

TELECOMMUNICATIONS SERVICES

**CREXENDO BUSINESS SOLUTIONS, INC.
1615 South 52nd Street
Tempe, Arizona 85281**

**IOWA LOCAL SERVICES RULES AND REGULATIONS
ACCESS SERVICES CONCURRENCE
OF CREXENDO BUSINESS SOLUTIONS, INC.**

FILED WITH THE IOWA UTILITIES BOARD

TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

- (C) – Change in regulation or condition
- (D) – Discontinued rate, treatment or regulation
- (I) – Increased rate or new treatment resulting in an increased rate
- (M) – Relocated without change
- (N) – New rate, treatment or regulation
- (R) – Reduced rate or new treatment resulting in a reduced rate
- (T) – Text change only
- (Z) - Correction

TELECOMMUNICATIONS SERVICES

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TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

A. APPLICATION

1. General

- a. The Rules and Regulations specified herein apply to the local exchange services and facilities furnished by Crexendo Business Solutions, Inc., hereinafter referred to as the Company. If the customers fail to observed these Rules and Regulations, the Company has the option to discontinue service after due notice of such failure.
- b. The Company provides local exchange service in the lowa exchanges currently served by the following Incumbent ILECs: 1) Qwest.

TELECOMMUNICATIONS SERVICES

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Exchange Service Areas & Rate Classes (RC)

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

In the event that an Incumbent LEC or the Iowa Commission reclassifies an exchange from one Rate Class to another, the reclassification will also apply to customers who purchase services under this tariff. Local calling areas and Rate Class assignments are equivalent to those areas and classes specified in Qwest's Iowa General Subscriber Service Tariff (GSST).

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

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B. OBLIGATION AND LIABILITY OF THE 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 or 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 a bill credit. No other liability shall in any case attach to the Company.

3. Adjustment of Charges

In the event of an adjustment of charges for over-billing 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 of the over-billing cannot be determined from available records, the maximum refund or credit will not exceed an estimated amount equal to such billing for a five-year period.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (CONT'D)

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
The Company does not transmit messages, but offers the use of its facilities, where available, for communications between parties, subject to the rules, regulations and conditions specified in this tariff.
6. Use of Connecting Company Lines
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
The Company shall exercise care in all work done on a customer's property. No liability shall be attached to the Company by reason of any defacement or damage to the customer's 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, for the 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 Rules and Regulations of the tariff.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (CONT'D)

8. Customer Premises Equipment (Cont'd)

- 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: (1) the through transmission of signals generated by the customer premises equipment or for the quality of or defects in, such transmission; (2) the reception of signals by the customer premises equipment or communications equipment.
- c. The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of patents arising from combining such equipment with the facilities of the Company.
- d. The Company shall not be responsible to the customer if changes in criteria in this tariff or changes in any of the facilities or operation 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.

C. USE OF SERVICE AND FACILITIES

2. Use of Customer Service

Customer telephone service is furnished only for use by the customer, his/her family, employees or business associates, or persons residing in the customer's household.

3. Attachment or Connection of Customer Premises Equipment

- a. Customer premises equipment may be used with the facilities furnished by the Company for telecommunications services, provided that such equipment will be connected, maintained and operated in a manner compatible with the Company's facilities and network.
- b. It is the customer's obligation to ensure compliance with any state or federal laws governing the use and installation of any customer premises equipment.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (CONT'D)

2. Attachment or Connection of Customer Premises Equipment (Cont'd)
 - c. To protect the network and service 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 for visits to his/her premises when the service difficulty is caused by the customer premises equipment.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service
 - a. Applications for service must be made 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 two month's exchange rate. If a deposit is required by the Company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Rules and Regulations of the exchange from which service is to be furnished. Any change in rules or regulations shall act as a modification of the contract to that extent, without further notice.
 - b. Requests from customers for additional service may be made orally. No advance payment will be required. A move from one geographic location to another (outside move) within the same exchange is not considered to terminate the contract; orders for such moves may be made orally.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

1. Telephone Numbers

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. 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. No new number information shall be provided if the customer so requests.

