|---|
| Per occasion | $45.00 |

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS

### 5.1 General

#### 5.1.1 Services Offered

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

(D)

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

#### 5.1.2 Application of Rates and Charges

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

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

### 5.1 General (Continued)

#### 5.1.3 Emergency Services Calling Plan

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

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

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

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

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.2 RESERVED FOR FUTURE USE

**SECTION 5. 0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**

**5.3 RESERVED FOR FUTURE USE**

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.4 RESERVED FOR FUTURE USE

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.5 Reserved for Future Use

(D)
|
|
|
|
|
(D)

### 5.6 Standard Business Line

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

### 5.7 PBX Trunk Service

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

### 5.8 Reserved for Future Use

### 5.9 Direct Inward Dialing (DID) Service

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

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.10 Reserved for Future Use

### 5.11 Optional Calling Features

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

#### 5.11.1 Features Descriptions

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

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

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

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

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

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.11 Optional Calling Features, (continued)

#### 5.11.1 Feature Descriptions, (continued)

**(D) Preferred Call Forwarding:** Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to-number and can add or remove calling numbers from the feature's screening list.

**(E) Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.

**(F) Call Forwarding Variable, Remote Access:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to (1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.

**(G) Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

**(H) Multiple Directory Number Distinctive Ringing:** This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing – First Number and Distinctive Ringing – Second Number). The designated primary number will receive a normal ringing pattern; other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.11 Optional Calling Features, (continued)

#### 5.11.1 Feature Descriptions, (continued)

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

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

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

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

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

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.11 Optional Calling Features, (continued)

#### 5.11.1 Feature Descriptions, (continued)

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

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

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

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

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

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.11 Optional Calling Features, (continued)

#### 5.11.1 Feature Descriptions, (continued)

**(P) Call Return:** Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**(Q) Anonymous Call Rejection:** Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand-alone feature or as an add-on to Caller ID Deluxe.

**(R) Calling Number Delivery Blocking:** Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked. Per line end-users must dial an activation code prior to utilization.

**(S) Message Waiting Indication:** Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

### 5.12 Listing Services

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

#### 5.12.1 Non-Published Service

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

#### 5.12.2 Non-Listed Service

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

#### 5.12.3 Alternate Listings

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

#### 5.12.4 Foreign Listings

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

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

#### 5.12.5 Cross-Reference Listing

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

## SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

**5.13 (RESERVED FOR FUTURE USE)**

**5.14 Miscellaneous Services**

**5.14.1 Presubscription Services**

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

**5.14.2 Pay Per Call Blocking/Unblocking**

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

## SECTION 6.0 – RESERVED FOR FUTURE USE

**6.1 Reserved for future use**

## SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST

### 7.1 General

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

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

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

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

**7.2 Reserved for Future Use** (T)

(D)

(D)

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

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

(D)

(D)

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

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

(D)

(D)

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

### 7.3 Standard Business Local Exchange Service

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

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

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

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

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

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

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

(former Qwest Service Areas)

| RATE CLASS | SERVICE TYPE | |
|---|---|---|
| | Flat Rate[1] | Measured Rate[1, 2] |
| Rate Class 1 | $52.50 (I) | $51.25 (I) |
| Rate Class 2 | $52.50 (I) | $51.25 (I) |
| Rate Class 3 | $52.50 (I) | $51.25 (I) |

(CenturyTel Areas)

| RATE GROUP | SERVICE TYPE |
|---|---|
| | Flat Rate |
| Rate Class 1 | $29.38 (I) |
| Rate Class 2 | $32.50 (I) |

[1] Contract rates offered at discounts off Month-to-Month rates for 12, 24 and 36 month terms at 19%, 21% and 24%, respectively.

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

(former Windstream Iowa Communications, Inc.)

