

KALONA COOPERATIVE TELEPHONE COMPANY

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

December 1, 2018

TABLE OF CONTENTS

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

SUBJECT INDEX

Construction
Alteration..... 11
Availability of Facilities..... 8
Charges..... 15
Construction and Installation 15
General..... 15
Right-of-way..... 16
Special Types of..... 15
Unusual Installation Costs..... 12
Contract, Minimum Periods..... 15
Custom Calling Services..... 52
Customer Compliants 21

D

Defacement of Property 9
Definitions 22
Deposits
Amount of 13
Application of Service 11
Criteria for Procurement of Deposits 14
Deposits and Collection Practices 13
Discontinuance of Service for Failure to Establish Credit..... 13
Interest to be Paid on Deposits..... 13
Refunds 14
Service Charge for Reconnection..... 14
Directories
Distribution and Publication 12
Errors and Omissions 9
Listings, Customer Rates..... 35
Listings, Property of..... 12
Ownership and Use 12
Disconnection or Refusal of Service 16
At Customer's Request..... 18
By Company, Disconnection of Service..... 16
By Company, With or Without Notice 16, 17
Discontinuance due to Faulty CPE 16
Discontinuance due to Hazardous Conditions..... 16
Discontinuance for Failure to Establish Credit..... 16
Discontinuance for Non-payment of Bill..... 16
Disputes..... 17
Emergency Medical Conditions 18
Dispute of Bill 17

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

SUBJECT INDEX

E

E911.....67

Emergency Medical Conditions 18

Employees' Telephone Service.....37

Establishment of Credit 12

Exchange Area Service31

Explanation of Symbols 1

Extended Area Service

Local Service to Other Exchanges31

Extension of Facilities (Line Extensions)43

F

Failure of Service, Allowance for8

Foreign Exchange Service.....41

G

General Exchange Services35

I

Information Service Access Blocking.....65

Installation Charges (Construction)..... 15

Interest to be Paid on Deposits..... 13

Interexchange Pay Access Line.....31

K

Kalona Chamber of Commerce Service40

Kalona First Responders Service39

L

Late Payment Charge 19

Lifeline Assistance82

Line Extensions.....43

Availability of Facilities.....8

Beyond Existing Facilities43

Local Exchange Service31

M

Maintenance and Repair

Of Company Services..... 11

Mileage

Adjacent Exchange Service.....50

Mileage Rates

Foreign Exchange Service.....41

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
 Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
 Name Title Address

RULES AND REGULATIONS

A. APPLICATION

1. General

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

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

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

2. Allowance for Failure of Service

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

3. Adjustment of Charges

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

8. Customer Premise Equipment (Continued)

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

C. USE OF SERVICE AND FACILITIES

1. Use of Customer Service

- a. Customer telephone service is furnished on retail basis for residential or business use only and not for resale except as otherwise provided in Part II, Section O. Service accounts are assigned to customers only, and the customer(s) in whose name the account is established will be treated as the account owner(s) for all purposes. Account owners shall be responsible for any and all use of the subscribed service.

2. Attachment or Connection of Customer Premise Equipment

- a. Customer premise equipment may be used with the facilities furnished by the Company, for telecommunication service, provided that such equipment will be connected, maintained and operated in a manner compatible with Company's facilities and networks.
- b. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer premise equipment.
- c. To protect the network and services furnished to the public by the Company, the customer premise equipment must comply with all applicable minimum network protection criteria.
- d. If customer premise equipment is used which is causing or is likely to cause interference or hazard to the network, the Company will take such action as it deems necessary for the protection of the telecommunications network.
- e. After notification by the Company of such interference or hazard, the customer shall discontinue such use and disconnect such equipment. Failure of the customer to conform to this requirement may result in suspension of service.
- f. The customer will be responsible to pay a service check charge as specified in Part VI, Service Check Charges for visits to their premises when the service difficulty is caused by the customer premise equipment.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

6. Unusual Installation Costs

- a. Where special requirements of the customer involve unusual construction or installation, the customer may be required to pay additional costs as provided elsewhere in this tariff.

E. TELEPHONE DIRECTORIES

1. Distribution and Publication

- a. The Company will normally publish and distribute a directory annually containing the serving exchange listings for each Central Office Access Line without charge. Additional directories may be furnished at the discretion of the Company. Directories containing listings for other areas may be provided at a nominal charge. Directories are furnished to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories.

