

AUREON COMMUNICATIONS, LLC

LOCAL AND EXCHANGE SERVICES CATALOG

EFFECTIVE DECEMBER 31, 2014

REVISED 8/11/2021
NAME CHANGED TO AUREON COMMUNICATIONS,
LLC.
FKA ALLIANCE CONNECT, LLC.

EFFECTIVE: December 31, 2014

EXPLANATION OF SYMBOLS

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

President
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AUREON COMMUNICATIONS, LLC
LOCAL AND EXCHANGE SERVICES CATALOG

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TERMS AND CONDITIONS

A. APPLICATION

1. General

a. The Terms and Conditions specified herein apply to the local exchange services and facilities furnished by the Telephone Company hereinafter referred to as the Company. If the customers fail to observe these Terms and Conditions, the Company has the option to discontinue service after due notice of such failure.

b. In the event of a conflict between these General Terms and Conditions and any conditions contained in the Local Exchange Catalog, the rates, terms and conditions contained in the specific catalog section shall prevail.

c. This Catalog cancels and supersedes all other Catalogs of the Company issued and effective prior to the effective dates shown on individual sheets of this Catalog.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

a. The Company's obligation to furnish local exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for such facilities.

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.

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TERMS AND CONDITIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

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

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TERMS AND CONDITIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

8. Customer Premises 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 Catalog or changes in any of the facilities or operations or procedures of the Company render any customer premises 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.

9. Emergency 911 Service

a. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of installation, operation, failure to operate, maintenance, removal, presence, condition, or use of any equipment or facilities furnishing this service.

b. Neither is the Company responsible for any infringement, nor 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, or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, 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 emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the customer, its users, agencies or municipalities, or employees or agents of any one of them.

c. When a customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 services, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 services upon request of such governmental authority. By subscribing to service under this Catalog, the customer acknowledges and agrees with the release of information as described above.

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TERMS AND CONDITIONS

C. USE OF SERVICE, FACILITIES, AND EQUIPMENT

1. Use of Customer Service
 - a. Customer telephone service is furnished only for use by the customer, their family, employees or business associates, or persons residing in the customer's household.

2. Attachment or Connection of Customer Premises Equipment
 - a. Customer premises 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 premises equipment.
 - c. To protect the network and services furnished to the public by the Company, the customer premises equipment must comply with all applicable minimum network protection criteria.
 - d. If customer premises 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 premises equipment.

3. Company Provided Equipment
 - a. Where the Company leases, licenses or otherwise provides equipment, such equipment is provided to customer for the term of service and solely for use in connection with lawfully receiving and using service. All such equipment remains the property of the Company. When service is cancelled or disconnected, the customer must return any such equipment to the Company during regular business hours, Monday through Friday (except holidays). The equipment must be returned to the Company in the same condition as installed or received, except for normal wear and tear. All such equipment must be returned to the Company's business office or an alternative location designated by the Company at the time of cancelation or disconnection. If a customer is unable to travel to the Company's business office or other designated location to return the equipment, the customer may request pick-up. Provision of pick-up service is solely at the Company's discretion and the Company's refusal or failure to provide pick-up service will not excuse the customer's obligation to return equipment. If the Company agrees to provide pick-up service, pick-up will occur during the business week and only during regular business hours.

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There may be a fee for pick-up, which customer will be informed of when pick-up service is requested, and which will be payable at time of pick-up. If a customer fails to return equipment at the time of cancellation or disconnection of service, the customer may be liable to the Company for an equipment recovery fees.

b. The customer is responsible for the maintenance and safekeeping of all equipment placed in or on the customer's premises. The Company has no responsibility for replacing equipment destroyed or damaged by the customer's misuse, abuse, neglect, or failure to protect. In the event that any equipment provided by the Company is destroyed, damaged (ordinary wear and tear excepted), lost or stolen while in the customer's possession, the customer may be liable to the Company for equipment replacement costs.

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TERMS AND CONDITIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

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

b. Minimum contract periods and termination of service are covered elsewhere in Part II.

2. Telephone Numbers

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

3. Alterations

a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by the customer necessitate changes in the Company's facilities. The customer agrees to pay the Company's charges for such changes.

4. Payment for Service

a. The customer is required to pay all rates and charges for local, exchange services and facilities.

5. Maintenance and Repairs

a. All expense of maintenance and repair of regulated services or facilities provided by the Company will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's facilities not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided elsewhere in this Catalog.

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TERMS AND CONDITIONS

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 Catalog.

E. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

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

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

2. Amount of Deposits

a. The amount of deposit required shall not be more than the maximum charge for two months local exchange service or as may reasonably be required by the Company in cases involving service for short periods or special occasions. The Company may require the customer to increase the amount of the deposit at any time, if the charges billed against the customer are found to warrant such an increase.

b. A deposit may be made at any Company business office.

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.

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TERMS AND CONDITIONS

E. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

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 4% per annum. 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. Aureon Communications, LLC Customers residing in the State of Illinois, shall be limited to a 1.5% per annum as per Illinois Commerce Commission order 17-1018.
5. Discontinuance of Service for Failure to Establish Credit
 - a. Service may be discontinued for failure to establish or maintain credit, as set forth above, twelve days after the Company has mailed notice requiring the customer to do so.
6. Service Charge for Reconnection
 - a. Where service has been discontinued for failure to establish or maintain credit, as set forth above, the applicable service charges as defined in Part VI of this Catalog 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

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TERMS AND CONDITIONS

F. 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 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 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.

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TERMS AND CONDITIONS

G. CONSTRUCTION AND INSTALLATION CHARGES

1. General

a. Special charges in the form of installation charges, monthly rates or both are applied in addition to the usual service charge and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense as for example:

- 1) The facilities are provided in remote or undeveloped sections.
- 2) Conditions that require unusual methods of plant construction, installation or maintenance.
- 3) The customer's location requires the use of costly private right-of-way.
- 4) The establishment of services which may be of a speculative or temporary nature.

b. Title to all construction, as specified below, provided wholly or partly as a customer's expense is vested in the Company.

c. "Cost" is labor and materials included loaded overheads and may include a contribution to cover the cost of doing business not explicitly associated with direct cost.

2. Special Type of Construction

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

H. MINIMUM CONTRACT PERIODS

1. Minimum Contract Period

a. Except as specified elsewhere in this Catalog or the terms of the Service Agreement signed by customer, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.

b. The Company may require a contract period longer than one month.

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TERMS AND CONDITIONS

I. 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 facilities used by the Telephone Company or the Telephone Company's service to others, such as:
 - a) Connection of Customer Premises 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 or used 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 terms.
 - 2) use of foul or profane language while using the Company's facilities.
 - 3) the customers bill for local, or miscellaneous 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 terms 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.
 - 5) for failure of the customer to permit the Telephone Company reasonable access to its facilities or facilities used by the Telephone Company.
 - 6) any other violation of the Telephone Company's terms and conditions in this catalog, the requirements of municipal ordinances or law pertaining for the service.

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TERMS AND CONDITIONS

I. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

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

b. Despite the prior written notice provisions as contained in these terms and conditions, disconnection may take place prior to the expiration of the notice period if the Telephone Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.

c. Only one written notice will be provided to the customer if multiple violations occur.

d. The notice of pending disconnection required by these terms and conditions shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The final date shall be not less than five days after the notice is rendered, or in the case of deposits twelve days. The notice will include a toll-free or collect number where a customer can obtain additional information.

e. Where written notice is required, the Company will not disconnect service on a weekend, holiday, or after 2:00 P.M. unless the Company is prepared to reconnect the service the same day.

3. Disputes

In the event of a dispute concerning a bill, the Telephone Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Telephone Company's catalog, shall continue and for not less than forty-five days after the rendering of the disputed bill, the service shall not be disconnected for non-payment for the disputed amount. The forty-five days may be extended by up to sixty days if requested of the Telephone Company by the Iowa Utilities Board in the event the customer files a written complaint with the Iowa Utilities Board, Customer Service, 1375 E Court Ave., Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or iubcustomer@iub.state.ia.us. Illinois customers may contact the Illinois Commerce Commission by calling 1-800-524-0795, 1-217-782-2024 outside the State of Illinois, or TTY at 1-800-858-9277, or filing an online complaint using <https://www.icc.illinois.gov/Complaints/Home/Type>. The Illinois Commerce Commission can also be reached by mailing your complaint to:

Illinois Commerce Commission
527 East Capitol Ave
Springfield, IL 62701.

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TERMS AND CONDITIONS

I. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

4. Emergency Medical Conditions

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

5. At Customer's Request

a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.

c. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

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J. PAYMENT FOR SERVICE AND FACILITIES

1. General
 - a. Generally all customers shall pay for services and facilities monthly in advance. Municipal, State or Governmental Agencies may be exceptions to this rule.
 - b. Billing to customers shall be scheduled monthly.
 - c. All bills for local, or miscellaneous services are due not less than 20 days after the bill is rendered.
 - d. When a customer is connected or disconnected, or for other cause the service received deviates by more than twenty-four consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.
 - e. Failure to receive a bill does not relieve the customer of the responsibility for payment.
2. Disconnection of Service by the Company
 - a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local or miscellaneous services upon written notice, allowing the customer five days to make payment or settlement.
3. Service Charge for Reconnection
 - a. Where service has been discontinued for non-payment of a due bill applicable service charges as defined in Part VI of this shall apply.
 - b. Where service has been discontinued for the non-payment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
 - c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in this catalog.
4. Late Payment Charge
 - a. All bills for which full payment has not been received paid before the last date for timely payment shall be subject to a late payment charge.
 - b. Each account shall be granted not less than one complete forgiveness of late payment charges each calendar year for regulated services. The customer will be notified that this forgiveness has been used by first class mail, telephone or electronic means.
 - c. Late payment charges shall be 1.3% of the unpaid balance.

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TERMS AND CONDITIONS

K. 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.

L. 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 Catalog and the service may be disconnected in accordance with its Terms and Conditions.
- e. Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be served. Existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the customer within ten days after receipt of written notification from the Company.

M. 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.

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TERMS AND CONDITIONS

M. CUSTOMER COMPLAINTS (Continued)

1. General (Continued)

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, 350 Maple Street Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or iubcustomer@iub.state.ia.us.

d. Illinois customers may contact the Illinois Commerce Commission by calling 1-800-524-0795, 1-217-782-2024 outside the State of Illinois, or TTY at 1-800-858-9277, or filing an online complaint using <https://www.icc.illinois.gov/Complaints/Home/Type>. The Illinois Commerce Commission can also be reached by mailing your complaint to:
Illinois Commerce Commission
527 East Capitol Ave
Springfield, IL 62701.

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DEFINITIONS

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

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

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

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

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

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

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

CALLS - Telephone messages attempted by customers or users.