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

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

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

#### 7.3.1 Monthly Recurring Charges (Cont'd)

(former Windstream, Montezuma, Inc.)

| RATE GROUP | SERVICE TYPE<br>Flat Rate |
|---|---|
| Rate Group 1 | $24.95 |

(Frontier Communications of Iowa, LLC) (T)

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

(M)
|
|
|
(M)

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

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

#### 7.3.2 Extended Area Service (EAS)

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

(former CenturyTel of Chester)

| Exchange | Exchanges within EAS Calling Area |
|---|---|
| Chester | Cresco, Lime Springs |

(former CenturyTel of Postville)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

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

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

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

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

(former Windstream Iowa Communications, Inc.)

| Exchange | Exchanges within EAS Calling Area | Line | Trunk |
|---|---|---|---|
| Rochester | Tipton, Atalissa, Moscow | $8.76 | $8.76 |
| Rockwell City | (none) | $0.00 | $0.00 |
| Roland | Story City | $3.60 | $5.42 |
| Rolfe | (none) | $0.00 | $0.00 |
| Rowley | Brandon, Independence | $2.80 | $2.80 |
| Russell | Chariton, Lucas, Williamson | $4.11 | $4.11 |
| Ryan | Coggon, Manchester | $7.58 | $11.37 |
| Sabula | (none) | $0.00 | $0.00 |
| Saint Ansgar | (none) | $0.00 | $0.00 |
| Salem | Hillsboro, Houghton, Mt. Pleasant | $3.65 | $3.65 |
| Schleswig | Ricketts | $1.15 | $1.15 |
| Seymour | Centerville, Corydon, Plano, Promise City | $5.66 | $5.66 |
| Shannon City | Creston, Diagonal, Tingley | $3.86 | $3.86 |
| Shelby | Avoca, Minden | $1.06 | $1.06 |
| Sidney | Percival, Randolph, Riverton, Tabor, Thurman | $9.93 | $14.90 |
| Sigourney | Harper | $0.97 | $1.45 |
| Slater | Huxley, Kelley, Polk City | $6.32 | $9.48 |
| Solon | Iowa City | $1.60 | $1.60 |
| St. Lucas | Ft. Atkinson, Waucoma | $2.00 | $2.00 |
| Stacyville | (none) | $0.00 | $0.00 |
| Stanwood | Mechanicsville, Olin, Tipton | $8.76 | $8.76 |
| Story City | Randall, Roland | $2.25 | $3.38 |
| Strawberry Point | Arlington, Edgewood, Volga | $7.22 | $10.83 |
| Sumner | Fredericksburg | $0.96 | $0.96 |
| Swea City | (none) | $0.00 | $0.00 |
| Tabor | Omaha (NE), Randolph, Sidney, Thurman | $13.78 | $20.68 |
| Thurman | Percival, Sidney, Tabor | $8.13 | $12.19 |
| Tiffin | Iowa City, Oxford | $7.90 | $11.85 |
| Tingley | Benton, Diagonal, Kellerton, Mt. Ayr,Redding, Shannon City | $7.72 | $7.72 |
| Tipton | Stanwood, Bennett, Rochester | $1.34 | $1.34 |
| Toledo | Chelsea | $0.45 | $0.68 |
| Tracy | Attica, Bussey, Knoxville | $4.11 | $4.11 |
| Traer | Clutier, Dysart | $4.06 | $6.09 |
| Troy Mills | Cedar Rapids, Coggon, Walker | $13.78 | $13.78 |
| Unionville | Centerville, Cincinnati, Moravia, Moulton, Mystic, Plano, Promise City | $7..72 | $7..72 |

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

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

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

(former Windstream Iowa Communications, Inc.)

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

(former Windstream Montezuma, Inc.)

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

(former Frontier Communications of Iowa, LLC)

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

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

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

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

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

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

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

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

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

**(A) Flat Rate Service**

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

**(B) Measured Service**

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

| | |
|---|---|
| Local usage, per minute | $0.03 |

#### 7.3.4 Reserved for Future Use (T)

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

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

#### 7.3.5 Subscriber Intrastate Access Service

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

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

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

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

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

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

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

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

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

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

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

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

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

7.3.5.5 Rate Regulations (continued)

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

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

(F) Services subject to the Subscriber Access Charge hereunder shall not be liable for the End User Common Line Charge (EUCL), if any, set forth in Section 9.7(A) of Company's interstate access tariff, Tariff FCC No. 1.