2. Directory Listings

- a. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

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

- 1) By furnishing credit references acceptable to the Company.
- 2) By means of a cash deposit.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

2. Amount of Deposits

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

3. Deposits and Collection Practices

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

4. Interest to be Paid on Deposits

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

5. Discontinuance of Service for Failure to Establish Credit

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

6. Service Charge for Reconnection
 - a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges as defined in Part VI of this tariff shall apply.
7. Deposit Refunds
 - a. The deposit shall be refunded or credited to the customer after not more than 12 consecutive months of prompt payment or 11 timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.
8. Criteria for Procurement of Deposits
 - a. False credit information
 - b. Unsatisfactory credit history

G. APPLICATION OF BUSINESS AND RESIDENCE RATES

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company Without Notice

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

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

2. By the Company After Prior Written Notice

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

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

M. NETWORK CONNECTIONS

1. General

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

RULES AND REGULATIONS

N. CUSTOMER COMPLAINTS

1. General

- a. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
- b. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.
- c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or customer@iub.iowa.gov.

O. RESALE OR SHARED SERVICE

1. General

- a. A reseller or shared service customer may obtain local exchange service from the Company to allow occupants of a building or complex of buildings to share in the use of local exchange services.
- b. The Company will provide service to the point of demarcation.
- c. The customer shall be responsible to extend the service from the point of demarcation.
- d. The end-user customer must be allowed to subscribe to service provided by the Company.
- e. Should the reseller refuse to allow the end-user customer to subscribe to local exchange service direct from the Company, the end-user customer may file a complaint against the reseller with the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or customer@iub.iowa.gov

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

DEFINITIONS

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

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

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

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

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

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

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

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

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

CALLS - Telephone messages attempted by customers or users.

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

DEFINITIONS

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

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

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

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

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

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

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

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

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

DUE NOTICES - See "Disconnect Notice."

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

DEFINITIONS

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

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

EXCHANGE AREA - The territory served by an exchange.

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

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

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

EXTRA LISTING - See "Additional Listing."

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

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

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

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

DEFINITIONS

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

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

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

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

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

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

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

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

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

MESSAGE - A completed customer or user call.

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

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

DEFINITIONS

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

NOTICE - See "Disconnect Notice."

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

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

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

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

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

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

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

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

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

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

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

SERVICE CHECK - See "Check of Service".

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

DEFINITIONS

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

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

STANDARD NETWORK INTERFACE - See "Demarcation Point."

SUSPEND - See "Temporary or Vacation Suspension."

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company with the Iowa Utilities Board.

TELEPHONE COMPANY - See "Company."

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

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

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

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission
FX Foreign Exchange

I

IUB Iowa Utilities Board

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

LOCAL EXCHANGE SERVICE

C. CONDITIONS

- Mileage rates may apply for central office access lines for individual services furnished outside the base rate area.
- Extended Area Service (EAS) is a wireline service that will be provided between the Company's NPA/NXX as listed below and the following NPA/NXX's:

<u>EAS NPA/NXX</u>	Kalona Exchange <u>319-656</u>
319-656	L
319-646	X
319-679	X
319-683	X
319-525	X
319-623	X
319-627	X
319-639	X
319-643	X
319-647	X
319-655	X
319-664	X
319-667	X
319-685	X
319-738	X

X = Extended Area Calling
L = Local Exchange Calling

- Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

LOCAL EXCHANGE SERVICE

RESALE AND SHARED SERVICES

A. GENERAL

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

B. CONDITIONS

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS (Continued)

C. CONDITIONS (Continued)

3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
4. A foreign or nonsubscriber listing is furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C.1. above shall apply.
5. Unlisted service indicates the customer listing is omitted from the directory but otherwise posted on the directory assistance records and the telephone number will be given out upon request.
6. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records.
 - a. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.
 - b. No charge will apply for private service for customers having other listed service.
7. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

EMPLOYEES' TELEPHONE SERVICE

A. GENERAL

Employees' Telephone Service may be offered to all full time employees and Board of Directors at their residence, when such telephone service is provided by this Company within the Kalona Exchange.

B. RATES

1. The monthly discount for full time employees and members of the Board of Directors telephone service is 100 percent of: one Central Office Access Line, Custom Calling Services, Voice and/or Fax Messaging, and one End User Charge.
2. No discount is allowed for any mileage rates.
3. No discount is allowed from the regular rate for toll messages.