2. Alterations

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 changes for such changes.

3. Payment for Service

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

4. Maintenance and Repairs

All expense of maintenance and repair of 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 or an act of God. 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 tariff.

5. Minimum Contract Period

a. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date of 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.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (CONT'D)

6. Minimum Contract Period (Cont'd)

- b. The Company may require a contract period longer than one month at the same location for unusual construction necessary to meet special demands and involving extra costs.

E. TELEPHONE DIRECTORIES

1. Directory Listings

- a. The Company will provide its Directory listings to directory publishers that provide directories on an annual basis in the Company's exchange for inclusion in their directories.
- b. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

The Company is not obligated to provide service to any individual or firm that owes for 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 \$60.00 service connection charge, 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:

- a) By furnishing credit reference acceptable to the Company
- b) By means of a cash deposit

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (CONT'D)

2. Deposits

- a. The Company may require from any customer or prospective customer a deposit intended to guarantee payment for service.
- b. 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, and shall be confirmed in writing to the customer not later than the time of the next billing. The confirmation shall, in separate columns, itemize deposits for local exchange service and unregulated services and shall state that no deposit other than for local exchange service is required to obtain local exchange service. The confirmation must also reflect the limits as to low-income customers. 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, and if the amount of the deposit is confirmed in writing to the customer by the time of the next billing.
- c. A deposit may be made at any Company business office or authorized agent or by mail.
- d. The Company will maintain records that 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.
- e. A receipt of deposit will be furnished to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by the Company records.

3. Deposits and Collection Practices

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, or 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.

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F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (CONT'D)

4. Interest Paid on Deposits

Interest, compounded annually, shall be four percent (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.

5. Discontinuance of Service for Failure to Establish Credit

Service may be discontinued for failure to establish or maintain credit, as set forth in F.1. above, twelve (12) days after the Company has mailed notice requiring the customer to do so.

6. Service Charge for Reconnection

Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges shall apply.

7. Deposit Refunds

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 document 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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G. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company Without Notice
 - a. The Telephone Company may disconnect or refuse service without notice:
 - 1) in the event of a condition on the customer's premises determined by the telephone company to be hazardous.
 - 2) In the event of customer's use in such a manner as to adversely affect the Telephone Company's facilities or the Telephone Company's service to others, such as:
 - a) connection of Customer 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 by the Telephone Company
 - 4) In the event of unauthorized use
 - 5) In the event an applicant, though not personally liable to the Company, is attempting to return service to an indebted household and attempts are not forthcoming to eliminate the debt of that household.
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 (5) days or, in case of deposits, twelve (12) days prior written notice for any of the following reasons:
 - 1) failure of a customer to make suitable deposit as required by these rules.
 - 2) use of foul or profane language while using the Company's facilities.
 - 3) the customer's bill for local or miscellaneous services remains unpaid after the last date for timely payment.
 - 4) failure of the customer or prospective customer to furnish permits or certificates of right-of-way specified to be furnished in the Telephone Company's rules filed with the Iowa Utilities Board (IUB) as conditions for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon them as conditions of obtaining service by a contract subject to the regulatory authority of the IUB.
 - 5) failure of the customer to permit the Telephone Company reasonable access to its facilities.
 - 6) any other violation of the Telephone Company's rules and regulations on file with the IUB, the requirements of municipal ordinances or law pertaining to the service.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

G. DISCONNECTION OR REFUSAL OF SERVICE (CONT'D)

2. By the Company After Prior Written Notice (Cont'd)

- b. Only one written notice will be provided to the customer if multiple violations occur.
- c. The notice of pending disconnection required by these rules shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with the 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 of 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.
- d. Where written notice is required, the Company will not disconnect service on the day preceding or day on which the utility's local business office is closed. On any other day, the Company will not disconnect service 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 compliant procedures in the Telephone Company's Tariff, shall continue and, for not less than 45 days after the rendering of the disputed amount. The 45 days may be extended by up to 60 days if requested of the Telephone Company by the IUB in the event the customer files a written complaint with the IUB.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

G. DISCONNECTION OR REFUSAL OF SERVICE (CONT'D)

2. 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.
- b. Where a contract for service with a one-month minimum period is canceled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
- c. No minimum or termination charge will apply where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract that is not retained by the new customer.
- d. 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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H. PAYMENT FOR SERVICES AND FACILITIES

1. General

- a. Generally, all customers shall pay for services and facilities monthly in advance. Municipal, State or Government 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 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

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 (5) 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 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.