CATALOG - The rates, charges, terms and conditions adopted by the Company.

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

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

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DEFINITIONS

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

CHARGES - Nonrecurring amounts billed to customers for services.

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

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

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

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

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

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

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

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

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

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

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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 terms and conditions of the Company.

CUSTOMER PREMISES EQUIPMENT - Equipment located on the customer's premises 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 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."

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DEFINITIONS

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.

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 section of this Catalog.

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

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

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

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

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

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

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

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

MESSAGE - A completed customer or user call.

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.

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."

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DEFINITIONS

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.

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 communications services.

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

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

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

SERVICE CHECK - See "Check of Service".

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.

SESSION INITIATION PROTOCOL (SIP) - A signaling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks.

SESSION INITIATION PROTOCOL (SIP) TRUNK - The use of an Internet Protocol network to facilitate the connection of a private branch exchange (PBX) to the Internet.

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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, terms and conditions 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.

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ACRONYMS

		C
CO	Central Office	
		D
DID	Direct Inward	
DIOD	Direct Outward	
		E
EAS	Extended Area Service	
		F
FCC	Federal Communications Commission	
FX	Foreign Exchange	
		I
ISDN	Integrated Services Digital Network	
IUB	Iowa Utilities Board	
		S
SIP	Session Initiation Protocol	
		V
VOIP	Voice Over Internet Protocol	

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TRADE NAMES

There are no Trade Names used in this Catalog.

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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAMES: The exchange names and Extended Area Service exchanges are listed below.

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Ackley	Geneva
Adel	Dallas Center, Des Moines*, De Soto, Redfield, Van Meter
Albia	Eddyville, Melrose
Algona	LuVerne, Wesley, Whittemore
Alta	Linn Grove, Storm Lake
Atlantic	Marne, Wiota
Ames	Nevada
Anamosa	Cedar Rapids, Martelle, Monticello,
Anthon	Oto
Arnolds Park	Milford, Spirit Lake
Atlantic	Marne, Wiota
Bedford	Gravity
Blairsburg	Webster City, Williams
Boone	None
Bradgate	Gilmore City, Humboldt, Livermore
Britt	Crystal Lake, Garner, Wesley, Woden
Burlington	None
Calmar	Fort Atkinson, Ossian
Canton Fairview (East)	Canton-Fairview, SD, Worthing, SD
Carroll	Halbur, Lidderdale
Carter Lake	Council Bluffs, Arlington, NE, Bennington, NE, Blair, NE, Elkhorn, NE, Fort Calhoun, NE, Fremont, NE, Gretna, NE, Kennard, NE, Louisville, NE, Murray, NE, Omaha, NE, Plattsmouth, NE, Springfield, NE, Yutan, NE, Valley, NE, Waterloo, NE
Cedar Falls	Denver, Dike, Hudson, Janesville, New Hartford, Parkersburg, Waterloo, Waverly

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*Altoona, Ankeny, Carlisle, Grimes, Norwalk and Waukee are now included in the Des Moines rate center.

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Cedar Rapids	Alburnett, Anamosa, Atkins, Center Point, Central City, Coggon, Ely, Fairfax, Lisbon, Martelle, Mount Vernon, Newhall, North Liberty, Norway, Palo, Prairieburg, Shellsburg, Springville, Swisher, Troy Mills, Urbana, Van Horne, Vinton, Walker
Center Point	Cedar Rapids, Urbana
Centerville	Cincinnati, Moravia, Mystic, Plano, Promise City, Seymour, South Seymour, MO, Unionville
Charles City	Nashua
Cherokee	Cleghorn, Larrabee, Meriden
Clarinda	Braddyville, College Springs, South Braddyville
Clarion	Dows, Eagle Grove, Goldfield, Woolstock
Clinton	Low Moor
Coggon	Cedar Rapids, Central City, Prairieburg, Ryan, Troy Mills
Colfax	Des Moines*, Newton, Prairie City
Correctionville	None
Council Bluffs	Bennington, NE, Carson, Carter Lake, Crescent, Elkhorn, NE, Glenwood, Gretna, NE, Macedonia, Minden, Mineola, Missouri Valley, Neola, Oakland, Omaha, NE, Silver City, Springfield, NE, Treynor, Underwood, Valley, NE, Waterloo, NE
Crescent	Bennington, NE, Council Bluffs, Elkhorn, NE, Gretna, NE, Mineola, Omaha, NE, Springfield, NE, Underwood, Valley, NE, Waterloo, NE
Creston	Kent, Orient
Dallas Center	Adel, Des Moines*, Granger
Danbury	Mapleton
Davenport	Dixon, Donahue, East Moline, IL, Eldridge, LeClaire-Princeton, McCausland, Moline, IL, Rock Island, IL, Walcott
Dawson	Des Moines*, Perry
Decorah	Burr Oak, Highlandville
Denver	Cedar Falls, Waterloo, Waverly,
Des Moines*	Adel, Bouton, Colfax, Dallas Center, Dawson, De Soto, Dexter, Earlham, Elkhart, Granger, Indianola, Martensdale, Minburn, Milo, Perry, Pleasantville, Polk City, Prairie City, Redfield, Runnells, Stuart, Van Meter, Winterset, Woodward
Dike	Cedar Falls, New Hartford, Parkersburg, Waterloo
Dubuque	Dickeyville, WI, East Dubuque, IL, Epworth, Farley, Holy Cross, LaMotte

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Eagle Grove

Clarion, Goldfield, Thor, Vincent, Woolstock

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Earlham	De Soto, Des Moines*, Dexter, Winterset
Estherville	None
Fairfield	Libertyville, Packwood
Fort Madison	Denmark, Montrose, West Point
Garner	Britt, Klemme, Miller
Geneva	Ackley, Hampton
Gilmore City	Bradgate, Humboldt, Livermore
Glenwood	Bennington , NE, Council Bluffs, Elkhorn, NE, Gretna, NE, Malvern, Mineola, Omaha, NE, Pacific Junction, Silver City, Springfield, NE, Valley, NE, Waterloo, NE
Granger	Dallas Center, Des Moines*, Woodward
Grinnell	Malcom
Hamburg	Riverton
Hampton	Geneva
Harrisburg-Tea (East)	Harrisburg-Tea, SD, Lennox, SD, Sioux Falls, SD
Hudson	Cedar Falls, Waterloo
Humboldt	Bradgate, Gilmore City, Livermore, LuVerne, Renwick, Thor
Independence	Rowley
Indianola	Des Moines*, Liberty Center, Martensdale, Milo
Iowa City	Hills, Lone Tree, North Liberty, Oxford, Riverside, Sharon Center, Solon, Tiffin, West Branch, West Liberty
Iowa Falls	Alden, Buckeye
Jewell	Ellsworth
Keokuk	None
Knoxville	Attica, Bussey, Tracy
Lake Park	Spirit Lake
Lansing	Waukon
Laurens	Curlew, Havelock, Pocahontas
Livermore	Bradgate, Gilmore City, Humboldt, LuVerne
LuVerne	Algona, Humboldt, Livermore
Mallard	Emmetsburg
Malvern	Glenwood, Silver City
Manly	Grafton, Hanlontown, Kensett, Mason City, Plymouth
Mapleton	Danbury
Maquoketa	None
Marshalltown	Albion, Conrad, Ferguson, Green Mountain, Haverhill, Laurel, LeGrand, Liscomb, Melbourne, Rhodes, State Center
Mason City	Manly, Plymouth
McCallsburg	None

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Merrill	Sioux City
Milford	Arnolds Park, Spirit Lake

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B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Mineola	Bennington, NE, Council Bluffs, Crescent, Elkhorn, NE, Glenwood, Gretna, NE, Omaha, NE, Silver City, Springfield, NE, Underwood, Valley, NE, Waterloo, NE
Missouri Valley	Bennington, NE, Council Bluffs, Elkhorn, NE, Gretna, NE, Omaha, NE, Springfield, NE, Valley, NE, Waterloo, NE
Monticello	Anamosa
Montrose	Argyle, Fort Madison
Mount Ayr	Benton, Diagonal, Kellerton, Redding, Tingley
Mount Pleasant	Lockridge, Mount Union, New London, Olds, Salem
Mount Vernon	Cedar Rapids, Lisbon
Muscatine	Eliza, IL, Illinois City, IL
Nashua	Charles City
Neola	Bennington, NE, Council Bluffs, Elkhorn, NE, Gretna, NE, Minden, Omaha, NE, Springfield, NE, Valley, NE, Waterloo, NE
Nebraska City	East Nebraska City, NE
Nevada	Ames, Maxwell
New Hartford	Cedar Falls, Dike, Parkersburg, Waterloo
Northwood	Kensett
Oakville	Wapello
Oelwein	Aurora, Hazleton
Onawa	Blencoe, Castana-Turin, Whiting
Osage	New Haven
Osceola	Weldon
Oskaloosa	Eddyville, Fremont, Leighton, Rose Hill
Ottumwa	Agency, Bladensburg, Blakesburg, Chillicothe, Eddyville, Eldon, Farson, Fremont, Hedrick
Parkersburg	Cedar Falls, Dike, New Hartford, Waterloo
Pella	Leighton, Otley, Peoria
Perry	Bouton, Dawson, Des Moines*, Minburn, Rippey
Pocahontas	Fonda, Havelock, Laurens, Plover
Polk City	Des Moines*, Slater
Prairie City	Colfax, Des Moines*, Runnells
Randolph	Sidney, Tabor
Red Oak	None
Renwick	Humboldt
Roland	Story City
Rolfe	None
Rose Hill	Oskaloosa
Runnells	Des Moines*, Prairie City

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Sheldon	Archer, Boyden, Matlock
Shenandoah	Coin, Essex, Farragut, Imogene, Northboro
Sidney	Percival, Randolph, Riverton, Tabor, Thurman
Silver City	Bennington, NE, Council Bluffs, Elkhorn, NE, Glenwood, Gretna, NE, Malvern, Mineola, Omaha, NE, Pacific Junction, Springfield, NE, Valley, NE, Waterloo, NE
Sioux City	Dakota City, NE, Hinton, Merrill, Sergeant Bluff, South Sioux City, NE