C. CONDITIONS

1. Employees' Telephone Service at their residence is available to employees and Directors of the Company having at least no months of continuous credited service with the Company.
2. Temporary or part-time employees are not allowed discounts for their telephone service.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

CHURCH TELEPHONE SERVICE

A. GENERAL

A church is defined as a church or other religious organization which qualified under Section 170, Sub Section C, of the Internal Revenue Code of 1954 as amended. The rates and charges contained here in are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

1. A discount, not to exceed \$9.00 per month, shall apply for all services rendered except toll service, at the church. No discount is allowed from the regular rate for toll service.
2. All applicable service and nonrecurring charges will apply for all services.

C. CONDITIONS

1. The discount will not apply at the parsonage or other residence of the clergy.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

KALONA CHAMBER OF COMMERCE SERVICE

A. GENERAL

Free telephone service may be offered to the Kalona Chamber of Commerce, of Kalona, Iowa, a nonprofit organization.

B. RATES

1. The discount for the Kalona Chamber of Commerce is limited to 100% of one central office access individual business line and one end user fee.
2. There is no discount for: custom calling services, or unlisted/nonpublished numbers. Also, no discount is allowed for any mileage charges.

C. CONDITIONS

1. This service may be furnished in connection with individual Central Office Access Line service only.
2. The Company is not responsible for interference to the network caused by customer premise equipment used in conjunction with this service. The customer agrees to release, indemnify, and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any injury to or death of any person or persons, or any loss, damage, or destruction of any property, whether owned by the customer or others, resulting from the use of customer premise equipment with this service.
3. The Company's liability for any loss or damage arising from omissions, errors, interruptions, defects, failures, or malfunctions of this service, or any part thereof, whether caused by the negligence of the Company, or otherwise, shall not exceed an amount equivalent to the pro rata charges for the services affected during the period of time that the service was fully or partially inoperative.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

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

B. DEFINITIONS

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

C. RATES

1. Serving Exchange (Dial Tone Provider) rates would be as follows:
 - a. Business or Residence rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;
 - b. Plus, a FX service rate of \$30.00 per month.
2. Local Exchange (Non Dial Tone Provider) rates would be as follows:
 - a. Business or Residence "Central Office Access Line" rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;
 - b. Plus, a FX service rate of \$30.00 per month.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

D. CONDITIONS

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

LINE EXTENSIONS

A. GENERAL

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

B. CHARGES

Table with 2 columns: Description of charges and Nonrecurring Charges. Includes items like 'Extension of facilities' and 'Formula for Computing Charges'.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016

BY: Casey Peck CFO Kalona, Iowa 52247

GENERAL EXCHANGE SERVICES

C. CONDITIONS

1. Route and type of facilities
 - a. The Company shall determine the route and type of construction which will be used in the extension of its facilities within an exchange. All such line extensions shall be owned and maintained by the Company.
 - b. The Company will be responsible for the route of the proposed line extension facilities upon which costs will be developed. Such routes will include the last pole or cable distribution box on public or private property but will exclude the drop wire (maximum of 200') for the building in which the telephone service is to be located.
 - c. Any difference in costs between the type of construction proposed by the Company for use on a line extension and the type of construction requested by the customer will be charged at actual cost for the difference. (See Part II, Special Type of Construction.)
 - d. When two (2) or more applicants mutually agree they may be considered as a "group." Line extension charges will be established in order to determine the amount of construction which needs to be provided. Line extension charges computed for the total extension, less allowable costs, may be proportionately divided among the applicant making up the "group."
2. Obligation of the Company
 - a. The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain, and maintain suitable rights-of-way without unreasonable expense.
 - b. The Company will survey all prospective customers who could receive service from each proposed line extension project prior to its construction.
3. Payment of charges applicable to line extensions shall be paid in advance.
4. Applicants requesting service which can be provided from a previously established line extension project:
 - a. Within 12 months from the time service was initially provided by means of such line extensions, initial charges will be recomputed by the Company and the applicant will pay a proportionate share of such charges as if they were one of the initial applicants and appropriate refunds will be made to the original customer(s).
 - b. After 12 months from the time service was initially provided, such applicant(s) will be responsible for the charges and conditions applicable to the establishment of line extension facilities required to serve them alone.
5. Except as provided elsewhere in this tariff, refunds of line extension charges will not be paid by the Company.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

TOLL BLOCKING SERVICE

A. GENERAL

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

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Toll Blocking Service (outgoing calls only)	N/C	Applicable Service Charges

C. CONDITIONS

- 1. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.
- 2. Incoming calls are not restricted.
- 3. Toll blocking is available to Lifeline customers without charge.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