4. Late Payment Charge

A late payment charge of one and one-half percent (1 ½%) of the unpaid balance is added to those bills that are not paid by the due date.

TELECOMMUNICATIONS SERVICES

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I. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

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.

J. NETWORK CONNECTIONS

2. General

- a. Customers are connected to the telephone network at a point of demarcation as specified in the IUB rules.
- b. Connections of new inside station wiring to the network shall only be made at the demarcation point.
- c. Such connections shall be made by using a Standard Network Interface and shall be in accordance with Part 68 of the FCC rules.
- d. Direct electrical connections at the protector or by-passing the Standard Network Interface shall constitute a violation of this Company's filed tariffs and the service may be disconnected in accordance with its filed Rules and Regulations.
- e. Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be service. Should this situation exist, customers shall disconnect said service within ten (10) days after receiving written notice from the Company.

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K. 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. 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, IA 50319; telephone number (877) 565-4450.

L. CLASSES OF SERVICE: BUSINESS AND RESIDENCE

1. Business – rates apply at the following types of locations:

- a. in offices, stores, factories, mines and all other places of a strictly business nature.
- b. In boarding houses, 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. In any location where the listing of service at that location indicates a business, trade, or profession.

2. Residence – rates apply at the following types of locations:

- a. In a place of dwelling where the actual or obvious use is for domestic purposes.

TELECOMMUNICATIONS SERVICES

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M. CONSTRUCTION AND CONTRUCTION CHARGES

1. General

- a. All rates, charges, and initial service periods specified elsewhere contemplate the provision of telephone service and facilities to the extent available or to the extent that such items can be made available without incurring disproportionately high costs or risks. Provisioning will occur (except in the case of foreign central office or foreign area service) for any related exchange telephone service from the central office normally serving the premises involved.
- b. Special charges in the form of installation charges, monthly rates, or both, are applied in addition to the usual service charges and monthly rates when the nature of the service is sporadic or occasional. Examples include:
 - (1) The facilities are provided in remote or undeveloped areas;
 - (2) Conditions require unusual methods of plant construction, installation or maintenance.
 - (3) The customer's location requires the use of costly private rights-of way.
 - (4) The establishment of services may be of a speculative or temporary nature.
- c. Title to all construction, as specified in M.2. below, provided wholly or partly at a customer's expense is vested in the Company.
- d. "Cost" is defined as labor and materials, including loaded overheads, and may include the cost of doing business not explicitly associated with direct cost.

2. Special Types of Construction

- a. If a special type of construction is desired by a customer, or if unusual requirements of a customer make the installation cost 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 typical average cost of construction.

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M. CONSTRUCTION AND CONSTRUCTION CHARGES (CONT'D)

2. Special Types of Construction (Cont'd)

b. Special types of construction include:

(1) Outside Construction

(a) When an applicant requests a special type of construction, or when construction specifications imposed by an applicant make an installation abnormally expensive, an additional charge is made. This charge will be equal to the difference between the cost of the special type of construction (or construction specification) and the estimated cost of standard construction.

(b) The Company normally provides the service entrance into the customer's premises.

(2) Interior Construction

(a) The building owner or occupant provides conduit in buildings for telephone wire or cable.

(b) Where, because of the type of construction of the building occupied by an applicant or the construction specifications imposed by the applicant, unusual expense is incurred by the Company, the applicant shall be required to pay the difference between the special construction cost and the estimated standard construction cost.

(3) Temporary Construction

(a) Where temporary construction is necessary to provide service, the customer will be required to pay a construction charge equal to the estimated net cost of installing and removing the temporary construction.