7.3.5.6 Rates

| | ILEC AREA/OCN | | |
|---|---|---|---|
| **Business Customer Service Type** | Qwest / 5141 | Frontier / 1127 | CenturyTel / 1126, 1274 |
| Single Line Local Exchange Service | 6.21 (I) | 7.50 | 7.50 |
| Multi-line Local Exchange Service | 6.21 (I) | 10.20 | 10.20 |
| Centrex | 6.21 (I) | 10.20 | 10.20 |
| Trunk | 6.21 (I) | 10.20 | 10.20 |
| PRI | 31.05 (I) | 51.00 | 51.00 |
| T-1/Digital PBX | 149.04 (I) | 244.80 | 244.80 |
| BRI | 6.21 (I) | 8.00 | 7.50 |

**7.4 Reserved for future use.**

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

### 7.5 Business PBX Trunk Service

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

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

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

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

(former Qwest Service Area)

| RATE CLASS | SERVICE TYPE | |
|---|---|---|
| | Flat Rate | Measured Rate |
| Rate Class 1 | $52.50 (I) | $46.25 (I) |
| Rate Class 2 | $52.50 (I) | $46.25 (I) |
| Rate Class 3 | $52.50 (I) | $46.25 (I) |

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

(former Windstream Iowa Communications, Inc.)

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

(former Windstream Montezuma, Inc.)

| EXCHANGE GROUPS | SERVICE TYPE |
|---|---|
| | PBX Trunk |
| Exchange Group 1 | $24.95 |

(former Frontier Communications of Iowa, LLC)

| EXCHANGE GROUPS | SERVICE TYPE |
|---|---|
| | PBX Trunk** |
| Exchange Group 1 | $38.69 (I) |
| Exchange Group 2 | $47.50 (I) |
| Exchange Group 3 | $47.50 (I) |

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

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

### 7.5 Business PBX Trunk Service (Continued)

(CenturyTel Areas)

| EXCHANGE GROUPS | SERVICE TYPE<br>Key or PBX Trunk |
|---|---|
| Rate Class 1 | $29.38 (I) |
| Rate Class 2 | $32.50 (I) |

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

### 7.6 Direct Inward Dialing (DID) Service

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

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

(former Qwest Service Areas)

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

(CenturyTel Areas)

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

(former Windstream Iowa Communications, Inc.)

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

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

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

(former Windstream Montezuma, Inc.)

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

(former Frontier Communications of Iowa, LLC)

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

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

### 7.7 Reserved For Future Use

### 7.8 Optional Calling Features

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

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

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

(former Qwest)

| **Optional Calling Features** | Business |
|---|---|
| Three-Way Calling | $1.50 |
| Call Return | $1.50 |
| Repeat Dialing | $1.50 |
| Calling Trace, Per Call | $1.50 |

(CenturyTel Areas)

| **Optional Calling Features** | Business |
|---|---|
| Three-Way Calling | $1.95 (I) |
| Call Return | $1.95 (I) |
| Repeat Dialing | $1.95 (I) |
| Calling Trace, Per Call | $2.50 (I) |

(Frontier Communications of Iowa, LLC)

| **Optional Calling Features** | Business |
|---|---|
| Three-Way Calling | $4.00 |
| Call Return | $4.00 |
| Repeat Dialing | $4.00 |
| Call Trace, Per Call | $8.00 |
| Privacy (D) | $0.95 |