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

B. DEFINITIONS

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. CHARGES - (Nonrecurring)

1. The charges applicable to the customer in the provision of this service are:
 - a. In the primary exchange
 - 1) All construction charges for extending the telephone plant facilities of the primary company from the customer location to the point of connection at the adjacent exchange boundary. These charges will be paid to the primary exchange company.
 - b. In the adjacent exchange
 - 1) Construction charges applicable for extending the telephone plant facilities of the adjacent company from the point of connection at the primary exchange boundary to the available facilities in the adjacent exchange for the requested service. These charges will be paid to the adjacent exchange company.
2. All charges (estimated costs) will be paid in advance; and differences between actual and estimated costs will be refunded to the customers, or remitted to the company(s), as may be applicable.

D. RATES - (Monthly Recurring)

1. The rates applicable to the customer are:
 - a. All filed tariff rates of the adjacent exchange company for the service provided, plus
 - b. Exchange mileage rates based on the cable route distance from the customer's location in the primary exchange to the point of connection with the adjacent exchange.

	<u>Monthly</u> <u>Rate</u>
1) First one mile or fraction thereof	\$5.00
2) Each additional 1/4-mile or fraction thereof	\$1.00

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

E. CONDITIONS

1. No toll calls will be placed from or charged to the customer's adjacent exchange central office access line except at such times as the primary exchange central office access line has been reported to be out of service.
 - a. Any violation of this condition will be cause for suspension or termination of the Adjacent Exchange Service.
 - b. When service from the primary exchange has been reported out of order, toll calls placed from the adjacent exchange central office access line will be rated from the adjacent exchange.
2. The rates, charges and billing for primary exchange service (plus toll charges on the primary central office access line) will be the responsibility of the primary company. The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.
3. All outside telephone plant and facilities will be owned, installed and maintained by the company(s) in whose exchange it is provided.
4. A customer subscribing to adjacent exchange service must also subscribe to service from the primary exchange. Any suspension or termination of the primary exchange service will require suspension or termination of the adjacent exchange service.
5. Disconnection of Service
 - a. When service provided under this tariff is disconnected, because the customer has no further need of such, or for non-payment of either primary or adjacent exchange service, no refunds of amounts paid previously by the customer for the extension of this service will be made by the Company.
6. Reuse of Facilities
 - a. When disconnected facilities are reused by a subsequent adjacent exchange service customer requiring the same grade of service, no additional Construction Charges will be applied to such reconnected facilities, providing no additional construction of telephone plant is required.
7. Failure of the customer to comply with the tariff provisions related to adjacent exchange service shall make the customer subject to discontinuance of service after appropriate notice.
8. Adjacent exchange service shall be restricted to only residential service, unless a waiver is permitted by the Utilities Board for a particular customer for good cause shown.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES

A. GENERAL

Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more custom calling features. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff. The same rates apply to Business and Residential subscribers. All Custom Calling Services are optional, add on services to a Central Office Access Line (See Part IV for rates and conditions) with the exception of Number Change Announcement Service (Intercept). This service involves an internal central office intercept and message and thus does not require subscription to a central office access line.

B. RATES

Monthly Rate
Business and Residential
Per CO Line Equipped

1. BASIC CUSTOM CALLING FEATURES - Individual Services

a. Call Waiting.....	N/C
b. Call Forwarding	N/C
c. Three Way Calling	N/C
d. Speed Calling (30#/code).....	N/C
e. Off Hook Service.....	\$1.00
f. Ring Count Call Forwarding (Call Forwarding Don't Answer).....	N/C

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. RATES (Continued)

Monthly Rate
Business and Residential
Per CO Line Equipped

3. ADVANCED CUSTOM CALLING FEATURES -		
Individual Services		
a.	Caller ID/Number Deliver (not available in package).....	N/C
b.	Caller ID/Number and Name Delivery (not available in package).....	\$5.95
c.	Caller ID Blocking/Per Call (Number and Name Delivery).....	N/C
<u>"Other" Advanced Custom Features</u>		
d.	Caller ID Blocking/Per Line (includes Number and Name Delivery).....	N/C
e.	Call Hold – POTS subscribers.....	\$1.50
f.	Anonymous Call Rejection	N/C
g.	Automatic Recall Block to Private Number (no charge if subscriber enrolls in Caller ID Blocking/Per Line (includes Number and Name Delivery)	N/C
h.	Caller ID on Call Waiting	N/C
i.	Remote Call Forwarding.....	N/C
j.	Automatic Recall.....	N/C
k.	Automatic Callback.....	\$1.50
l.	Call Forwarding – Remote Activation.....	\$1.50
m.	Do Not Disturb – basic.....	\$1.50
n.	Wake Up (Reserved for future use/not yet available).....	\$1.50
o.	Warm Line.....	\$1.50
p.	Selective Call Rejection.....	\$1.50
q.	Selective Call Acceptance.....	\$1.50
r.	Selective Call Forwarding.....	\$1.50
s.	Call Forwarding – Busy Line	N/C
t.	Three Way Call Transfer	\$1.50
u.	PIN Restricted Long Distance	\$1.50