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Sioux Rapids	Linn Grove, Rembrandt
Spencer	None
Spirit Lake	Arnolds Park, Lake Park, Milford
Storm Lake	Alta, Newell, Rembrandt
Story City	Randall, Roland
Stuart	Des Moines*, Dexter, Menlo
Tabor	Omaha, NE, Randolph, Sidney, Thrumen
Treynor	Carson, Council Bluffs, Oakland, Omaha, NE
Underwood	Bennington, NE, Council Bluffs, Crescent, Elkhorn, NE, Gretna, NA, Mineola, Omaha, NE, Springfield, NE, Valley, NE, Waterloo, NE
Van Meter	Adel, Des Moines*, De Soto, Winterset
Vinton	Cedar Rapids, Shellsburg, Urbana
Walcott	Davenport, Durant
Washintgon	West Chester
Waterloo	Cedar Falls, Denver, Dike, Hudson, Janesville, La Porte City, New Hartford, Parkersburg, Waverly
Waucoma	Alpha, Fort Atkinson, Hawkeye, Lawler, St Lucas
Waukon	Lansing, Waterville
Waverly	Cedar Falls, Denver, Janesville, Shell Rock, Waterloo
Webster City	Blairsburg, Duncombe, Kamrar, Woolstock
Wesley	Algona, Britt, Titonka, Woden
West Union	None
Whiting	Onawa
Whittemore	Algona
Williams	Blairsburg
Williamsburg	Conroy
Winterset	De Soto, Des Moines*, Earlham, Lorimor, Macksburg, Peru Van Meter

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Alexander	Belmond, Coulter, Latimer, Meservey, Rowan
Ashton	George
Battle Creek	Ida Grove
Bedford	Gravity
Belmond	Alexander, Goodell, Meservey, Rowan
Brunsville	Le Mars, Struble
Carson	Council Bluffs, Macedonia, Oakland, Omaha NE, Treynor
Charter Oak	None
Corning	None
Coulter	Alexander, Latimer
Denison	None
Dow City	None
Early	Nemaha
Fort Dodge	Otho
George	Ashton, Little Rock
Goodell	Belmond, Meservey
Holstein	None
Ida Grove	Battle Creek
Kingsley	Pierson
Latimer	Alexander, Coulter
Le Mars	Brunsville, Struble
Lenox	Sharpsburg
Meservey	Alexander, Belmond, Goodell, Thornton
Nemaha	Early, Sac City
Oakland	Carson, Council Bluffs, Macedonia, Omaha NE, Treynor
Orange City	Alton, Hospers, Maurice, Sioux Center
Otho	Fort Dodge
Pierson	Kingsley, Washta
Rowan	Alexander, Belmond
Sac City	Nemaha
Sharpsburg	Lenox
Sheffield	None
Struble	Brunsville, Le Mars
Swaledale	Thornton
Thornton	Meservey, Swaledale
Treynor	Carson, Council Bluffs, Oakland, Omaha NE
Washta	Pierson

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B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Adair	None
Afton	Arispe
Agency	Bladensburg, Ottumwa
Ainsworth	Crawfordsville
Albert City	Marathon
Albia	Eddyville, Melrose
Alden	Buckeye, Dows, Iowa Falls
Alpha	Hawkeye, Lawler, Waucoma
Alta Vista	Elma
Aplington	None
Argyle	Donnellson, Montrose
Arispe	Afton
Arlington	Strawberry Point, Wadena
Armstrong	None
Atalissa	Moscow, Rochester, West Liberty
Attica	Bussey, Knoxville, Tracy
Auburn	Lake View, Lanesboro
Audubon	Exira
Avoca	Shelby
Bagley	Bayard, Jamaica, Yale
Bayard	Guthrie Center, Scranton, Bagley
Belle Plaine	Chelsea
Bellevue	None
Bennett	Durant, Tipton
Benton	Diagonal, Kellerton, Mt. Ayr, Redding, Tingley
Bladensburg	Agency, Batavia, Ottumwa
Blakesburg	Chillicothe, Ottumwa
Blencoe	Onawa
Bouton	Des Moines*, Perry, Woodward
Braddyville	Clarinda
Brandon	Rowley, Urbana, Walker
Bridgewater	Fontanelle
Brighton	Richland, Washington
Buckeye	Alden, Hubbard, Iowa Falls, Radcliffe
Bussey	Attica, Knoxville, Lovilia, Tracy
Cambridge	None
Centerville	Cincinnati, Moravia, Mystic, Plano, Promise City, Seymour, Unionville

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B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Central City	Alburnett, Cedar Rapids, Coggon
Chariton	Lucas, Russell, Williamson
Charlotte	Delmar, DeWitt, Grand Mound, Low Moor
Chelsea	Belle Plaine, Toledo
Chillicothe	Blakesburg, Ottumwa
Cincinnati	Centerville, Moravia, Mystic, Plano, Promise City, Unionville
Clarinda	Braddyville, College Springs
Clearfield	None
Colesburg	Dyersville, Edgewood
College Springs	Clarinda
Collins	None
Columbus Junction	Conesville, Grandview, Letts
Conesville	Columbus Junction
Conroy	Williamsburg
Coon Rapids	Dedham
Crawfordsville	Ainsworth, Olds
Cresco	Protivin
Creston	Kent, Orient
Cylinder	Emmetsburg
De Soto	Adel, Des Moines*, Dexter, Earlham, Van Meter, Winterset
Dedham	Coon Rapids
Delhi	Manchester
Delmar	Charlotte, DeWitt, Grand Mound
Delta	None
Denmark	Ft. Madison
DeWitt	Delmar, Charlotte, Low Moor, Grand Mound
Dexter	Des Moines*, De Soto, Earlham, Redfield, Stuart
Diagonal	Benton, Kellerton, Mt. Ayr, Redding, Shannon City, Tingley
Dolliver	None
Donnellson	Argyle, Houghton, Primrose, West Point
Douds	Eldon, Keosauqua, Libertyville
Dows	Alden, Clarion
Dunlap	None
Durant	Bennett, Wilton
Dyersville	Colesburg, Earlville, Farley, Holy Cross, Luxemburg, New Vienna, Worthington
Earlville	Delhi, Dyersville, Hopkinton, Manchester

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B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Eddyville	Albia, Oskaloosa, Ottumwa
Edgewood	Colesburg, Strawberry Point
Eldon	Batavia, Douds, Floris, Ottumwa
Elkhart	Des Moines*
Elma	Alta Vista
Emmetsburg	Cylinder, Mallard
Epworth	Dubuque, Farley
Exira	Audubon, Elkhorn, Brayton
Fairbank	None
Fairfield	Libertyville, Packwood
Farley	Dubuque, Dyersville, Epworth
Farmington	Bonaparte, Primrose
Farson	Hedrick, Martinsburg, Ottumwa
Fayette	Maynard, Randalia
Fonda	Newell, Pocahontas
Fontanelle	Bridgewater, Greenfield
Forest City	Crystal Lake, Fertile, Joice, Leland
Fredericksburg	New Hampton, Sumner
Fremont	Oskaloosa, Ottumwa
Garwin	None
Gladbrook	None
Glidden	Ralston
Grand Junction	Rippey
Grandview	Columbus Junction, Letts, Wapello
Gravity	Bedford
Greeley	Manchester
Greene	None
Greenfield	Fontanelle, Nevinville
Grinnell	Malcom
Grundy Center	None
Guthrie Center	Bayard, Menlo
Halbur	Carroll
Harlan	Harlan Rural Exchange, Irwin, Jacksonville, Kirkman, Westphalia
Harper	Keota, Sigourney
Harris	None
Hartley	May City
Hazleton	Oelwein
Hedrick	Farson, Martinsburg, Ottumwa

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B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Hillsboro	Bonaparte, Salem, Stockport
Holy Cross	Dubuque, Dyersville, Luxemburg, New Vienna
Hopkinton	None
Houghton	Donnellson, Primrose, Salem, West Point
Humeston	Derby
Jamaica	Bagley, Yale
Janesville	Cedar Falls, Waterloo, Waverly
Kellerton	Benton, Diagonal, Mt. Ayr, Redding, Tingley
Kent	Creston
Keota	Harper, West Chester
Knoxville	Attica, Bussey, Tracy
Lacona	Liberty Center, Milo
Lake City	None
Lake View	Auburn, Wall Lake
Lamont	None
Lanesboro	Auburn
Lawler	Alpha, Waucoma
Le Claire	McCausland, Davenport, Eldridge
Le Grand	Marshalltown
Ledyard	None
Leighton	Oskaloosa, Otley, Pella, Peoria
Letts	Columbus Junction, Grandview
Liberty Center	Lacona, Milo, Indianola
Libertyville	Fairfield, Batavia, Douds
Lime Springs	Cherry Grove, MN
Linden	Redfield, Panora
Linn Grove	Alta, Peterson, Rembrandt, Sioux Rapids
Lisbon	Cedar Rapids, Mt. Vernon
Little Sioux	Blencoe, Mondamin, Pisgah
Lockridge	Mt. Pleasant
Logan	None
Lohrville	None
Lone Tree	Iowa City, Nichols, Riverside
Lovilia	Bussey
Low Moor	DeWitt, Charlotte, Clinton-Commanche, Delmar, Grand Mound
Lowden	None
Lucas	Chariton, Russell, Williamson
Luxemburg	Dyersville, Holy Cross, New Vienna

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Lytton	None
Macksburg	Winterset
Madrid	None
Magnolia	None
Malcom	Brooklyn, Grinnell, Montezuma
Mallard	Emmetsburg
Manchester	Greeley, Ryan
Manning	None
Manson	None
Marathon	Albert City
Marble Rock	None
Marengo	None
Martensdale	Des Moines*, Indianola
Martinsburg	Farson, Hedrick, Ollie, Packwood
Maxwell	Nevada
May City	Hartley
Maynard	Fayette, Randalia
McCallsburg	None
Melcher	Knoxville
Melrose	Albia
Melvin	None
Milo	Des Moines*, Indianola, Lacona, Liberty Center
Milton	Cantril
Minden	Council Bluffs, Neola, Omaha (NE), Shelby
Mingo	Colfax, Des Moines*, Newton
Modale	None
Mondamin	None
Monroe	Reasnor
Montour	Toledo
Montrose	Argyle, Ft. Madison
Moravia	Centerville, Cincinnati, Mystic, Plano, Promise City, Unionville
Moscow	Atalissa, Rochester, Wilton
Mt. Ayr	Benton, Diagonal, Kellerton, Redding, Tingley
Mt. Pleasant	Lockridge, Mt. Union, New London, Olds, Salem
Mt. Union	Mt. Pleasant, New London, Winfield