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

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

### 7.8 Optional Calling Features, (Continued)

#### 7.8.2 Features Offered on a Monthly Basis

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

(former Qwest Service Areas)

| Optional Calling Feature | Business |
|---|---|
| | |
| Speed Calling – 8 Number | $5.00 (I) |
| Speed Calling – 30 Number | $6.00 (I) |
| Call Forwarding Variable | $6.00 (I) |
| Call Forwarding – Busy Line (Expanded) | $3.00 (I) |
| Call Forwarding – Busy Line (Overflow) | $8.95 (I) |
| Call Forwarding – Busy Line (Programmable) | $5.80 (I) |
| Call Forwarding – Don't Answer | $4.00 (I) |
| Call Forwarding – Don't Answer (Expanded) | $4.00 (I) |
| Call Forwarding – Don't Answer (Programmable) | $4.50 (I) |
| Call Forwarding – Busy Line / Don't Answer (Expanded) | $6.00 (I) |
| Call Forwarding – Busy Line Ext. / Don't Answer | $6.00 (I) |
| Call Forwarding - Busy Line (Overflow) / Don't Answer | $10.45 (I) |
| Selective Call Waiting | $8.00 (I) |
| Three Way Calling | $6.00 (I) |
| (D) | (D) |
| (D) | (D) |
| (D) | (D) |
| Call Rejection | $6.00 |
| Call Waiting | $8.00 (I) |
| (D) | (D) |
| (D) | (D) |
| (D) | (D) |
| (D) | (D) |
| Caller ID - Number | $10.00 (I) |
| Caller ID – Name & Number | $10.00 (I) |
| Caller ID - With Privacy + | $10.00 (I) |
| Three Way Calling w/Call Transfer | $6.00 (I) |
| Anonymous Call Rejection | $2.95 (I) |
| Call Forward Busy/No Answer – Overflow | $10.45 (I) |
| Ultra Call Forward – Time Scheduled | $10.00 (I) |
| Ultra Call Forward | $9.00 (I) |
| Select Preferred Call Forward | $6.00 (I) |
| Unlimited Call Return | $5.50 (I) |
| Unlimited Repeat Dialing | $5.00 (I) |
| Call Intercept | $11.50 (I) |

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

### 7.8 Optional Calling Features, (Continued)

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

(former Qwest Service Areas)

| Optional Calling Feature | Business |
|---|---|
| | |
| Selective Call Forwarding | $6.00 |
| Continuous Redial | $5.00 |
| Dial Call Waiting | $5.00 |
| Directed Call Pickup | $1.00 |
| Directed Call Pickup w/ Barge In | $1.00 |
| Distinctive Alert | $5.00 |
| Hot Line | $5.00 |
| Warm Line | $5.00 |
| Last Call Return | $5.50 |
| Priority Call | $5.00 |
| Remote Access Forwarding | $9.00 |
| Scheduled Forwarding | $10.00 |
| (D) | (D) |
| (D) | (D) |
| (D) | (D) |
| Do Not Disturb | $5.00 |
| Dial Lock | $5.00 |
| Custom Ringing – First Additional Number | $7.45 |
| Custom Ringing – Second Additional Number | $6.00 |
| Custom Ringing – Third Additional Number | $6.00 |
| Hunting – Rotary, per group, per line | $8.50 |
| Hunting – Circular, per group, per line | $3.00 |
| Hunting – Preferential, per group, per line | $1.00 |
| Remote Call Forwarding, per path | $36.88 (I) |

## SECTION 7.0 – LOCAL RESALE SERVICES PRICE LIST

### 7.8 Optional Calling Features, (Continued)

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

(CenturyTel Areas)

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

(former Windstream Iowa Communications, Inc.)

