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TELEPHONE TARIFF

CHECK SHEET

The sheets of this tariff are effective as of the date shown at the bottom of the respective sheets. Original and revised sheets as named below comprise all changes from the original tariff that are currently in effect as of the date at the bottom of this sheet.

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TELEPHONE TARIFF

1. TECHNICAL TERMS AND ABBREVIATIONS

1.1 Use of Terms

Capitalized terms defined in the Tariff have the meanings so defined. Other terms used in the Tariff, whether capitalized or not, have the meanings either ascribed to them in Iowa Code § 476.96 and Iowa Administrative Code 199-22.1(3) or (if not defined therein) their customary meanings as used in the telecommunications or information industry; unless the context indicates otherwise, section and exhibit references, as well as the terms 'hereunder', 'herein', 'hereto' or similar references, refer to this Tariff. Headings used in this Tariff are for reference purposes only, and are not to be deemed a part of this Tariff. Pronouns used in the Tariff are to be construed as masculine, feminine, or neutral, and both singular and plural, as the context may require, and the term "person" includes an individual, corporation, limited liability company, association, partnership, limited partnership, limited liability partnership, trust, and other organization. The term "affiliate" means any person controlling, controlled by, or under common control with another person and "control", for purposes of this definition, means the power to vote ten percent or more of the equity securities or comparable interests (or to manage the affairs) of the controlled person. The word "include" and derivations thereof are not to be construed as terms of limitation.

1.2 Definitions

Certain terms used throughout this Tariff are defined below.

Carrier

"Carrier" means a Local Exchange Carrier or other communications carrier authorized by the Commission or the FCC to provide communications service to the public.

Commission

"Commission" means the Iowa Utilities Board.

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1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

1.2 Definitions (Cont'd)

Credits(s)

"Credit(s)" has the meaning set forth in Section 2.22 hereof.

Credit Allowances

"Credit Allowances" has the meaning set forth in Section 2.22 hereof.

Customer

"Customer" means the person, firm, or other entity that pursuant to a Service Order orders Service(s) or is liable for charges under this Tariff.

FCC

"FCC" means the Federal Communications Commission.

Governmental Authority

"Governmental Authority" means any judicial, administrative, or other federal, state or municipal governmental authority (including the Commission and the FCC) having jurisdiction over the Company or over the provision of services hereunder.

Holidays

"Holidays" mean all Company-specified holidays including:

- | | |
|------------------|--------------------|
| New Year's Day | Veterans Day |
| President's Day | Thanksgiving Day |
| Good Friday | Christmas Eve Day |
| Memorial Day | Christmas Day |
| Independence Day | New Year's Eve Day |
| Labor Day | |

When a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. Accordingly, when a holiday falls on a Sunday, the holiday will be observed on the following Monday.

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1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

1.2 Definitions (Cont'd)

Interruption

"Interruption" means the disruption of service such that the service becomes unusable by user.

Local Calling

"Local Calling" means a completed call between two or more customers that does not require a customer to pay a separate toll charge or where the Company is not required to pay any other carrier an access charge, or both, depending on the context in which the term is used herein.

Iowa Service Area

The Company's Iowa Service Area is the geographic area within which Company offers the services covered by this Tariff subject to any and all additional limitations in this Tariff or applicable law or agreement with a customer. The Company's Iowa Service Area is described generally in the attachments and/or maps contained in or adopted by this Tariff subject to any other limitations in the text of this Tariff.

ITU Affiliate

ITU Affiliate refers to any one or more of Company's affiliates from whom the Company leases capacity and other facilities or services.

Monthly Recurring Charge (MRC)

The monthly charge billed to the customer for service, facilities and equipment which continue for the agreed upon duration of the service.

Non-recurring Charge (NRC)

A one-time charge made under certain conditions to recover all or a portion of the cost of providing service(s) or features or installing facilities.

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1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

1.2 Definitions (Cont'd)

Other Providers

"Other Providers" means any carriers or other service providers whose services or facilities are connected to, or used by, the Company in providing the services.