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Mystic	Centerville, Cincinnati, Moravia, Plano, Promise City, Unionville
Nevada	Ames, Maxwell
New Hampton	Fredericksburg
New London	Mt. Pleasant, Mt. Union
New Sharon	None
New Vienna	Dyersville, Holy Cross, Luxemburg
New Virginia	None
Newell	Fonda, Storm Lake
Newton	None
Nichols	Lone Tree
Oakville	Wapello
Ocheyedan	None
Olds	Crawfordsville, Mt. Pleasant, Wayland, Winfield
Ollie	Martinsburg, Packwood, Richland
Orient	Creston, Nevinville
Osceola	Weldon
Otley	Leighton, Pella, Peoria
Oxford	Iowa City, Tiffin
Packwood	Batavia, Fairfield, Martinsburg, Ollie, Richland
Panama	Earling, Harlan (urban), Portsmouth
Paullina	None
Pella	Leighton, Otley, Peoria
Peoria	Leighton, Otley, Pella
Percival	Sidney, Thurman
Persia	None
Peru	Winterset
Peterson	Linn Grove
Pisgah	None
Plano	Centerville, Cincinnati, Moravia, Mystic, Promise City, Seymour, Unionville
Pleasantville	Des Moines*
Pomeroy	None
Portsmouth	Panama
Prescott	Nevinville
Primghar	None
Primrose	Donnellson, Farmington, Houghton

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Promise City	Centerville, Cincinnati, Corydon, Moravia, Mystic, Plano, Seymour, Unionville
Protivin	Cresco
Ralston	Glidden, Scranton
Randalia	Fayette, Maynard, Hawkeye
Randall	Story City
Randolph	Sidney, Tabor
Redding	Benton, Diagonal, Kellerton, Mt. Ayr, Tingley
Redfield	Adel, Des Moines*, Dexter, Linden
Reinbeck	None
Rembrandt	Linn Grove, Sioux Rapids, Storm Lake
Richland	Brighton, Ollie, Packwood
Ricketts	Schleswig, Ute
Rippey	Des Moines*, Grand Junction, Perry
Riverside	Iowa City, Lone Tree
Riverton	Farragut, Hamburg, Sidney
Rochester	Tipton, Atalissa, Moscow
Rockwell City	None
Roland	Story City
Rolfe	None
Rowley	Brandon, Independence
Russell	Chariton, Lucas, Williamson
Ryan	Coggon, Manchester
Sabula	None
Saint Ansgar	None
Saint Lucas	Ft. Atkinson, Waucoma
Salem	Hillsboro, Houghton, Mt. Pleasant
Schleswig	Ricketts
Seymour	Centerville, Corydon, Plano, Promise City
Shannon City	Creston, Diagonal, Tingley
Shelby	Avoca, Minden
Sidney	Percival, Randolph, Riverton, Tabor, Thurman
Sigourney	Harper
Slater	Huxley, Kelley, Polk City
Solon	Iowa City
Stacyville	None
Stanwood	Mechanicsville, Olin, Tipton
Story City	Randall, Roland
Strawberry Point	Arlington, Edgewood, Volga

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

<u>Exchange Name</u>	<u>Included in Extended Area Service</u>
Sumner	Fredericksburg
Swea City	None
Tabor	Omaha (NE), Randolph, Sidney, Thurman
Thurman	Percival, Sidney, Tabor
Tiffin	Iowa City, Oxford
Tingley	Benton, Diagonal, Kellerton, Mt. Ayr, Redding, Shannon City
Tipton	Stanwood, Bennett, Rochester
Toledo	Chelsea
Tracy	Attica, Bussey, Knoxville
Traer	Clutier, Dysart
Troy Mills	Cedar Rapids, Coggon, Walker
Unionville	Centerville, Cincinnati, Moravia, Moulton, Mystic, Plano, Promise City
Ute	None
Vail	None
Volga	Elkader, Strawberry Point, Wadena
Wadena	Arlington, Volga
Walker	Cedar Rapids, Troy Mills
Wapello	Grandview, Oakville
Washington	West Chester
Waucoma	Alpha, Ft. Atkinson, Hawkeye, Lawler, Saint Lucas
Wellsburg	None
West Chester	Keota, Washington
West Point	Donnellson, Ft. Madison, Houghton
What Cheer	None
Williamsburg	Conroy
Williamson	Chariton, Lucas, Russell
Winfield	Olds, Mt. Union
Woodbine	None
Worthington	Dyersville

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

Services are provided via the Company's facilities where available or through the resale of facilities provide by the underlying local exchange company.

Residential Individual Line (VOIP)	\$20.00
Business Individual Line (VOIP)	\$25.00
Session Internet Protocol (SIP) Trunk	ICB
Session Internet Protocol (SIP) Session	ICB
Resold CenturyLink Residence/Business Exchange Line Zone 1	\$36.00
Resold CenturyLink Residence/Business Exchange Line Zone 2	\$40.00
Resold CenturyLink Residence/Business Exchange Line Zone 3	\$45.00
Resold Frontier Communications of Iowa Residence/Business Exchange Line	\$61.00
Resold Windstream Iowa Communications Residence/Business Exchange Line	\$60.00

The rates for Resold CenturyLink Business services are determined by the zone in which the serving wire center of the Business service is located. Following is a listing of the wire centers located in each zone, in association with their Common Language Location Identifier (CLLI). Iowa is divided into three geographic zones.

Wire Center	CLLI
ZONE 1	
Des Moines Ashworth	DESMIAAW
Des Moines Downtown	DESMIADT
Des Moines East	DESMIAEA
Des Moines North	ANKNIACO
Des Moines Northwest	DESMIANW
Des Moines South	DESMIASO
Des Moines West	DESMIAWS

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B. RATES (Continued)

ZONE 2

Wire Center	CLLI	Wire Center	CLLI
Ames Downtown	AMESIATC	Fort Madison	FTMDIATC
Ames West	AMESIAWS	Garner	GRNRIACO
Ankeny	ANKNIACO	Independence	INDPIACO
Atlantic	ATLTIATC	Indianola	INDNIACO
Boone	BOONIACO	Iowa City	IWCYIATC
Burlington	BURLIATC	Keokuk	KEKKIACO
Carroll	CRRLIATC	Marshalltown	MRTWIASO
Cedar Falls	CDFLIACO	Mason City	MSCYIATC
Cedar Rapids Downtown	CDRRIADT	Milford	MLFRIACO
Cedar Rapids Marion	CDRRIAMN	Muscatine	MSCTIACO
Cedar Rapids North	CDRRIANO	Oelwein	OLWNIATC
Cedar Rapids West	CDRRIAWS	Onawa	ONAWIACO
Cherokee	CHRKIACO	Oskaloosa	OSKLIACO
Clarion	CLRIIACO	Ottumwa	OTTMIIATC
Clinton Camanche	CLTNIACC	Perry	PRRYIACO
Clinton Downtown	CLTNIACO	Red Oak	RDOKIACO
Council Bluffs Downtown	CNBLIAWA	Sheldon	SHLNIATC
Council Bluffs Manawa	CNBLIAMW	Sioux City Downtown	SXCYIADT
Davenport Downtown	DVNPIADT	Sioux City Leeds	SXCYIALD
Davenport East	DVNPIAEA	Sioux City Morningside	SXCYIAMS
Davenport Northeast	DVNPIANE	Spencer	SPNCIATC
Davenport Northwest	DVNPIANW	Spirit Lake	SPLKIACO
Davenport West	DVNPIAWS	Walcott	WLCTIACO
Dawson	PRRYIACO	Waterloo Downtown	WTRLIADT
Decorah	DCRHIACO	Waterloo Washburn	WTRLIAWS
Eagle Grove	EGGVIACO	Webster City	WBCYIATC
		Whittemore	WHMRIACO

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

ZONE 3

Wire Center	CLLI	Wire Center	CLLI
Ackley	ACKLIACO	Granger	GRNGIACO
Adel	ADELIACO	Grimes	GRMSIACO
Algona	ALGNIATC	Hamburg	HMBGIACO
Alta	STLKIATC	Hampton	HMPNIACO
Altoona	ALNAIACO	Harrisburg-Tea (East)	HRBGSDCO
Anamosa	ANMSIACO	Hudson	HDSNIACO
Anthon	ANTHIACO	Humboldt	HMBLIACO
Arnolds Park Downtown	ARPKIACO	Iowa Falls	IWFLIACO
Arnolds Park Wahpeton	WHTNIACO	Jewell	JEWLIACO
Blairsburg	BRBGIACO	Lake Park	LKPKIACO
Bradgate	GLCYIACO	Lansing	LNGIACO
Britt	BRTTIACO	Laurens	LRNSIACO
Calmar	CLMRIACO	Livermore	LVMRIACO
Canton-Fairview (East)	CNTNSDCO	LuVerne	LVRNIACO
Carlisle	CRLSIACO	Malvern	MLVRIACO
Carter Lake	OMAHNENW	Manly	MNLYIACO
Center Point	CNPNIACO	Mapleton	MPTNIACO
Charles City	CHCYIATC	Maquoketa	MQKTIACO
Coggon	CGGNIACO	Merrill	MRRLIACO
Colfax	CLFXIACO	Mineola	GLWDIACO
Correctionville	CCVLIACO	Missouri Valley	MSVYIACO
Crescent	CRSCIACO	Monticello	MNTIACO
Dallas Center	DLCTIACE	Mount Vernon	MTVRIACO
Danbury	DNBRIACO	Nashua	NASHIACO
Denver	DNVRIACO	Neola	NEOLIACO
Dike	DIKEIACO	New Hartford	NHFRIACO
Dubuque Downtown	DUBQIATC	Northwood	NWODIACO
Dubuque Northwest	DUBQIANW	Norwalk	NRWLIACO
Earlham	ERHMIACO	Osage	OSAGIACO
Estherville	ESVLIACO	Parkersburg	PRBGIACO
Geneva	HMPNIACO	Pocahontas	PCHNIACO
Gilmore City	GLCYIACO	Polk City	PKCYIACO
Glenwood	GLWDIACO	Prairie City	PRCYIACO

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LOCAL EXCHANGE SERVICE

B. RATES (Continued)

ZONE 3 (Continued)

Wire Center	CLLI
Renwick	RNWCIACO
Rose Hill	RSHLIACO
Runnells	RNLSIACO
Shenandoah	SHNDIACO
Silver City	GLWDIACO
Sioux Rapids	SXRPIACO
Storm Lake	STLKIATC
Stuart	STRTIACO
Underwood	UNWDIACO
Van Meter	VNMTIACO
Vinton	VNTNIACO
Waukee	WAUKIACO
Waukon	WAKNIACO
Waverly	WVRLIACO
Wesley	WSLYIACO
West Union	WUNNIACO
Whiting	WHNGIACO
Williams	WLMSIACO
Winterset	WNTRIACO

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LOCAL EXCHANGE SERVICE

EXTENDED AREA SERVICE

A. GENERAL

1. Extended Area Service (EAS) is a non-optional unlimited calling service in certain exchanges that permits customers in such exchanges to place calls to other designated exchanges without the use of toll facilities and without incurring Long Distance Message charges. Applicable EAS additives are in addition to the exchange service rates applicable to that exchange.