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

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

### 7.8 Optional Calling Features, (Continued)

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

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

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

(former Windstream Montezuma, Inc. )

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

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

### 7.8 Optional Calling Features, (Continued)

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

(former Frontier Communications of Iowa, LLC)

| Optional Calling Feature | Business |
|---|---|
| | |
| Call Waiting | $12.19 |
| Call Forwarding | $11.25 |
| Privacy | $4.00 |
| Three Way Calling | $12.81 |
| Speed Calling (8 Code) | $6.88 |
| Speed Calling (30 Code) | $8.25 |
| Call Forward Plus - Variable | $8.74 |
| Call Forward Plus - Fixed | $8.74 |
| Multiple Simultaneous Call Forwarding | $8.44 |
| Caller ID Name | $18.40 |
| Caller ID - Number | $13.13 |
| Busy Redial | $8.13 |
| Call Return | $8.74 |
| Priority Call | $8.13 |
| Selective Call Acceptance | $8.13 |
| Selective Call Forwarding | $8.74 |
| Selective Call Rejection | $8.13 |
| Caller ID Per-Line Blocking | $2.29 |
| Selective Ringing Service | $6.50 |
| Message Waiting Indication | $1.25 |
| Remote Call Forwarding, per path | $35.00 (I) |

## SECTION 8.0 – DIRECTORY ASSISTANCE, LISTING AND OPERATOR SERVICES

### 8.1 Directory Listings

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

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

**8.1.2 Free Listings**

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

| **Additional listing service charge, per month** | Business |
|---|---|
| former Qwest | $9.00 |
| CenturyTel Areas | $12.50 (I) |
| former Windstream Iowa Communications, Inc. | $5.00 |
| former Windstream Montezuma, Inc. | $0.95 |
| Frontier Communications of Iowa, LLC | $13.75 (I) |

**8.1.3 Non-Published Service**

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

| **Non-Published service charge, per month** | Business |
|---|---|
| former Qwest | $11.00 |
| CenturyTel Areas | $13.75 (I) |
| former Windstream Iowa Communications, Inc. | $5.00 |
| former Windstream Montezuma, Inc. | $0.95 |
| Frontier Communications of Iowa, LLC | $9.38 |

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

### 8.1 Directory Listings, (Continued)

#### 8.1.4 Non-Listed Service

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

| **Non-Listed service charge, per month** | Business |
|---|---|
| former Qwest | $11.00 |
| CenturyTel Areas | $13.75 (I) |
| former Windstream Iowa Communications, Inc. | $5.00 |
| former Windstream Montezuma, Inc. | $0.95 |
| Frontier Communications of Iowa, LLC | $8.75 |

#### 8.1.5 Alternate Listing Service

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

| **Alternate service charge, per month** | Business |
|---|---|
| former Qwest | $9.00 |
| CenturyTel Areas | $12.50 (I) |
| former Windstream Iowa Communications, Inc. | $5.00 |
| former Windstream Montezuma, Inc. | $0.95 |

#### 8.1.6 Foreign Listing Service

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

| **Foreign Listing service charge, per month** | Business |
|---|---|
| former Qwest | $9.00 |
| CenturyTel Areas | $12.50 (I) |
| former Windstream Iowa Communications, Inc. | $5.00 |
| former Windstream Montezuma, Inc. | $0.95 |
| former Frontier Communications of Iowa, LLC | $9.38 |

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

### 8.1.7 Cross-Reference Listing Service

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

| **Cross-Reference Listing service charge, per month** | Business |
|---|---|
| former Qwest | $9.00 |
| CenturyTel Areas | $12.50 (I) |
| former Windstream Iowa Communications, Inc. | $5.00 |

### 8.2 Directory Assistance

### 8.2.1 Local Directory Assistance

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

| | Business |
|---|---|
| former Qwest | $6.99 |
| CenturyTel Areas | $6.99 |
| former Windstream Iowa Communications, Inc. | $2.99 |
| former Frontier Communications of Iowa, LLC | $5.99 |

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

### 8.2.2 National Directory Assistance

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

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

### 8.2.3 Directory Assistance Call Completion

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

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

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

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

**8.2.4 Reserved for Future Use** (T)

(D)

(D)

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

**8.2.5 Reserved for Future Use** (T)

(D)

(D)

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

### 8.3 Call Restriction Services

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

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

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

(former Windstream Iowa Communications, Inc.)