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. RATES (Continued)

Monthly Rate
Business and Residential
Per CO Line Equipped

5. OTHER CUSTOM CALLING FEATURES – individual services

- a. Distinctive Ringing/(also known as Teen Service) \$12.00
- b. Bridged Service \$8.00
- c. Conference Calling/Six-Way Station Controlled \$8.00
- d. Customer Originated Trace (Nonrecurring \$3.00 per use of service) \$0.00
- e. Number Change Announcement Service (Intercept)..... \$10.00

6. OTHER CUSTOM CALLING FEATURES –

Forwarding, Call Waiting, and Do Not Disturb..... \$4.00

7. OTHER CUSTOM CALLING FEATURES – packaged services

Packages are not available for these services at this time.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. RATES (Continued)

Monthly Rate
Business and Residential
Per CO Line Equipped

8.

C. DEFINITIONS – CUSTOM CALLING SERVICES

- Group Option – When installed with Distinctive Ringing, allows a subscriber to add any of the following features to the primary directory number, and all secondary directory numbers: Anonymous Call Rejection, Call Forwarding (all types except Remote Call Forwarding), Call Waiting, Do Not Disturb, Selective Call Acceptance, Selective Call Rejection, and Selective Call Forwarding (see Part V Section B numbers 1 and 2 for the rates of these individual features). Calling Features must be assigned to the primary number in order to be available on secondary numbers.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. DEFINITIONS – CUSTOM CALLING SERVICES

- **Anonymous Call Rejection:** Allows a customer of Caller ID/Number or Caller ID Number and name to reject calls for which calling name/number display information has been intentionally blocked. Only calls for which the information has been blocked are rejected.
- **Automatic Callback:** (or Continuous Redial) Enables a customer to perform an activation procedure to automatically redial the last number that was dialed (outgoing), whether busy or idle, until a successful connection is made.
- **Automatic Recall:** (or Last Call Return) Allows the customer to perform an activation procedure to automatically redial the last incoming number without having to know the number of the calling party.
- **Automatic Recall Block to Private Number:** (or Last Call Return Block) Allows the customer to perform a block of automatic recall (a block of #3 above) to a private number. There is no charge for this service, it is included if the subscriber enrolls in Caller ID Blocking/Per Line (Number and Name Delivery), on an exchange-wide basis.
- **Bridged Service:** Allows up to four access lines to share a single Directory Number. Once one of the lines originates a call, another line which is sharing the same directory number is allowed to bridge onto the call in progress. A terminating call will ring at all lines sharing the single directory number. Ringing will stop when any of the lines go off-hook/answers. Only one other line which is sharing the Bridged Service directory number can then bridge onto the call by going off-hook.
- **Call Forwarding-Basic:** Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. In the event this service is being used in conjunction with a multi-line hunt group, only one Call Forwarding charge applies to the group and is billed to the main number (see D. Conditions, #1).
- **Call Forwarding – Busy Line:** Allows a subscriber to this service to forward subsequent calls to fixed, predetermined access line (within the same business group or exchange/office) when the subscriber's original line is in use or busy. This call forwarding can be to another line or to the voicemail system, whatever the subscriber selects. The number calls are forwarded to is fixed and not changeable by the subscriber.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. DEFINITIONS – CUSTOM CALLING SERVICES (Continued)

- Call Forwarding-Remote Activation: Allows a customer to activate or deactivate all types of Call Forwarding services, or to change the forward-to destination from a remote location. (see D. Conditions, #1)
- Call Hold – POTS (Plain Old Telephone Service) Subscriber: This feature allows a subscriber with a POTS line to put any call on hold by flashing the hookswitch and then dialing a hold code. This frees the line to originate another call. Only one call per POTS line can be held at a time. The call on hold can not be added to the other call. The original connection can be retrieved by dialing the hold code a second time. A POTS subscriber who hangs up on the second call is automatically rung back and reconnected to the first call upon answering.
- Call Waiting: By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.
- Call Identification Blocking-Per Call (Number and Name Delivery): Enables a customer to control the disclosure of their telephone number or name and telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the telephone number or name and telephone number. "Private status" prevents delivery of the telephone number or name and telephone number. Per Call Blocking is provided at no charge.
- Call Identification Blocking-Per Line: Provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status cannot be deactivated by the customer. Rates and charges are provided herein. Federal, State and Local Law Enforcement Agencies, nonprofit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. DEFINITIONS – CUSTOM CALLING SERVICES (Continued)