Performance Failure

"Performance Failure" means any disruption, degradation, or failure of service, including any interruption (but excluding scheduled interruptions), any installation failure or delay, or any mistake, delay, omission, error or other defect in the service or in the provision thereof.

Regulation(s)

"Regulation(s)" means any and all law(s), rule(s), regulation(s) (including those set forth in this Tariff), order(s), policy or policies, ruling(s), judgment(s), decree(s) or other determination(s) which are made by the Commission or any other Governmental Authority or which arise under any federal, state, or local statute, utility code, or ordinance, and which are applicable to the services or to any provision of this Tariff.

Scheduled Interruption

"Scheduled Interruption" means an interruption that has been scheduled by the Company in advance for maintenance, testing, or other administrative purposes.

Services(s)

"Service(s)" means the Company's voice communication service(s) provided under this Tariff.

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TELEPHONE TARIFF

2. RULES AND REGULATIONS Cont'd

2.1 Undertaking of the Company Cont'd

2.1.3 Conditions to Company's Obligations

The obligations of the Company to provide services are subject to the following: (1) availability, procurement, construction, and maintenance of facilities required to meet the Service Order; (2) authority of Company or a necessary affiliate to conduct business or construct facilities in the appropriate location to meet the service order; (3) the provision of services to the Company by an other provider; (4) interconnection to other providers services or facilities as required; and (5) customer's full compliance with any Company application, Service Order, or agreement requirements as well as any applicable deposits, advance payments or any applicable approval of the customer's credit. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply only to that portion of the services or facilities furnished by it.

2.1.4 Right to Discontinue or Block Services

The Company reserves the right to block services to any user location without any liability whatsoever, for the following reasons: (a) to prevent or stop fraudulent or unlawful use of the services at or by means of said location; (b) non-payment of bill or deposit, subject to Company's compliance with Regulations; (c) any use that adversely affects the Company's network or others use of the network; or (d) use of services in excess of the customer's credit limit (if any).

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2. RULES AND REGULATIONS Cont'd

2.2 Responsibility and Use Cont'd

2.2.3 In using services, customer must comply with all applicable federal, state, local and international laws, regulations and other governmental requirements. Customer and any user may not use service to directly or indirectly violate any such law, regulation or requirement, or violate the legal rights of another person, including but not limited to, laws concerning misappropriation of the funds or property of any person; violation of any person's privacy rights; threatening, harassing, or intimidating any person or creating any nuisance; libel; slander; infringement of any patent, copyright, trademark, trade name or trade secret or intellectual property; the transmission of any indecent, obscene, or otherwise unlawful content.

2.2.4 The customer has no property right in the telephone number, in any other call number designation, or in any other addressing scheme associated with or used in connection with the Company's services. The Company may change any such numbers, designation, or addressing scheme that are assigned to the customer, whenever the Company, in its sole discretion, deems it necessary to do so in the conduct of its business, subject to any restrictions in state or federal law.

2.2.5 The customer may only use ITU voice services at the service address provided to Company. Customer may not move the multimedia terminal adapter to another location or otherwise use or attempt to use service under this Tariff from any other location except as expressly provided by Company.

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2. RULES AND REGULATIONS Cont'd

2.3 Transmission

The services are suitable for the transmission of voice, other addressing scheme, or other communications only to the limited extent set forth herein.

2.4 Equipment

2.4.1 The Company's services are designed to be used with certain types of customer premise equipment (CPE), specifically multimedia terminal adapters, which will be available from the Company under separate agreement. Customer-provided CPE (including telephones, facsimile machines, and other terminal attachments) is solely the responsibility of the customer and the Company has no responsibility whatsoever for the installation, operation, and maintenance of such CPE. The customer is solely responsible for all costs of installing, maintaining or repairing customer-provided CPE, including responsibility for any damages caused to Company CPE or facilities.

2.4.2 Except as otherwise agreed to by Company and customer, the customer is responsible for ensuring that all attached customer-provided CPE conforms to the FCC's registration requirements set forth in Part 68 of the Code of Federal Regulations (as amended), and the Company may discontinue the provision of services to any location where customer-provided CPE fails to conform to such regulations.