B. EAS RATES

1. EAS provided with VOIP service, CenturyLink, Frontier Communications of Iowa, or Windstream Iowa Communications Resold Lines is included in billed at the following rates:

Residence	\$2.16
Business	\$3.30
Trunk	\$4.60

2. EAS provided within Frontier Communications of Iowa and Windstream Iowa Communications Exchanges is billed at the following rates. If the exchange is not specifically listed below, the rate will be the rates referenced in Section B EAS RATES 1 above:

Exchange	Residence Non Primary	Residence Primary	Business
Alexander	3.09	0.00	5.54
Ashton	2.19	0.00	3.72
Battle Creek	1.97	0.00	3.51
Bedford	1.34	0.00	2.31
Belmond	2.31	0.00	4.06
Brunsville	2.52	0.00	4.57
Charter Oak	0.00	0.00	0.00
Corning	0.00	0.00	0.00
Coulter	2.79	0.00	3.72
Denison	0.00	0.00	0.00
Dow City	0.00	0.00	0.00
Early	1.55	0.00	2.73
Fort Dodge	0.98	0.00	1.75
George	1.97	0.00	3.51

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Goodell	2.31	0.00	4.06
Holstein	0.00	0.00	0.00
Ida Grove	1.55	0.00	2.73
Kingsley	1.55	0.00	2.73

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LOCAL EXCHANGE SERVICE

B. EAS RATES (Continued)

Exchange	Residence Non Primary	Residence Primary	Business
Latimer	1.75	0.00	3.09
Le Mars	1.34	0.00	2.31
Lenox	1.55	0.00	2.73
Meservey	3.09	0.00	5.54
Nemaha	2.52	0.00	4.57
Oakland	0.00	0.00	0.00
Orange City	2.50	2.50	4.53
Otho	2.52	0.00	4.57
Pierson	2.31	0.00	4.06
Rowan	2.52	0.00	4.57
Sac City	1.34	0.00	2.31
Sharpsburg	1.97	0.00	3.51
Sheffield	0.00	0.00	0.00
Struble	2.73	0.00	4.78
Swaledale	1.55	0.00	2.73
Thornton	1.75	0.00	3.09
Treynor	0.00	0.00	0.00
Washta	1.75	0.00	3.09

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AUREON COMMUNICATIONS, LLC
LOCAL AND EXCHANGE SERVICES CATALOG

PART IV
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LOCAL EXCHANGE SERVICE

B. EAS RATES (Continued)

Exchange	Residence	Business	Trunk
Adair	0.00	0.00	0.00
Afton	1.05	1.05	1.05
Agency	3.10	3.10	3.10
Ainsworth	1.05	1.05	1.05
Albert City	1.05	1.05	1.05
Albia	0.66	1.32	1.32
Alden	4.01	4.01	4.01
Alpha	2.95	2.95	2.95
Alta Vista	2.03	4.06	6.09
Aplington	0.00	0.00	0.00
Argyle	2.55	2.55	2.55
Arispe	1.05	1.05	1.05
Arlington	3.48	6.96	10.45
Armstrong	0.00	0.00	0.00
Atalissa	5.45	10.90	10.90
Attica	4.31	4.31	4.31
Auburn	2.55	2.55	2.55
Audubon	0.44	0.88	0.88
Avoca	0.10	0.20	0.20
Bagley	2.90	2.90	2.90
Bayard	3.42	6.85	6.85
Belle Plaine	0.39	0.77	1.16
Bellevue	0.00	0.00	0.00
Bennett	4.38	8.76	8.76
Benton	6.66	6.66	6.66
Bladensburg	4.21	4.21	4.21
Blakesburg	3.40	3.40	3.40
Blencoe	2.90	5.80	8.71
Bouton	12.28	12.28	12.28
Braddyville	3.15	6.32	9.48

Exchange	Residence	Business	Trunk
Brandon	3.65	3.65	3.65
Bridgewater	2.31	4.63	4.63
Brighton	3.36	3.36	3.36
Buckeye	5.11	5.11	5.11
Bussey	5.26	5.26	5.26
Cambridge	0.00	0.00	0.00
Centerville	3.40	3.40	3.40
Central City	6.06	12.13	18.19
Chariton	1.05	1.05	1.05
Charlotte	4.38	8.76	8.76
Chelsea	3.78	7.58	11.37
Chillicothe	3.40	3.40	3.40
Cincinnati	7.72	7.72	7.72
Clarinda	0.32	0.63	0.95
Clearfield	0.00	0.00	0.00
Colesburg	5.06	10.11	15.17
College Springs	3.15	6.32	9.48
Collins	0.00	0.00	0.00
Columbus Junction	2.00	2.00	2.00
Conesville	1.25	1.25	1.25
Conroy	2.32	4.64	6.96
Coon Rapids	1.15	1.15	1.15
Crawfordsville	2.00	2.00	2.00
Cresco	0.23	0.45	0.68
Creston	0.32	0.63	0.95
Cylinder	3.15	6.32	9.48
DeSoto	10.13	10.13	10.13
Dedham	1.25	1.25	1.25
Delhi	2.79	5.59	8.38
Delmar	4.38	5.76	5.76

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B. EAS RATES (Continued)

Exchange	Residence	Business	Trunk
Delta	0.00	0.00	0.00
Denmark	1.15	1.15	1.15
DeWitt	1.00	2.00	2.00
Dexter	16.44	16.44	16.44
Diagonal	7.72	7.72	7.72
Dolliver	0.00	0.00	0.00
Donnellson	4.71	4.71	4.71
Douds	3.45	3.45	3.45
Dows	2.90	2.90	2.90
Dunlap	0.00	0.00	0.00
Durant	1.31	2.62	2.62
Dyersville	4.74	9.48	14.22
Earlville	4.72	9.39	14.11
Eddyville	4.38	8.76	8.76
Edgewood	3.15	6.32	9.48
Eldon	5.86	5.86	5.86
Elkhart	6.09	12.18	18.27
Elma	0.68	1.35	2.03
Emmetsburg	0.83	1.67	2.50
Epworth	4.61	9.22	13.82
Exira	1.80	3.60	3.60
Fairbank	0.00	0.00	0.00
Fairfield	0.48	0.96	0.96
Farley	5.92	11.85	17.78
Farmington	2.10	2.10	2.10
Farson	12.26	12.26	12.26
Fayette	2.00	2.00	2.00
Fonda	2.85	2.85	2.85
Fontanelle	2.05	4.11	4.11
Forest City	2.03	4.06	6.09

Exchange	Residence	Business	Trunk
Fredericksburg	2.27	4.55	4.55
Fremont	4.38	8.76	8.76
Garwin	0.00	0.00	0.00
Gladbrook	0.00	0.00	0.00
Glidden	0.68	1.35	2.03
Grand	0.84	1.69	2.53
Grandview	3.60	3.60	3.60
Gravity	1.30	1.30	1.30
Greeley	3.15	6.32	9.48
Greene	0.00	0.00	0.00
Greenfield	0.62	1.24	1.24
Grinnell	0.23	0.45	0.68
Grundy Center	0.00	0.00	0.00
Guthrie Center	0.75	1.50	1.50
Halbur	4.39	8.78	8.78
Harlan	0.83	1.66	1.66
Harper	3.78	7.58	11.37
Harris	0.00	0.00	0.00
Hartley	0.48	0.97	1.45
Hazleton	2.23	4.46	6.69
Hedrick	4.21	4.21	4.21
Hillsboro	3.86	3.86	3.86
Holy Cross	7.37	14.76	22.14
Hopkinton	0.00	0.00	0.00
Houghton	5.11	5.11	5.11
Humeston	1.05	1.05	1.05
Jamaica	2.00	2.00	2.00
Janesville	4.39	8.78	8.78
Kellerton	7.72	7.72	7.72
Kent	3.15	6.32	9.48

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LOCAL AND EXCHANGE SERVICES CATALOG

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LOCAL EXCHANGE SERVICE

B. EAS RATES (Continued)

Exchange	Residence	Business	Trunk
Keota	1.01	2.03	3.04
Knoxville	1.55	1.55	1.55
Lacona	2.10	2.10	2.10
Lake City	0.00	0.00	0.00
Lake View	2.00	2.00	2.00
Lamont	0.00	0.00	0.00
Lanesboro	1.35	1.35	1.35
Lawler	2.00	2.00	2.00
Le Claire	4.73	9.46	9.46
Le Grand	3.20	6.41	9.62
Ledyard	0.00	0.00	0.00
Leighton	6.16	6.16	6.16
Letts	2.35	2.35	2.35
Liberty Center	3.91	3.91	3.91
Libertyville	3.96	3.96	3.96
Lime Springs	1.30	1.30	1.30
Linden	2.90	5.80	8.71
Linn Grove	4.56	4.56	4.56
Lisbon	4.39	8.78	8.78
Little Sioux	4.74	9.48	14.20
Lockridge	1.70	1.70	1.70
Logan	0.00	0.00	0.00
Lohrville	0.00	0.00	0.00
Lone Tree	10.11	10.11	10.11
Lovilia	1.05	1.05	1.05
Low Moor	7.00	14.01	14.01
Lowden	0.00	0.00	0.00
Lucas	4.51	4.51	4.51
Luxemburg	4.43	8.85	13.28
Lytton	0.00	0.00	0.00

Exchange	Residence	Business	Trunk
Macksburg	1.70	1.70	1.70
Madrid	0.00	0.00	0.00
Magnolia	0.00	0.00	0.00
Malcolm	5.25	10.50	15.76
Mallard	3.78	7.58	11.37
Manchester	0.83	1.67	2.50
Manning	0.00	0.00	0.00
Manson	0.00	0.00	0.00
Marathon	1.05	1.05	1.05
Marble Rock	0.00	0.00	0.00
Marengo	0.00	0.00	0.00
Martensdale	12.68	12.68	12.68
Martinsburg	4.11	4.11	4.11
Maxwell	2.78	5.58	8.37
May	2.90	5.80	8.71
Maynard	2.00	2.00	2.00
McCallsburg	0.00	0.00	0.00
Melcher	1.70	1.70	1.70
Melrose	4.38	8.76	8.76
Melvin	0.00	0.00	0.00
Milo	17.76	17.76	17.76
Milton	1.05	1.05	1.05
Minden	2.66	5.32	5.32
Mingo	13.39	13.39	13.39
Modale	0.00	0.00	0.00
Mondamin	0.00	0.00	0.00
Monroe	0.55	0.55	0.55
Montour	5.43	10.87	16.31
Montrose	3.10	3.10	3.10
Moravia	7.72	7.72	7.72

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LOCAL AND EXCHANGE SERVICES CATALOG