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

- **Caller Identification-Number Delivery:** Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.
- **Caller Identification-Number and Name:** Allows for the automatic delivery of a calling party's name to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name is displayed on customer provided equipment. The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.
- **Caller ID on Call Waiting:** Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) and/or name to the called customer while on call waiting, which gives the called customer an opportunity to decide whether to answer the call immediately or not. A customer must subscribe to Call Waiting and a Caller ID Service for this service to work properly. The number and/or name is displayed on the customer provided equipment.
- **Conference Calling/Six-Way Station Controlled:** Allows a subscriber of this service, after dialing the access code, may sequentially call up to five other parties and add them to the six-way conference call. After dialing the access code, the subscriber calls each party, consults with them privately, and then flashes the hookswitch to add them to the group already included in the conference call. A further hookswitch flash provides new dial tone and the subscriber can call the next party. Some further conferencing is possible if a separate subscriber(s) in the conference also subscribes to Conference Calling/Six-Way Station Controlled, up to a maximum of 16 (6+5+5). Quality of the transmission level may be impaired if conferencing is done beyond the six-way. (see D. Conditions, #6)

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. DEFINITIONS – CUSTOM CALLING SERVICES (Continued)

- Number Change Announcement Service (Intercept): This service intercepts incoming calls to the specific telephone number and provides a fixed announcement “the number you have dialed, 656-XXXX has changed. The new number is XXX-XXXX”. The only definable parts of the message are the two telephone numbers. A customer may not record or change the message or deactivate the service. The message is provided by the central office switch and intercept system. The service can be provided for a fixed time and set to expire automatically or continue indefinitely per the customer’s request. Note: This service is unique custom feature because it does not require subscription to a central office access line, only the intercept system is accessed/used. The customer has no access line related to this service, so no outgoing calls can be made. Also, the number is removed from directory information and the directory listings though a directory number is still assigned only for billing purposes. There is no charge for the “unlisted” directory number, as previously mentioned it is for billing purposes only.
- Off Hook Service: Enables a subscriber’s telephone to automatically dial through to a predetermined directory number after being off-hook for a predetermined amount of time.
- Remote Call Forwarding: A service, provided in addition to a Central Office Access Line, whereby a call placed to a customer’s telephone number in one central office is automatically forwarded by the Company central office equipment to another service provided in lieu of an individual line whereby a call placed to a customer’s telephone number in one central office is automatically forwarded by Company central office equipment to another customer designated line.
- Ring Count Call Forwarding (also known as Call Forwarding – Don’t Answer): Allows a subscriber to forward incoming calls to another directory number after a predetermined number of rings if an incoming call is not answered.
- Selective Call Acceptance: Allows a subscriber to specify a list of numbers from which they are willing to accept incoming calls. Calls from numbers not contained on the list are routed to an appropriate announcement. The subscriber programs and modified the Call Acceptance List.
- Selective Call Forwarding: Allows a customer to specify a special list of a maximum of 10 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally. The service can be activated and deactivated by the subscriber, who also maintains and modifies the special Call Forwarding List.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. DEFINITIONS – CUSTOM CALLING SERVICES (Continued)