2.4.3 The customer will be responsible for payment of service charges at the Company's standard, hourly rate in effect from time to time for visits by any Company personnel, contractors, agents or personnel of Company Affiliates to the customer's premises in response to any service difficulty or trouble report determined to be caused, in whole or in part, by the use of any CPE, services, facilities, or other equipment which is not provided by the Company.

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2. RULES AND REGULATIONS Cont'd

2.4 Equipment Cont'd

2.4.4 The customer may not, nor may the customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon written consent of the Company. The Company is not liable for damages, injury, or loss of service caused by actions in violation of this provision; should violation of this provision cause damage or loss to Company. Customer will be liable for such damage or loss.

2.4.5 Title to all facilities provided in conjunction with this Tariff remains with the Company, its Affiliates, or its vendors. Customer is responsible for ensuring that no liens or encumbrances are placed on such equipment or facilities.

2.4.6 Proper installation of services may require Company to access, modify, or disconnect the Multimedia Terminal Adapter (MTA) installed by customer's prior provider on the outside of customer's building. Should customer subsequently terminate service with the Company, customer may incur charges from another provider to reconnect or modify the MTA. Company is not liable for any such charges incurred as a result of Company's need to access, modify, or disconnect the MTA.

2.5 Customer Premises

Customer shall provide, without cost to Company, any necessary access, space, conduit, and electric power required to terminate the services at user's premises. The customer shall arrange for the Company or other providers as required to have access to user's premises at all reasonable times for purposes of service installation termination, maintenance, inspection and repair. Customer shall be solely responsible for any damage to or loss of Company equipment while on the premises of user, unless such damage is caused by the gross negligence or willful misconduct of the Company, its employees, subcontractors or agents.

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2. RULES AND REGULATIONS Cont'd

2.6 Non-Routine Maintenance and Installation

At the customer's request, the Company may perform installation or maintenance on weekends or times other than during normal business hours; provided, however, customer may be assessed reasonable, additional charges based on the Company's actual incurred labor, material or other costs for such non-routine installation or maintenance.

2.6.1 Extension of the Company's Facilities

Company agrees to provide ITU voice service as described in Section 3 to all addresses in the service territory as described in subsection 3.2 subject to the density requirements specified in this subsection except as otherwise limited in this Tariff. Whenever Company receives a request for ITU voice service from a potential customer in an unserved area contiguous to Company's or ITU Affiliate's existing distribution facilities where there are at least ten (10) residences or ten (10) separately-owned business properties within 1320 cable-bearing strand feet (one-quarter cable mile) from the portion of Company or ITU Affiliate's trunk or distribution cable which is to be extended Company shall extend system to provide service at no additional cost to the customer other than the applicable installation charge provided in Section 4. Extensions under this paragraph are available only where Company and any necessary affiliate have legal authority and the technical feasibility to construct facilities and provide services.

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2. RULES AND REGULATIONS Cont'd

2.8 Service Commencement and Acceptance

Billing for services will commence as of the Service Commencement Date. The Company shall notify the customer when services ordered from a Service Order are ready for use. Customer may refuse to accept such services only if such services fail to substantially comply with the specifications (if any) therefore set forth in the Service Order or in this Tariff.

2.9 Service Order Cancellation

Except as otherwise set forth herein, customers who cancel a Service Order prior to service installation (including cancellation of special construction or services provided on an individual case basis) will pay the Company's reasonably incurred, actual expenses associated with such cancellation. If a Service Order is cancelled less than one business day prior to scheduled initiation of service, customer may experience loss of dial tone for which Company is not responsible.

2.10 Billing and Payments

2.10.1 Except as otherwise limited by Regulation. Customer shall be responsible for payment of all charges for any and all use of or access to services provided to users, including any unauthorized, unlawful or fraudulent use or access.

2.10.2 Except as otherwise provided in this Tariff or by Regulation all amounts stated on each monthly invoice are due and payable within twenty-two (22) days from the date the bill is rendered.

2.10.3 Except as otherwise provided in this Tariff, charges for services will be billed to customer on a monthly (30 day) basis or under such other terms as may be agreed to by the Company and the customer in writing. The MRC is billed in advance and any non-recurring charges are billed in arrears.