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LOCAL EXCHANGE SERVICE

B. EAS RATES (Continued)

Exchange	Residence	Business	Trunk
Moscow	4.38	8.76	8.76
Mt. Ayr	3.65	3.65	3.65
Mt. Pleasant	2.25	2.25	2.25
Mt. Union	4.01	4.01	4.01
Mystic	7.72	7.72	7.72
Nevada	4.77	9.51	14.28
New Hampton	0.45	0.90	0.90
New London	1.70	1.70	1.70
New Sharon	0.00	0.00	0.00
New Vienna	3.78	7.58	11.37
New Virginia	0.00	0.00	0.00
Newell	2.90	2.90	2.90
Newton	0.00	0.00	0.00
Nichols	1.05	1.05	1.05
Oakville	1.25	1.25	1.25
Ocheyedan	0.00	0.00	0.00
Olds	4.86	4.86	4.86
Ollie	3.10	3.10	3.10
Orient	4.59	9.18	13.76
Osceola	0.27	0.54	0.81
Otley	4.51	4.51	4.51
Oxford	4.61	9.22	13.82
Packwood	6.31	6.31	6.31
Panama	3.62	7.25	10.87
Paullina	0.00	0.00	0.00
Pella	1.15	1.15	1.15
Peoria	4.11	4.11	4.11
Percival	3.48	6.96	10.45
Persia	0.00	0.00	0.00
Peru	1.55	1.55	1.55

Exchange	Residence	Business	Trunk
Peterson	1.05	1.05	1.05
Pisgah	0.00	0.00	0.00
Plano	7.72	7.72	7.72
Pleasantville	7.70	7.70	7.70
Pomeroy	0.00	0.00	0.00
Portsmouth	1.35	2.70	4.06
Prescott	1.69	3.38	5.08
Primghar	0.00	0.00	0.00
Primrose	3.40	3.40	3.40
Promise City	7.72	7.72	7.72
Protivin	3.15	6.32	9.48
Ralston	2.90	5.80	8.71
Randalia	2.90	2.90	2.90
Randall	2.32	4.64	6.96
Randolph	3.48	6.96	10.45
Redding	7.72	7.72	7.72
Redfield	12.68	12.68	12.68
Reinbeck	0.00	0.00	0.00
Rembrandt	3.86	3.86	3.86
Richland	3.10	3.10	3.10
Ricketts	2.35	2.35	2.35
Rippey	7.27	14.56	21.84
Riverside	4.21	4.21	4.21
Riverton	4.43	8.85	13.28
Rochester	4.38	8.76	8.76
Rockwell City	0.00	0.00	0.00
Roland	1.80	3.60	5.42
Rolfe	0.00	0.00	0.00
Rowley	2.80	2.80	2.80
Russell	4.11	4.11	4.11

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LOCAL EXCHANGE SERVICE

B. EAS RATES (Continued)

Exchange	Residence	Business	Trunk
Ryan	3.78	7.58	11.37
Sabula	0.00	0.00	0.00
Saint Ansgar	0.00	0.00	0.00
Saint Lucas	2.00	2.00	2.00
Salem	3.65	3.65	3.65
Schleswig	1.15	1.15	1.15
Seymour	5.66	5.66	5.66
Shannon City	3.86	3.86	3.86
Shelby	0.53	1.06	1.06
Sidney	4.97	9.93	14.90
Sigourney	0.48	0.97	1.45
Slater	3.15	6.32	9.48
Solon	1.60	1.60	1.60
Stacyville	0.00	0.00	0.00
Stanwood	4.38	8.76	8.76
Story City	1.13	2.25	3.38
Strawberry Point	3.60	7.22	10.83
Sumner	0.48	0.96	0.96
Swea City	0.00	0.00	0.00
Tabor	6.88	13.78	20.68
Thurman	4.06	8.13	12.19
Tiffin	3.95	7.90	11.85
Tingley	7.72	7.72	7.72

Exchange	Residence	Business	Trunk
Tipton	0.67	1.34	1.34
Toledo	0.23	0.45	0.68
Tracy	4.11	4.11	4.11
Traer	2.03	4.06	6.09
Troy Mills	13.78	13.78	13.78
Unionville	7.72	7.72	7.72
Ute	0.00	0.00	0.00
Vail	0.00	0.00	0.00
Volga	5.06	10.11	15.17
Wadena	3.04	6.09	9.14
Walker	7.69	15.38	23.08
Wapello	1.25	1.25	1.25
Washington	0.23	0.45	0.68
Waucoma	5.26	5.26	5.26
Wellsburg	0.00	0.00	0.00
West Chester	3.78	7.58	11.37
West Point	4.71	4.71	4.71
What Cheer	0.00	0.00	0.00
Williamsburg	0.39	0.77	1.16
Williamson	4.01	4.01	4.01
Winfield	2.00	2.00	2.00
Woodbine	0.00	0.00	0.00
Worthington	2.52	5.06	7.58

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GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS

A. GENERAL

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

B. RATES

	Monthly Rate
1. Additional or alternate listings, per listing.....	\$6.00
2. Private service, per listing	\$3.00

C. CONDITIONS

1. A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
 - a. Listings will be limited to such information as is necessary for proper identification.
 - b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
 - c. The Company may refuse to insert any listing which, in its judgment does not facilitate the use of the directory.
2. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above. An additional listing may include the same address and telephone number as the primary listing.
3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.

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GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS (Continued)

C. CONDITIONS (Continued)

4. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records (Non-published). The customer may choose to have the number available on directory assistance but not listed in the directory (Non-listed).
 - 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.
5. A foreign or nonsubscriber listing is furnished 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 C.1. above shall apply.
6. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.
7. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.

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GENERAL EXCHANGE SERVICES

RETAINED OR ADVANCED NUMBER SERVICE

A. GENERAL

The Company will, at the customer's request, set aside or reserve their VoIP telephone number during a normal out of service period for such reasons as vacation/relocation, etc. Directory Listings will also be continued at the subscriber's request. This service is also available on an advance basis for new service on VoIP services only. This service does not apply to resold CenturyLink, Frontier or Windstream telephone numbers.

B. RATES

A Service Ordering Charge as described in Part VI of this Catalog applies to set aside or reserve VoIP telephone number.

C. CONDITIONS

1. Customer's out of service period may not exceed twelve (12) months.
2. Transfer to an intercept stating the telephone number is presently "Out of Service" will be provided by the Company on incoming calls.
3. Normal Local Exchange recurring and non-recurring charges apply when normal telephone service is installed.
4. Directory Listing terms apply as mentioned elsewhere in this Catalog.
2. Advance Service period may not exceed three (3) months.

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GENERAL EXCHANGE SERVICES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. Directory Assistance Service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this Catalog apply when a customer within the Company's operating territory requests the telephone numbers of other telephone subscribers.
2. Rates specified below do not apply for calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, optometrist, registered nurses, therapist, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States
3. No allowance is provided for residence or business customers.

B. RATES

- | | |
|--|--------|
| 1. Dialed calls (maximum of two requests per call) | \$1.49 |
| 2. Requests placed through the operator
(When normal Directory Assistance service is available) | \$1.49 |

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GENERAL EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

1. Foreign Exchange Service (FX) is a local service that provides dial tone to and from a telephone exchange other than the subscriber's 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 Catalog.

B. DEFINITIONS

1. Local Exchange - the exchange in which the customer premises 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. Business or Residence rates would apply (See Part IV of this Catalog).

D. CONDITIONS

1. Foreign Exchange Service will be limited to business and residence individual Local Service, 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. 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.

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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

1. Toll Blocking Service (out going calls only) N/C

C. CONDITIONS

1. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.
2. Incoming calls are not restricted.
3. A Service Ordering Charge as described in Part VI applies when ordered after the initial installation of phone service.

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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 (1) or more of the custom calling features.

B. DEFINITIONS

1. Custom Calling Services provided as part of the Aureon Communications, LLC VOIP Service are as follows.
 - a. Anonymous Call Rejection – Automatically rejects all calls from callers who have withheld their number.
 - b. Call Forwarding Busy – permits a call to automatically be transferred to a predetermined alternate number whenever the primary number is busy. The alternate number can be any dialable number. If the alternate location is not a free call, the customer will be billed for each call diverted.
 - c. Call Forwarding-No Answer/Delay – permits a customer to specify a number to which incoming calls will be transferred after a prescribed number of unanswered rings. If the called location is not a free call, the customer will be billed for each call.
 - d. Call Forwarding-Selective – permits the transfer of incoming calls from telephone numbers on the customer's Selective Call Forwarding screening list to be transferred to any dialable. Number. The number can be selected by the customer each time the Selective Call Forwarding is activated. If the alternate location is not a free call, the customer will be billed for each call forwarded.
 - e. Call Forwarding-Unconditional – permits a call to automatically be transferred to a predetermined alternate number. The alternate number can be any dialable number. If the alternate location is not a free call, the customer will be billed for each call diverted.
 - f. Call Waiting – a distinctive tone informs the telephone user that another call has been placed to his/her line. By briefly depressing the hookswitch, the user is connected to the second caller while placing the first caller on hold; subsequent depressions of the hookswitch allows the user to alternate between callers.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

g. Caller ID-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. This name is displayed on customer premises equipment. This information should be used for incoming call management purposes only and should not be relied upon for any other purposes such as determining the originating location of a call or determining the definitive identity of the definitive identity of a caller. The Company shall not be responsible for and makes no representation with respect to the content of the information received or transmitted for any purpose other than call management purposes.

h. Caller ID-Block – allows a customer to control the disclosure of their telephone number, name or the city from which the call is being placed to a subscriber of Caller Identification by temporarily changing the public/private status indicator of the telephone number. The public status will allow delivery of calling party information to the called party while the private status will not.

i. Caller Identification-Number - 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. This name is displayed on customer premises equipment. This information should be used for incoming call management purposes only and should not be relied upon for any other purposes such as determining the originating location of a call or determining the definitive identity of the definitive identity of a caller. The Company shall not be responsible for and makes no representation with respect to the content of the information received or transmitted for any purpose other than call management purposes.

j. Conferencing (3-way) – permits a telephone user to add a third party to an existing local or long distance call. It will also permit a telephone user to consult privately with a third party while holding the original call.

k. Distinctive Ringing – enables a customer to have a distinctive ring tone for incoming calls from selected numbers. It includes distinctive tones on Call Waiting from selected numbers.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

- l. Do Not Disturb – allows a customer to block the line temporarily to prevent incoming calls.
 - m. Last Call Return – enables a customer to perform an activation procedure and automatically redial the last incoming number without having to know the number of the calling party.
 - n. Last Number Redial – enables a customer to redial the last number dialed from their telephone.
 - o. Message Waiting – provides an audible indication (stutter dial- tone) to the subscriber when there are voicemail messages waiting at an external voicemail service.
 - p. CommPortal – allows customers to access and manage their call features, access to contacts, missed calls and voicemail.
 - q. Speed Dialing-Personal – permits placing local and long distance calls by dialing an abbreviated code.
 - r. Voicemail – a non-regulated service providing the ability to record and store voice messages, which can be subsequently retrieved by the customer.
2. Custom Calling Services may be provided as part of the Resold Exchange Lines in CenturyLink, Frontier Communications of Iowa and Windstream Iowa Communications areas. The following are some of the commonly offered services.
- a. Abbreviated Access – allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit. The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.
 - b. Anonymous Call Rejection – available with Caller Identification and Last Call Return and prevents incoming calls marked private or anonymous from being completed. Anonymous Call Rejection is placed on the customer's line in the "off" condition. The customer must activate and deactivate the feature by dialing a code. Calls marked private or anonymous are those calls on which per call blocking or permanent per line blocking has been activated in order to prevent name and telephone number information from passing to the called party.