- Selective Call Rejection: Allows a customer to specify a special list of a maximum of 10 telephone numbers. Incoming calls placed to the customer from the telephone numbers on that list will automatically be rejected and will receive an announcement that the call is not accepted by the called party. All other calls will be handled normally. The service can be activated and deactivated by the subscriber, who also maintains and modifies the special Call Rejection List.
- Speed Calling (30#/code): Allows a subscriber to place calls to other telephone numbers by dialing a two digit code rather than the complete telephone number. The subscriber maintains and modifies the Speed Calling List.
- Three Way Calling Transfer: Provides the benefits of three way calling and call transfer capabilities to the POTS (Plain Old Telephone Service) customer. A subscriber to this service may, when engaged in a normal two way call, place the original call on hold via a hook flash, and then establish a call to a third party and establish a three way conference call via another hook flash. To complete a transfer after establishing a three-way conference, the subscriber to Three Way Call transfer hangs up the phone. The subscriber has transferred the original call to the third party and the other two parties can continue the conversation. The subscriber is no longer a party to the call, once the transfer is complete. Transmission quality may vary depending on distance and routing necessary; therefore, transmissions may not meet normal standards and can not be guaranteed. (see D. Conditions, #6)
- Three Way Calling: Allows a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. Transmission quality may vary depending on distance and routing necessary; therefore, transmissions may not meet normal standards and can not be guaranteed. (see D. Conditions, #6)
- Wake Up: (reserved for future use/not yet available)
- Warm Line: Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office equipment. Only the Company can administer and change the one predesignated number assigned per the customer request. The number is not validated and can be a maximum of twenty-three digits.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

D. CONDITIONS

1. Call Forwarding Services shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. Customers utilizing call forwarding services are responsible for the payment of charges for each toll call to the telephone to which the call is transferred.

2. Control of the number assignment on the shared speed call list associated with Group Intercom resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.

3. Custom Calling Services will be provided in connection with individual line residence and business service. Custom Calling Services are not available to PBX customers.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

PERSONAL SAFETY EXCEPTION FORM

Customer Certification

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

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

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

CUSTOMER REQUESTING FREE PER LINE BLOCKING:

PRINT NAME: _____

SIGNATURE: _____

TELEPHONE NUMBER WHERE PER LINE BLOCKING WILL BE ASSIGNED:

CUSTOMER RESPONSIBLE FOR TELEPHONE ACCOUNT:

PRINT NAME: _____

ADDRESS: _____

SIGNATURE _____

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

INFORMATION SERVICE ACCESS BLOCKING

A. GENERAL

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

B. CHARGES

1. Applicable rates apply*.

C. CONDITIONS

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

BILLED NUMBER SCREENING SERVICE

A. GENERAL

- 1. Billed Number Screening Service prevents the billing of collect calls, third number calls or both to a customers telephone number.
- 2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

B. RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Per line equipped	\$0.00	\$0.00

C. CONDITIONS

- 1. The 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 Company from any and every claim, loss, damage, suit or liability out of the furnishing or failure to furnish Billed Number Screening Service.
- 2. This service is available only where facilities permit.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

11. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any E911 offering.
12. The customer is required to furnish the Telephone Company its agreement to the following terms and conditions.
 - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
 - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - c. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the E911 PSAP by calling parties.
 - d. That the customer will provide CPE with a capacity adequate to handle the number of incoming E911 lines recommended to be installed by the Telephone Company. It is the customer's responsibility to ensure their CPE is compatible with the service(s) provided by the Telephone Company.
13. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Telephone Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
 Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
 Name Title Address

GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

13. (Continued)

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS

A. SERVICE DESCRIPTION

1. 211 Service – 211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
2. 311 Service – 311 Service (“311”) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.
5. 511 Service - 511 Service (“511”) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services.
6. 711 Service – 711 Service (“711”) is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.
7. 811 Service – 811 Service (“811”) is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide the means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS

1. N11 Service is available in Company territory only. To provide N11 access to end users in another company’s territory, or to a Competitive Local Exchange Carrier’s (CLEC) end user, the N11 subscriber must make appropriate arrangements with the Company or CLEC serving that territory.
2. This service is provided subject to the availability of the N11 code.
3. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. Access to N11 is not available to the following classes of service:
 - 1+,
 - 0+, 0-(credit card, third-party, collect calls),
 - 101XXXX.

In addition, operator assisted calls to the N11 subscriber will not be completed.

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service.
7. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
8. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Iowa Utilities Board.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

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

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

B. TERMS AND CONDITIONS (Continued)

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

N11 – SERVICE OFFERINGS (Continued)

C. RATES AND CHARGES

- 1. A Service Establishment charge will apply per point-to number.
- 2. N11 subscribers will pay the applicable charges contained in the Company's schedule for the local exchange arrangements used for transporting and terminating messages at the N11 subscriber's designated premises.
- 3. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- 4. Charges applicable to N11 Service are as follows:

	<u>Nonrecurring Charge</u>
a) Service Establishment Charge	
• Per Point-to Number	*
b) Central Office Switch Activation Charge	
• Per Central Office Switch translated.....	*

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

A. GENERAL

1. Service charges apply to connect, move or change telephone service and facilities according to the components of work required.