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

(former Frontier Communications of Iowa, LLC)

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

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

### 8.3.2 Toll Restriction

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

Two Toll Restriction options are available:

**Option 1** – Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212).
Examples of this option are:
1 + NPA + XXX-XXXX
1 + XXX-XXXX
5-digit carrier access code + 1 + NPA + XXX-XXXX
5-digit carrier access code + 1 + XXX-XXXX

**Option 2** – Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. Zero minus (0-) calls will only allow calls to official emergency agencies.
Examples of this option are:
1 + NPA + XXX-XXXX
1 + XXX-XXXX
5-digit carrier access code + 1 + NPA + XXX-XXXX
5-digit carrier access code + 1 + XXX-XXXX
0 + NPA + XXX-XXXX
0 + XXX-XXXX
5-digit carrier access code + 0 + NPA + XXX-XXXX
5-digit carrier access code + 0 + XXX-XXXX
0- (Official emergency agencies only)

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

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

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

## SECTION 9.0 - ADVANCED SERVICES

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

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

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

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

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

Recurring Charges

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

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

Non-Recurring Charges

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

[1] Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.
[2] Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

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

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

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

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

Monthly Recurring Charges

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

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

Non-Recurring Charges

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

[3] Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.
[4] Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

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

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

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

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

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

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

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

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

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

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

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

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

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

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

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

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

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

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

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

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

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

MetPath™ ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU
This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at $0.049 per minute.

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

MetPath™ ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU
This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at $0.049 per minute.

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

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

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

MetPath™ ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU
This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at $0.049 per minute.

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

MetPath™ ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU
This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at $0.049 per minute.

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

MetPath™ ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU
This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at $0.049 per minute.

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

MetPath™ ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU
This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at $0.049 per minute.

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

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

### 9.5 MetPath™ ISDN BRI Service

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

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

Monthly Recurring Charges[1]

| | Monthly Recurring Charge[1] |
|---|---|
| ISDN Basic Exchange Digital Line, each | $10.00 |
| ISDN Basic Exchange Circuit Switched Voice | |
| First Line | n/a |
| Second Line | 2.00 |
| ISDN Basic Exchange Circuit Switched Data, each | 2.00 |
| ISDN Basic Exchange Alternate Circuit Switched Voice/Data, each | 2.00 |

Former Qwest Service Areas

ISDN BRI Single / Multi-Line Flat Rate, per line

| | |
|---|---|
| Zone 1 | $85.00 (I) |
| Zone 2 | $88.75 (I) |
| Zone 3 | $93.75 (I) |

[1] Rates and charges are grandfathered and will be available to existing customers only. All new rates will be developed on an ICB only.

## SECTION 9.0 - ADVANCED SERVICES (CONTINUED)

### 9.6 MetPath™ Digital Centrex Service

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

Monthly Recurring Charges

| Territory | Monthly Recurring Charge |
|---|---|
| Qwest Service Area | $62.50 (I) |
| Frontier Service Area | $73.75 (I) |

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

## SECTION 10 – MetPak Plus Bundled Service Plan

10.0 Bundled Services

10.1 MetPak Plus Bundled Service Plan

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

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

Available Features

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

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

Requirements

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

Rates

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

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

## SECTION 11.0 - MISCELLANEOUS SERVICES

### 11.1 Carrier Presubscription

#### 11.1.1 General

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

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

**Option A:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

**Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

**Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

**Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.

**Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

**Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

## SECTION 11.0 – MISCELLANEOUS SERVICES (CONTINUED)

### 11.1 Carrier Presubscription, (Continued)

#### 11.1.3 Rules and Regulations

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

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

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

#### 11.1.4 Presubscription Procedures

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

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

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

## SECTION 11.0 – MISCELLANEOUS SERVICES (CONTINUED)

### 11.1 Carrier Presubscription, (Continued)

#### 11.1.5 Presubscription Change Charge

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

(D)
(D)

## SECTION 12.0 –RESERVED FOR FUTURE USE

**12.1 Reserved for future use**

## SECTION 13.0 – PROMOTIONAL OFFERINGS / CONTRACT & ICB

### 13.1 Special Promotions

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

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

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