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CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

Blocked calls are routed to an announcement that states that the customer does not accept private or anonymous calls and provides further direction to the caller on how to unblock the call.

c. Call Curfew – allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer. When the feature is activated, incoming calls will be blocked and calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur.

d. Call Forwarding Busy Line (Expanded) – allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.

e. Call Forwarding Busy Line (External) – allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy.

f. Call Forwarding Busy Line (Overflow) – allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

g. Call Forwarding Busy Line (Programmable) – allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

h. Call Forwarding Busy Line/Don't Answer (Expanded) – allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

i. Call Forwarding – Busy Line (External)/Don't Answer – allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the customer does not answer after a preset number of rings.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

j. Call Forwarding – Busy Line (Overflow)/Don't Answer – allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or to any number within the same central office switch if the customer does not answer after a preset number of rings.

k. Call Forwarding – Don't Answer – allows a customer to have an incoming call forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

l. Call Forwarding Don't Answer (Expanded) – allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

m. Call Forwarding Don't Answer (Programmable) – allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

n. Call Forwarding (Variable) – allows a customer to forward incoming calls to another telephone number of the customer's choice. The customer activates and deactivates this feature and may also change the telephone number to which the calls are forwarded.

o. Call Rejection – allows a customer to establish and modify a list of telephone numbers that will enable the customer to reject call attempts originating from those telephone numbers. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

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CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

p. Call Transfer – allows a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

q. Call Waiting – provides notification when a second incoming call is waiting on the line when the line is already in use. A brief tone alerts the customer that another call is waiting on the line. Successive depressions of the switch hook allow the party to transfer between calling parties.

r. Call Waiting Identification – allows incoming calls waiting on the line to visually display on a Call Waiting Identification Display Unit and allows the called party to receive the caller's listed name and number information consistent with Caller Identification-Number or Caller Identification-Name and Number. Successive depressions of the switch hook allow the party to transfer between calling parties. Customers must subscribe to Caller Identification-Number or Caller Identification-Name and Number.

s. Caller ID with Privacy + – provides a customer with a customer with Caller Identification - Name and Number functionality and, in addition, provides special handling for unidentified incoming calls and incoming calls marked "private". Calls placed from a private or blocked telephone number will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for delivery to the called party.

When the calling party records a name, the service will route the call to the customer and the Caller ID unit will display "PRIVACY +" which identifies that the call has a recorded name. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call with the "PRIVACY +" designation the recorded name will be announced and the customer may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call or if they subscribe to Voice Mail, they can direct the original call to their mailbox.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

t. Caller Identification – Name and Number – allows for the delivery of the telephone number, including non-published and non-listed numbers, and name associated with the telephone line used by the calling party to place the call. The number and name delivered to the customer's Caller ID unit are those provided by the telephone network to the customer's serving central office and the database consulted by the Company to determine the name associated with that number, respectively. The Company, in its sole discretion, may abbreviate and modify name information for display purposes.

u. Caller Identification Blocking – Per Call - allows 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.

v. Caller 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 can be deactivated by the customer, by dialing a code, *82 or 1182 on rotary phones, before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only. Rates and charges are provided herein. Federal, State, and Local Law Enforcement Agencies, non-profit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need, may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

If a line is equipped with Per Line Blocking, 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. Additionally, some subscribers of Caller ID Service may choose not to answer blocked calls.

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CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

w. Continuous Redial – automatically redials the last number a customer dials. If the called party's number is busy, a special tone will alert the customer when the called number becomes idle.

x. Dial Call Waiting – functions interactively with Distinctive Alert, following. When a line equipped with Distinctive Alert, the customer will hear either a distinctive ring when the line is not in use or a distinctive call waiting signal when the customer is using the called line.

y. Dial Lock – provides the ability to block outgoing calls. Through the use of an administrative password, a customer can determine what type of outgoing calls will be permitted from the line. Different blocking parameter can be established on a per line basis. This service will allow blocking to: all non-emergency local calls; all long distance and directory assistance calls; all international calls; all operator assisted calls; all toll free calls and all information services calls. A customer can create a list of up to twenty numbers that can be called regardless of the type of blocking that is in place. Customers may override the blocking at anytime.

z. Directed Call Pick Up – allows a customer to answer a call that is ringing to another line by dialing a preset code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

aa. Directed Call Pick Up with Barge-In – allows a customer a call that is ringing another line, or has been answered by another line by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature,

bb. Distinctive Alert – allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

cc. Hunting Service – allows completion of an incoming call from a line that is called but is in use to another line in the group by means of central office equipment.

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CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

dd. Do Not Disturb – allows a customer to set schedules to block incoming calls during designated times. These schedules automatically activate/deactivate the Do Not Disturb function. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available. Customers who would like to have certain callers reach them when the service is activated may create a code for use by such callers.

ee. Easy Access – allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two-digit code. The dialing code is *98.

ff. Hot Line Service – outgoing calls are automatically routed to a preprogrammed telephone number when the customer takes the phone off-hook. A line equipped with Hot Line cannot place outgoing calls to any number other than the preprogrammed number.

gg. Last Call Return – allows a customer to dial a code to receive an audio announcement of the telephone number, including non-published and non-listed numbers, of the last incoming call regardless if the call was answered or not. The number delivered by the announcement is the one provided by the telephone network to the customer's serving central office. Numbers marked "Private" by the caller will not be announced. If a number is announced the customer will receive a prompt that may allow them to automatically place a return call, however, the feature may not be able to place the return call even if the number is announced. If a returned call can be placed, and the called number is busy, it will be redialed for a limited period of time. When the called number becomes available a distinctive ring will alert the customer.

hh. Long Distance Alert – provides a distinctive ring and a distinctive call waiting tone for long distance calls. This service is offered only as an enhancement to Call Waiting.

ii. No Solicitation – allows a customer deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily and it may be disabled by the customer at any time, if desired. A caller may press one, or stay on the line to complete the call connection.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

jj. Priority Call – allows a customer to establish and modify a list of up to fifteen callers' telephone numbers. When a call originates from one of the numbers on the list the customer will hear a distinctive ring. Incoming calls from numbers on the list that encounter a busy or don't answer condition will be treated like any other incoming call.

kk. Remote Access Forwarding (Call Following) – allows a customer to route all incoming calls to another destination and may be activated, deactivated, or changed from any remote location, as well as from the customer's premises. Calls may be forwarded only within the United States, including Alaska and Hawaii.

ll. Remote Call Forwarding – allow is a 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.

mm. Scheduled Forwarding – allows a customer to route all incoming calls to another destination and may be activated, deactivated, or change the times, days and destination numbers from any remote location, as well as from the customer's premises.

nn. Selective Call Forwarding – allows a customer to establish and modify a list of telephone numbers whereby calls originating from numbers on the list can be forwarded to a local or long distance number selected by the customer. All other calls will be handled normally. Selective Call Forwarding may be activated, deactivated, or changed by the customer.

oo. Selective Call Waiting – includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of up to twenty-five telephone numbers that will trigger the Call Waiting tone when the customer's line is in use. Callers not on the list will receive a busy announcement if the called party is on the line or be forwarded to the customer's Voice Mail.

pp. Simultaneous Multiple Call Forward – permits a customer to transfer concurrent, multiple calls to another dialable telephone number. The maximum limit is five multiple simultaneous calls. The customer must also subscribe to Call Forwarding.

qq. Speed Calling – allows a customer to dial frequently called numbers by dialing a one or two digit code in place of the entire telephone number. Speed Calling lists are available in an 8 number or 30 number capacity and can include local and long distance telephone numbers. The lists may be established and changed by the customer.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING SERVICES (Continued)

B. DEFINITIONS (Continued)

rr. Three-Way Calling – allows customers to add a third party to an existing telephone conversation by depressing the switchhook and dialing the third party's telephone number. When the third party answers the customer can conference all of the parties by depressing the switchhook, or speak with the third party privately.

ss. Warm Line Service – 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 switching equipment.

tt. Wireless Extension – a wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number. If the Wireless Extension customer has Voice Mail Service and the wireless handset is on, and the wireless handset is busy or the call is not answered, the customer can choose to have calls forwarded to the mailbox.

C. RATES

1.	Custom Calling Services provided as part of the Aureon Communications, LLC VOIP Service	N/C
2.	Custom Calling Service provided with the Resold Exchange Lines in CenturyLink, Frontier Communications of Iowa and Windstream Iowa Communications areas.	
	Per Feature (excluding Remote Access Call Forwarding)	\$1.50
	Remote Access Call Forwarding	\$4.50

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GENERAL EXCHANGE SERVICES

VOICE MESSAGING

A. GENERAL

Voice Messaging Service (VMS) provides an audio mailbox to record, store, retrieve, review, save and to handle audio messages for residence customers. The service will greet incoming callers with a personal or a standard greeting. It provides audio prompts and personal security codes for customers and users of the service. Customers can access the service from any tone signaling telephone.

B. RATES

1. Residential/Business Individual Line (Aureon Communications, LLC VOIP)
N/C
2. Resold line with Aureon Communications, LLC Voicemail – Residence \$4.95
3. Resold line with Aureon Communications, LLC Voicemail – Business \$6.50
4. Resold Voice Messaging provided as part of the
Resold Exchange Lines in CenturyLink, Frontier Communications
of Iowa and Windstream Iowa Communications areas. \$14.95

C. CONDITIONS

1. VMS will be provided 24 hours per day, 7 days per week.
2. VMS will be provided to customers only where facilities permit.
3. The Company does not guarantee this service, however, in the event of an interruption to the service which is not due to the negligence or willful act of the customer or the premises facilities beyond the demarcation point or the customer's premises equipment, a pro rata adjustment of the monthly charge for the service will be allowed. The adjustment will be allowed during the time said interruption continues for 24 hours or more. The Company will provide the adjustment where the customer reports it to the Company within a reasonable time (generally 30 days) or where the Company finds the interruption to exist.
4. The sole remedy for errors, omissions and out of service conditions, even if it is the Company's fault, is the out of service credit. The Company is not liable for any other damages, regardless of the theory, whether direct, indirect, incidental, special or consequential.
5. The Company makes no warranties to the customer and it expressly excludes and disclaims any implied warranties such as warranties of fitness for a particular purpose or merchantability.