B. CHARGES

Charge

1. Service Ordering Charge

Per customer request for work ordered and requested to be completed at the same time

a. Residence Service

- 1) For connecting new or additional
Central Office Access Lines \$8.00
- 2) For moving or changing existing
service and facilities, record
work or adding new or additional
service and facilities other than
Central Office Access Lines \$6.00

b. Business Service

- 1) For connecting new or additional
Central Office Access Lines (Key
System, PBX Trunk, Pay Telephone,
Resale or Shared Service Lines) \$8.00
- 2) For moving or changing existing
service and facilities, record
work or adding new or additional
service and facilities, other
than Central Office Access Lines
(see b.1 above)..... \$6.00

2. Central Office Access Line Charge

Per Central Office Access Line or telephone number worked on, including, but not limited to the following:

a. Residence Service

- 1) Central Office Access Lines, each \$7.00
- 2) Off-premises mileage and tie lines
involving central office work, each \$7.00

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

C. NON-REGULATED SERVICE CHARGES

	<u>Charge</u>
1. Service Charge – Customer Request.....	\$15.00
2. Service Charge – Record Change	\$15.00
3. Record Change.....	\$15.00
4. Internet Service Charge	\$15.00
5. Service Charge – Conference Bridging.....	\$15.00
6. Service Charge – Membership Change	\$15.00
7. Service Charge – New 800#.....	\$15.00
8. Service Charge – Reconnect Vacation	\$15.00
9. Service Charge – Video Service Change.....	\$15.00
10. Service Charge – LOA Carrier Change.....	\$15.00
11. Service Charge – Carrier Change	\$15.00
12. Service Charge – Move Service	\$40.00
13. Service Charge – Order Change.....	\$15.00
14. Service Charge – Reconnect Fee	\$35.00
15. Service Charge – Reconnect Internet	\$35.00
16. Service Order – New Access.....	\$20.00
17. Service Charge – Move Internet.....	\$40.00
18. Service Charge – Move TV.....	\$40.00
19. Service Charge – Reconnect TV	\$35.00
20. Service Charge – Reconnect TV / Internet	\$35.00
21. Service Charge – Switch to LMS.....	\$40.00
22. Service Order – Switch to LMS	\$40.00
23. Service Charge – New Access.....	\$40.00
24. Service Charge –Switch to LMS.....	\$40.00
25. Service Charge – Special Access	\$330.00
26. Service Charge – SPA – New Circuit.....	\$450.00
27. LMS to Full Land Line.....	\$20.00

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

GENERAL EXCHANGE SERVICES

D. CONDITIONS

1. Service Charges are in addition to the other applicable rates and charges located in other parts of this filed tariff.
2. Service Charges apply in addition to, but not in lieu of, mileage rates or those charges covered under Special Type of Construction or Line Extensions of a temporary or speculative nature.
3. When Central Office Access Line service is established for a different customer and all of the facilities are reconnected in place without any change, the appropriate service ordering charge applies to the class of service established.
4. Service Charges apply for:
 - a. Establishing service.
 - b. Reconnections of service for non-payment when a service order had been issued for due bill.
 - c. Move of service from one premise to another.
 - d. Number change made at the request of the customer.
 - e. Rearrangement or relocation of facilities at customers request.
5. Service Charges do not apply:
 - a. When any change is made and initiated by the Company.
 - b. For customer name change with no lapse in billing or change in service.
 - c. When central office access line service is reestablished at a secondary location immediately following the rendering of the customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, the same telephone number may be used.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

SERVICE CHARGES

SERVICE CHECK CHARGES

A. GENERAL

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

B. CHARGES

1. Service Check Charge:
Charge applies if problem is found on
customer's side of the demarcation point
per occurrence \$30.00

B. CONDITIONS

1. When a customer requests that the telephone company locate or repair any difficulty on the customer's side of the demarcation point, a deregulated charge may apply for checking the facilities on the customer's side of the demarcation point.

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

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address

ACCESS SERVICES CONCURRENCE

A. CONCURRENCE IN RATES AND CHARGES OF NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 3, 4, AND 5 AS FILED BY THE IOWA TELECOMMUNICATIONS ASSOCIATION ACCESS SERVICE TARIFF NO. 1

1. Kalona Cooperative Telephone Company concurs in the Effective Access Tariffs as filed by the Iowa Telecommunications Association in the State of Iowa.

ISSUED: September 1, 2016 EFFECTIVE: October 1, 2016
Date Date

BY: Casey Peck CFO Kalona, Iowa 52247
Name Title Address