(b) When telephone service is provided to movable premises by means of aerial plant, a clearance pole shall be provided if needed, in the opinion of the Company. The customer shall place, own and maintain the pole. However, if the customer elects, the Company will place, own and maintain the pole and bill the customer the cost of placing the pole.

(c) When telephone service is provided to movable premises by means of buried plant, the Company shall provide a pedestal type arrangement.

(d) The clearance pole, when aerial plant is used, or the pedestal, when buried plant is used, must comply with specifications determined to be applicable by the Company.

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N. EXTENSION OF FACILITIES

1. General

Where the Company extends its facilities on public highways or on private property in order to furnish telephone service in a territory where no facilities are available, the Company will provide for each customer an allowance of one-half mile of standard construction without charge. For new customers not situated near existing loops, standard construction charges will apply in excess of the standard allowance after the system trunks are extended to the area. Charges for construction in excess of the one-half mile allowance shall be based on the cost to the Company to place the facilities. These charges shall include a grossed up amount for the income tax effect of such revenue. The amount of tax shall be reduced by the present value of the tax benefits to be obtained by depreciating the property in determining the tax liability.

2. Underground Communication Facilities Serving Business Buildings

a. Underground communication facilities will be provided, where feasible, in new installations at business buildings.

b. Where, in the opinion of the Company, the placement of underground communication facilities is impractical or not feasible, the facilities shall be aerial. The owner or customer requesting the facilities shall provide and furnish the hardware required by the Company to attach to the building including but not limited to "I" bolts, wall sleeves, or such other hardware as specified by the Company.

c. The provision of underground facilities to serve these buildings shall be dependent upon the following conditions:

(1) All underground Company wire and cable routes and entrance facilities on private property shall be determined by the Company with the concurrence of the building owner or the building owner's agent.

(2) The owner shall furnish the Company with site plans showing building locations with sewer, water, gas and power routes.

(3) Upon agreement to place underground communication facilities in compliance with these listed conditions, the Company shall furnish the owner a plan showing the location of proposed communication facility routes.

TELECOMMUNICATIONS SERVICES

RULES AND REGULATIONS

N. EXTENSION OF FACILITIES (CONT'D)

2. Underground Communication Facilities Serving Business Buildings (Cont'd)

c. (Cont'd)

- (4) The owner shall provide reusable conduit, utility vaults, and handholds in place (size and number specifications to be determined by the Company) to the demarcation point at the building from the Company designated facility point (e.g., pedestal, pole and/or property line, etc.). Such conduit shall be in place and the surface of the ground area must be brought to final grade at least thirty (30) days prior to the requested service date.
- (5) The Company shall select the location of the facility point. This location may not be the customer's closest property line and will be determined based upon the owner's plans and existing or proposed communication facilities.
- (6) Notwithstanding the provision of the conduit, the building owner or the customer shall be liable for repairs to communications facilities damaged by their actions or that of their employees, contractors, or agents. Such liability shall also include the restoration of the damaged site to the original condition (e.g., restoration of asphalt, sod, concrete, landscaping, etc.)
- (7) Where, in the opinion of the Company, it is reasonably necessary to secure written easement for the protection of the underground communication facilities to the buildings, the property owner shall execute and deliver the cleared easement and the forms satisfactory to the Company.
- (8) The cost of any rearrangements and/or rerouting of existing communication facilities to the buildings along with the restoration of the site will be borne by the customer and/or property owner requesting the same.

TELECOMMUNICATIONS SERVICES

ACCESS SERVICES CONCURRENCE

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

1. The Company concurs in the effective Access Tariffs as filed by the Iowa Telecommunications Association in the State of Iowa with the following exception:

Carrier Common Line (CCL)

No Charge

TELECOMMUNICATIONS SERVICES

LIFELINE PROGRAM

General

(A) The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunications Act of 1996.

(B) Lifeline is supported by the federal universal service support mechanism.