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2. RULES AND REGULATIONS Cont'd

2.12 Deposits Cont'd

2.12.2 The deposit shall be not more in amount than the maximum charge for two (2) months of ITU voice service or the total combined amount of the customer's prior two monthly bills, whichever is greater.

2.12.3 Upon discontinuance of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.

2.12.4 The Company shall annually and automatically refund the deposits of customers who have paid bills for twelve (12) consecutive months without having had service disconnected for non-payment or had more than one occasion on which a bill was not paid within the period prescribed and are not then delinquent in payment.

2.13 Return Check Charge

The customer will be charged up to ** whenever the institution upon which it is drawn dishonors a check or draft presented for payment of service.

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

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2. RULES AND REGULATIONS Cont'd

2.14 Reconnection and Reconnection Fee

After the Company has terminated the services to a user for any reason allowed by this Tariff, the Company shall restore any terminated service upon customer request and in accordance with Commission Regulation, including but not limited to the right of the Company to charge the customer a reconnection fee of ** plus any applicable charges for a service trip **, or the applicable statutory charge for reconnection of service (if any), whichever is greater.

2.15 Taxes

The customer is responsible for payment of any and all federal, state and local taxes or surcharges applicable to the services, including any applicable municipal or rights-of-way fees, regulatory fees, charges or surcharges for regulatory mandates, excise taxes, sales taxes, and all other applicable fees and taxes. All such taxes and surcharges will be billed by the Company as separate line items or categories on customer's invoice and are not included in any rates set forth in this Tariff except as indicated in Section 4 for certain optional, transactionally-priced products or services.

2.16 Discontinuation and Suspension

2.16.1 Notice.

The notice of a pending disconnection shall be a written notice setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. The final date shall be not less than five (5) days after the notice is rendered. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid or, if delivery is by other than U.S. mail, when delivered to the last-known address of the person responsible for payment for the service. The notice will include a toll-free or collect number where a Company representative qualified to provide additional information about the disconnection can be reached.

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

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2. RULES AND REGULATIONS Cont'd

2.16 Discontinuation and Suspension Cont'd

2.16.2 Reasons for Refusal or Disconnection of Service. Cont'd

2.16.2.G For failure of the customer to permit the Company reasonable access to its equipment and facilities.

2.16.2.H For non-payment of bill or deposit, provided that the Company has made a reasonable attempt to effect collection and:

1. Has provided the customer with five (5) days' prior written notice with respect to an unpaid bill and twelve (12) days' prior written notice with respect to an unpaid deposit (except that disconnection may take place prior to the expiration of the five (5) day unpaid bill notice period if the Company determines from verifiable data that usage during the notice period is so abnormally high that a risk of irreparable revenue loss is created);
2. Is prepared to reconnect the same day, if disconnection is scheduled for a weekend, holiday, or after 2:00 p.m.
3. In the event of a dispute concerning the bill, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using the complaint procedures in this tariff, shall continue, and for not fewer than forty-five (45) days after the rendering of the disputed bill, the service will not be disconnected for non-payment of the disputed amount. The forty-five (45) days may be extended by up to sixty (60) days if requested of the Company by the Board in the event the customer files a written complaint with the Board.

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2. RULES AND REGULATIONS Cont'd

2.21 Unlawful Use of Services

The uses or activities in subparagraphs 1-5 below are considered unlawful uses of the services, and Company may, upon good faith belief that any such uses are occurring from customer's premises, on customer's account, or by customer or any user, suspend customer's account without incurring any liability to customer or user. Customer's defense and indemnification obligations set forth in Section 2.26 foregoing also include Claims arising from or in connection with:

- 2.21.1 libel, slander, harassment, or invasion of privacy resulting from the use of the services by customer, any user, or any other person;
- 2.21.2 infringement of any patent, copyright, trademark, trade name or trade secret or intellectual property right of any third party arising from: (1) the transmission of any material transmitted (a) by any customer or user or (b) by any other person using the services provided to any customer or user or to any customer or user location; or (2) from the combination of customer's or any user's use of services with CPE or provided by any other customer or user facilities or services;
- 2.21.3 the transmission of any indecent, obscene, or otherwise unlawful content by the customer or any user of the services;
- 2.21.4 use of the services that interferes with, endangers or adversely affects the operations of the Company's network or service, provided by the Company to any other person; and
- 2.21.5 any unauthorized, unlawful, or fraudulent use of or access to the services provided to customer or any user.