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GENERAL EXCHANGE SERVICES

VOICE MESSAGING (Continued)

C. CONDITIONS (Continued)

6. The Company may disconnect without advance notice, any VMS which is used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users.
7. The Company, at its discretion, may change the customer interface such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left and other aspects of the service without prior notice to the customer.
8. The rates and charges for VMS are in addition to all rates and charges for the associated service.

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 Catalog.

B. RATES

- | | |
|--|-----|
| 1. Information Access Service Blocking | N/C |
|--|-----|

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 a Service Ordering Charge as found in Part VI.
2. This service is provided only where central office capabilities permit the offering.

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GENERAL EXCHANGE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK

A. GENERAL

Integrated Services Digital Network (ISDN) is a digital service that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, video, image and facsimile by the Primary Rate Interface (PRI) access method. This serving arrangement conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union.

B. RATES

- 1, The charges apply in addition to the Service Ordering Charge found in Part VI.
- 2, Stand alone facility,
Per ISDN PRI 23 channel facility per month ICB

C. DEFINITIONS

1. B (Bearer) Channel – this channel carries circuit-switched voice and/or data communications at speeds up to 64 k/bits, from the customer's premises, over the loop facility, to the central office.
2. D (Delta) Channel – carries signaling information up to 64 Kpbs for PRI from the customer's premises to the central office. The D-channel has signaling functionality; it does not have voice capability.
3. Primary Rate Interface Service – has a capacity of 1.544 megabits per second (Mbps) and has multiple channels; 23 B-channels, and 1 D-channel, and is also known as 23B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information.
4. 23B+Back-up D – this service configuration provides for 23 B-channels and a back-up D-channel. The back-up D-channel is used if the primary D- channel, which provides signaling fails. All active calls are maintained during the switch-over to the back-up D-channel.
5. Call-By-Call PRI – provides that the B-channels are configured to support inward and outward call flexibility predetermined by the customer's trafficflow.
6. Dedicated PRI – provides that the B-Channel is dedicated to inward, outward, or 2-way traffic.
7. ISDN Trunk Connection – provides a central office translation that provisions each B-channel in a PRI. The Trunk Connection allows access to the exchange network. One ISDN Trunk Connection is required for each B-channel used in a PRI.

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GENERAL EXCHANGE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (Continued)

C. DEFINITIONS (Continued)

8. Calling Number Identification – displays the call identification information and the calling party's directory number (including nonpublished and nonlisted numbers) prior to the call being answered. Callers have the ability to inhibit the display of calling party information to the terminating number.
9. Caller Name Identification – allows the central office and the customer's suitably equipped CPE to communicate calling party name information (associated with the calling party's directory number) on calls carried by the PRI service. This feature enables the terminating customer to view on a properly equipped telephone set or adjunct equipment, the directory name of the calling party in addition to the directory number.
10. Calling Number Identification Blocking-All Calls – allows all outgoing calls to be blocked for PRI customers where technically feasible as determined by the Company.
11. Direct Inward/Outward Dialing – allows station users to place or receive calls by-passing the attendant.
12. Circuit-Switched Data – allows the transmission of circuit-switched data on a voice channel.

D. CONDITIONS

1. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch.
2. The Company will terminate the ISDN service at the Demarcation Point on the customer's premises. This Point will be where the Company's protected network facilities and services end, and inside wire or a customer's network begins.
3. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign ISDN Service; the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN Service fail due to inside wiring (including riser cable) not owned by the Company, or CPE, the responsibility for failure shall be solely that of the customer, and the Company shall have no liability of any kind.
4. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.

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GENERAL EXCHANGE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (Continued)

D. CONDITIONS (Continued)

5. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface or CPE, an out-of-service credit will be applied to the customer's bill. This credit shall be based on a 30 day month and shall be calculated by dividing the monthly rate for the ISDN Service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the ISDN Service was interrupted. This will be the customer's sole remedy.
6. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this Catalog. Indemnification shall include, but is not limited to, costs and attorney's fees.
7. The customer is responsible for the content of communications. Where customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications, result in any claim or legal action brought by any non party, the customer shall indemnify and hold the Company harmless.
8. Customer is responsible for providing power for ISDN Service at the customer's premises. Unlike basic telephone service, ISDN is not powered by the central office. In the event of a power failure at the customer's premises, ISDN Service will be interrupted for the length of the power failure. The customer shall hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of the customer's loss of ISDN Service as a result of a power failure at the customer's premises.
9. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer's premises, for this service. This includes Company provided facilities or other companies' facilities used in conjunction with provision of ISDN capabilities, such CPE.
10. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.

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GENERAL EXCHANGE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK(Continued)

D. CONDITIONS (Continued)

11. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

12. Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently or may not be available.

13. If a customer is provided service from a designated central office which is not the customer's normal serving office, the local calling area for the customer's isdn service will be that of the designated ISDN-equipped CO.

14. Calling areas are subject to change as additional central offices become capable of directly providing ISDN Service to the customer's own and nearby servicing area. Changing to a different serving central office will affect customer telephone numbers.

15. PRI service is provided for use by the end-user customer only as a local switched service. PRI service is not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers, Interexchange Carriers, VoIP Service Providers or other carriers or providers for use in aggregating or transporting interexchange traffic. Such usage is strictly prohibited by this Catalog. Other services designed for and intended for such use are offered by the Company specifically via interconnection agreement or the Access Tariff.

16. The PRI facility for all channels may be provisioned on an existing or new facility.

17. DID numbers associated with PRI are found elsewhere in this Catalog.

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GENERAL EXCHANGE SERVICES

DIRECT INWARD/DIRECT OUTWARD SERVICE

A. GENERAL

Direct Inward Dialing (DID) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance. Direct Inward Dialing/Direct Outward Dialing (DID/DOD) Service is a 2-way trunk, either analog or digital, which allows both incoming and outgoing calls.

B. RATES

	Monthly Rate
1. Number block, per individual DID number assigned/reserved	
-First Number	\$0.30
-Additional Number	\$0.30
2. Number block, per block of twenty consecutive DID numbers assigned/reserved	\$4.50

C. CONDITIONS

1. DID Service may be provided where Central Office facilities are available and where the customer-provided switching equipment (PBX) capabilities permit. The customer-provided switching equipment must comply with Part 68 of the Federal Communications Commission's (47 CFR Part 68) Rules and Regulations.
2. One primary directory listing will be provided for each PBX system. An additional listing of each DID number may be provided subject to the terms and conditions, rates and charges specified in this Catalog.
3. DID Service must be provided on all lines in a trunk group arranged for DID Service. Each trunk group shall be considered a separate service.
4. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with groups of DID numbers are specified below.
5. The customer may reserve additional DID numbers for future use at the rates and charges specified below.
6. The customer is responsible for providing interception of calls to vacant and nonworking assigned DID numbers by either an attendant intercept or recorded announcement.

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GENERAL EXCHANGE SERVICES

DIRECT INWARD/DIRECT OUTWARD SERVICE (Continued)

C. CONDITIONS (Continued)

7. DID Service is only offered with switching vehicles served by trunk service. Answer supervision is required from the customer's switching vehicle.
8. DID Service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

N11 – SERVICE

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 nonemergency local government services.
3. 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.
4. 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.

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GENERAL EXCHANGE SERVICES

N11 – SERVICE (Continued)

A. SERVICE DESCRIPTION (Continued)

5. 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).

B. CONDITIONS

1. Customers are allowed to dial N11 Service by the Company.
2. Where 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 for all facilities required to connect the recorder-announcement equipment located on the subscriber’s premises.
3. 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 cost, 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, copyright, or resulting from any claim of liable and slander.

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GENERAL EXCHANGE SERVICES

SPECIAL PROMOTIONS

A. GENERAL

Special promotions may be offered to subscribers for a specific time period. Special promotions may waive all or a part of the monthly recurring and/or nonrecurring charges for an individual service or group of services and/or the service connection charges for those particular services. Special promotions may be limited to certain classes of service and exchanges as defined in the Company's Local Exchange Catalog.

INDIVIDUAL CASE BASIS SERVICE ARRANGEMENTS

A. CONTRACT SERVICE ARRANGEMENTS

Contract Service Arrangements (CSA) may be furnished in lieu of existing catalog offerings. CSA's may be developed by the Company and, at the Company's discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, or in response to a competitive offering. Individual case basis (ICB) rates and terms will be offered to the Customer in writing and a contract entered into between the Company and the Customer.

B. SPECIAL SERVICE ARRANGEMENTS

Special Service Arrangements (SSA) may be furnished for a service not generally offered under this Catalog. SSA's may be developed by the Company and, at the Company's discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, or in response to a competitive offering. Individual case basis (ICB) rates and terms will be offered to the Customer in writing and a contract entered into between the Company and the Customer.

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SERVICE CHARGES

A. GENERAL

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

B. CHARGES

1. Service Ordering Charge
Per customer request for work ordered and requested to be completed at the same time Charge
 - a. Residence Service
 - 1) For connecting new or additional central office access lines \$25.00
 - 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 \$25.00
 - b. Business Service
 - 1) For connecting new or additional central office access lines \$25.00
 - 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 \$25.00
2. Returned Check Charge
An administrative charge is applicable for each occasion that a check, bank draft, or electronic funds transfer item is returned unpaid to the Telephone Company, per occurrence \$30.00

C. CONDITIONS

1. Service Charges are in addition to the other applicable rates and charges located in other parts of this Catalog.
2. Service Charges apply in addition to, but not in lieu of, those charges covered under Special Type of Construction of a temporary or speculative nature.

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SERVICE CHARGES

C. CONDITIONS (Continued)

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 premises to another.
 - d. Number change made at the request of the customer.
 - e. Rearrangement or relocation of facilities at customer's 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.

SERVICE CHECK CHARGES

A. GENERAL

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

B. CONDITIONS

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

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ACCESS SERVICES CONCURRENCE

A. CONCURRENCE IN THE RATES AND CHARGES FOR SWITCHED ACCESS SERVICE AS PRESCRIBED BY THE UNDERLYING INCUMBENT LOCAL EXCHANGE ACCESS TARIFF (ILEC) FOR QWEST CORPORATION D/B/A CENTURYLINK QC, FRONTIER COMMUNICATIONS OF IOWA, LLC AND WINDSTREAM IOWA COMMUNICATIONS, INC.

Aureon Communications, LLC concurs in the Effective Switched Access Tariffs as filed by Qwest Corporation d/b/a CenturyLink QC, Frontier Communications of Iowa, LLC and Windstream Iowa Communications, Inc.

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