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2. RULES AND REGULATIONS Cont'd

2.23 Access to Telephone Relay Service

Where required by Regulation, the Company will participate in telephone relay services, and will comply with all regulations and requirements related thereto.

2.24 Compliance

The Company and customer shall (and customer shall cause any users to) comply with all applicable Regulations.

2.25 Force Majeure

The Company is excused from its obligations hereunder (and from any performance failure in connection therewith) to the extent caused, directly or indirectly, by events beyond its reasonable control, including any and all Acts of God, fire, floods, hurricanes, other catastrophes, insurrections, national emergencies, terrorism, wars, strikes, work stoppages or other labor disputes, unavailability of rights-of-way, loss of other utility service or power supply to the user's premises or any portion of the Company's facilities, disconnection or unavailability of any other provider's facilities, capacity or services, acts of third parties unrelated to Company or related to Company but acting beyond their scope of employment or agency, computer virus, hacking or other outside disruption, and any Regulation or other directive, action or request of any Governmental Authority.

2.26 Cooperation

Customer shall cooperate with the Company to the extent necessary for the Company to discharge its obligations hereunder and as reasonably requested by the Company.

2.27 Governing Law

This Tariff is to be governed by and construed in accordance with the rules and orders of the Iowa Utilities Board, the laws of the State of Iowa, and any applicable federal law.

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Name

Telecommunications Manager,
Title

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2. RULES AND REGULATIONS Cont'd

2.28 Assignment

The Company may, in accordance with Regulations, assign its rights or delegate its obligations under this Tariff to any affiliate or successor in interest. Customer may not assign its rights or delegate its obligations under this Tariff (or under any Service Order) to any other person without the Company's prior written consent.

2.29 No Third Party Beneficiary

This Tariff does not create a beneficial interest for, or create any rights enforceable by, any persons (including, but not limited to, any user, other provider, vendor, etc.) other than Company or customer.

2.30 Other Documents

References to other documents or instruments (including the Commission's rules, Company Service Orders, Acceptable Use Policies, etc.) refer to such documents or instruments as amended from time to time.

2.31 Severability

The provisions in this tariff are severable and in the event any court or regulatory body finds any provision or provisions invalid all other provisions remain in effect.

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3. DESCRIPTION OF SERVICES3.1 Voice Service

Voice service provided by the Company is a single-line service which consists of (1) ITU voice service (or "voice service"); (2) Optional Service Features; (3) Directory Listing Service; and (4) 911 Service or E911 Service where available and (5) access to OS, DA, TRS, Dial Around, Toll Free 8XX, 900/976, and Credit Card Calling Services. Recurring and non-recurring charges for all services provided by Company are specified in Section 4. Availability of particular services and features, whether part of the bundle or optional or part of a promotion are provided where facilities, equipment, and technology permit.

3.1.1 ITU Voice Service

ITU voice service is a bundled product including local and long distance calling to the United States, Puerto Rico, Canada and the US Virgin Islands, which is an Internet Protocol-enabled voice service that permits customers to establish communications between two locations. ITU voice service is provided in whole or in part over Internet Protocol.

The ITU voice service provides a customer with a single, voice- grade channel including a telephone number and a Directory Listing. The Company's voice service permits a user to, among other things: (1) place local calls within the Iowa Service Area; (2) access 911 Service as available within the customer's Iowa Service Area and as otherwise limited in this Tariff; and (3) place calls to toll-free (i.e., 800, 888, and other 8YY) numbers and to toll services or caller-paid information services (e.g., 900, 976 number's). Access to caller-paid services may, at Company's option, be provided only to customers who request such access.

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.2 Optional Features and Services Cont'd

Automatic Recall (AR)

This service allows the subscriber to return the most recent incoming call, or to hear the last incoming caller's number and then optionally return the call. The service operates in one of two ways.

- One-stage activation: The subscriber dials an access code that immediately returns the call without playing the last calling number first.
- Two-stage activation: The subscriber dials an access code that plays the last calling number, and provides the option of returning the call. The time of the call is also given, using the local time zone settings for this subscriber.

- *69 One-stage activation (To return the call instantly without hearing the number first)
- *69 & 1 Two-stage activation (To hear the last caller's number)
- *89 Cancel all attempts

Basic Line Hunting

This service provides an alternative to Busy Call Forwarding and Delayed Call Forwarding. Basic Line Hunting forwards an incoming call by going through a list of alternative numbers until it finds a line that is not busy and can accept the call.

- Configured through web interface
- At customers request ITU can add up to 10 numbers. ITU reserves the right to charge ** per login, not per number.

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

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Date	Date

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Name	Title	Address

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.2 Optional Features and Services Cont'd

Busy Call Forwarding (BCF)

This service forwards incoming calls to an alternative number only when the subscriber's line is busy.

- *90 Enable
- *91 Disable

Call Barring

This service allows the subscriber to bar outgoing calls to certain types of numbers from their line.

To enable call barring for:

- *341 All calls except emergency
- *342 National, International and mobile
- *343 International
- *344 Operator
- *345 Calls to access codes
- *346 Premium Rate Calls

To disable call barring for:

- *351 All calls except emergency
- *352 National, International and mobile
- *353 International
- *354 Operator
- *355 Calls to access codes
- *356 Premium Rate Calls

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.2 Optional Features and Services Cont'd

Calling Number Delivery Blocking / Calling Name Delivery Blocking (CNDB)

This service is sometimes also known as Calling Identity Delivery and Suppression. It allows a subscriber to block delivery of their own calling number on outgoing calls. The service can be configured in one of two ways.

- The subscriber can withhold their calling number for an individual call by dialing an access code before the rest of the number.
- The subscriber can permanently withhold their calling number, unless this is over-ridden by an access code dialed before the rest of the number.

*67 Enable Single Call Blocking

*82 Allow Calling Name Delivery if blocked

Calling Number Delivery / Calling Name Delivery (CND)

This service displays the number of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller Display screen or Caller Display Unit.

*65 Enables

*85 Disables

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.2 Optional Features and Services Cont'd

Call Trace

This service allows a subscriber to request a trace of the incoming call. This information is provided to the Service Provider, not to the subscriber, and may then be passed on to an appropriate authority. This service is invoked by dialing an access code. The code may be dialed following a flash-hook during a call, or after the call is completed.

- *57 Perform trace on current call
- * An additional charge ** will be applied per instance.

Call Transfer (CT)

This service allows a subscriber to call another party during an existing call, and transfer the call to the second party. To transfer a call to a second number (for analog line subscribers), hit flash-hook and dial the second number. You can then hang up either before or after the second number answers, and the call will be transferred to their line.

Call Waiting (CW)

The service is always enabled by default, and can only be disabled on per-call basis using the Cancel Call Waiting service.

- *70 Before or during your call will disable call waiting for that call.

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.2 Optional Features and Services Cont'd

Last Caller ID Erasure

The service allows the subscriber to erase the record of the last caller's number, including the date and time of the call, so that it cannot be accessed by any call service. The service also clears the record of the last called number and the call lists, so that there is no longer any record of the most recent calls to and from the subscriber.

*320 Erasure

Priority Call

This service allows users to select a list of numbers from which incoming calls will ring with a distinctive tone. Works in conjunction with other calling features.

*61 or *81 to configure Priority Call

Reminder Call / Wake-up Call

This service allows the subscriber to book calls from the switch at a set time of day. An announcement is played when the subscriber answers.

Remote Access to Call Forwarding (RACF)

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone.

Subscribers are provided with a directory number to call for Remote Access to Call Forwarding, which can be called from any phone.

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.2 Optional Features and Services Cont'd

Voicemail

The calling party may leave messages on the server. The subscriber dials an access code to retrieve these messages. As well as unanswered or busy calls, this also includes calls that cannot be connected to the dialed number for one of the following reasons.

*318 Accesses the voice mail server

Unconditional Call Forwarding (UCF)

This service forwards all a subscriber's incoming calls on to an alternative number, without ringing the subscriber phone first.

*72 Enable

*73 Disable

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3. DESCRIPTION OF SERVICES Cont'd

3.1 Voice Service Cont'd

3.1.4 911 Emergency Service ("911 Service") Cont'd

3.1.4.B The Company undertakes no responsibility to inspect or to monitor 911 Service facilities to discover errors, defects, or malfunctions in 911 Service. ITU voice service, including 911 Service, may not be available in the event of a power outage or hardware failure at the customer's location or within the Company's system. Company is not liable for the inability to use 911 Service due to power outage or hardware failure.

3.1.4.C In areas where Enhance 911 service is available, upon the Company's transmittal of a customer's 911 service record Automatic Location Identifier (ALI), and Automatic Number Identifier (ANI), including the customer's name, address and telephone number, to the appropriate public safety agency (or other entity consistent with state regulation); the Company will have no further responsibility for the accuracy of the customer's street name, address, telephone number, appropriate police, fire, ambulance or other agencies' jurisdiction over such address, as well as any and all changes as they occur in the establishment of new streets, the closing or abandonment of existing streets, the modification of municipal or county boundaries, the incorporation of new cities or any other similar matter that may affect the routing of 911 Service calls to the proper PSAP.

3.1.4.D By dialing 9-1-1, the customer, to the fullest extent permitted by law, waives all privacy rights afforded by non-listed and non-published Service to the extent that the customer's telephone number, name, and address associated with the originating station location are furnished to the PSAP. Company, the extent permitted by law, has no responsibility or liability whatsoever for any infringement or invasion of any privacy right of any person caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, or use of 911 Service.

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4. RATES4.1 Promotions

The Company may from time to time engage in special promotions of new or existing service offerings of limited duration designed to attract new customers or to increase existing customer awareness of a particular offering. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations.

4.2 Miscellaneous Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its customers in order to recover amounts it is required or allowed by governmental or quasi-governmental authorities to collect from or pay to others, in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), E911 surcharges, number portability surcharges and any applicable and authorized Subscriber Line Charges (SLC).

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4. RATES Cont'd

4.3 Standard Voice Service Rates Cont'd

4.3.3 Monthly Recurring Charges

	<u>Monthly Rate</u>
Delayed Call Forwarding (DCF)	**
Directory Listing	
(A) Non-Listed Telephone Number Service	**
(B) Non-Published Telephone Number Service	**
Do Not Disturb (DND)	**
Find-Me/Follow-Me	**
Inside Wire Maintenance	**
Inside Wire Maintenance charge provides outage protection for both Video Coaxial cable and Telephony Twisted Pair wiring. Customers who subscribe to this service will be exempt from any charges related to resolution of any inside wiring issues.	
Last Caller ID Erasure	**
Priority Call	**
Reminder Call / Wake-up Call	**
Remote Access to Call Forwarding (RACF)	**
Selective Call Acceptance (SCA)	**
Selective Call Forwarding (SCF)	**
Selective Call Rejection (SCR)	**
SimRing	**
Speed Calling	**
Voicemail	**
Unconditional Call Forwarding (UCF)	**

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4. RATES Cont'd4.4 Bundling with Services Other than Voice Services

Company may bundle ITU voice service with video or information services not regulated by the Board at a discounted rate not less in the aggregate than the rate for ITU voice service in this Tariff, except as provided in Section 4.1, Promotions. In bundling such other services with a voice service, neither Company nor ITU Affiliates waive into state regulation of the rates, terms, conditions or any other aspect of such services.

4.5 Individual Case Basis

Rates for Individual Case Basis (ICB) arrangements will be developed on a case-by-case basis, in response to a bona fide request, from a customer or prospective customer for service that varies from tariffed arrangements. Rates quoted in response to such requests may be different than those specified for such service in this Tariff. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

4.6 Employee Rates

Company may offer special rate packages to its employees or employees of its Affiliates that are not available to the general public.

4.7 International Rates

Company will publish its international rates ** by country and call type on its website.

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

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