(C) Federal baseline support of eight dollars and twenty-five cents (\$8.25) is available for each Lifeline service and is passed through to the subscriber. An additional three dollars and fifty cents (\$3.50) credit is provided by the Company. Supplemental federal support of one dollar and seventy-five cents (\$1.75), matching one half of the Company contribution, will also be passed along to the Lifeline subscriber. The total Lifeline credit available to an eligible customer is thirteen dollars and fifty cents (\$13.50). The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

(D) Designated Services Available To Lifeline Customers:

- (1) Single Party Service
- (2) Local Usage
- (3) Touch Tone Services
- (4) Voice Grade Access to the Public Switched Network
- (5) Access to Emergency Services
- (6) Access to Operator Services
- (7) Access to Interexchange Services
- (8) Access to Directory Assistance
- (9) Toll Limitation Service at No Charge

TELECOMMUNICATIONS SERVICES

LIFELINE PROGRAM

Regulations

(A) General

- (1) Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
- (2) One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified below.
- (3) A Lifeline customer may subscribe to any local service offering available to other residential customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to multiple lines in a package for local service.
- (4) Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.

TELECOMMUNICATIONS SERVICES

LIFELINE PROGRAM

Lifeline Program (Continued)

Regulations (Continued)

(A) General (Continued)

(5) No deposit will be required of a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.

(6) The Federal Universal Service Charge will not be billed to Lifeline customers.

(7) Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls. Access to toll service may be denied for non-payment of regulated tolls.

(8) At no time shall a customer's Lifeline rate go below zero.

Eligibility

(A) Customers are eligible if they participate in at least one of the following programs:

Federal Public Housing Assistance/Section 8
Supplemental Nutrition Assistance Program (SNAP)
Medicaid
Low Income Home Energy Assistance Program (LIHEAP)
Supplemental Security Income (SSI)
National School Lunch (free program only)
Temporary Assistance to Needy Families (TANF)

Additionally, a customer with total gross annual income that does not exceed 135% of the federal poverty income guidelines may apply directly to the Iowa Public Service Commission for Lifeline eligibility certification.

(B) All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

TELECOMMUNICATIONS SERVICES

LIFELINE PROGRAM

Lifeline Program (Continued)

Certification

- (A) Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for services; or eligible Lifeline subscribers may enroll in the Lifeline program by signing a document certifying under penalty of perjury that the customer participates in one of the Lifeline eligible programs and identifying the qualifying program. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.

- (B) The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.

- (C) When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation within 60 calendar days, the Lifeline credit will be discontinued.

TELECOMMUNICATIONS SERVICES

LIFELINE PROGRAM

Lifeline Program (Continued)

General

- (A) Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
- (B) Service Charges are applicable for installing or changing Lifeline service.
- (C) Link-Up connection assistance may be available for installing or relocating Lifeline service.
- (D) The Service Change Charge is not applicable when existing service is converted intact to Lifeline.
- (E) The total Lifeline credit consists of one federal credit plus one (1) Company credit
 - (1) Federal credit
 - Monthly Credit
 - All programs, one per Lifeline service \$10.00
 - (2) Company credit
 - All programs, one per Lifeline service \$ 3.50

TELECOMMUNICATIONS SERVICES

LINK-UP PROGRAM

Link-Up

General

- (A) Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996.
- (B) Link-Up is supported by the federal universal service support mechanism.
- (C) A federal credit amount of fifty percent (50%) of the non-recurring charges for connection of service, up to a maximum of thirty dollars (\$30.00), is available to be passed through to the subscriber.

Regulations

(A) General

- (1) Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
- (2) Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
- (3) The Link-Up credit is available each time the customer installs or relocates the primary residential service.
- (4) To receive the credit, proof of eligibility must be provided within 30 days after installation of service.
- (5) The total tariffed charges for connecting service, including service and other installation charges, are considered in the credit calculation.

TELECOMMUNICATIONS SERVICES

LINK-UP PROGRAM

Link-Up (Continued)

Regulations (Continued)

(B) Eligibility

- (1) To be eligible for a Link-Up credit, a customer must be a current recipient of any one of the low income assistance programs set forth below:

Federal Public Housing Assistance/Section 8
Supplemental Nutrition Assistance Program (SNAP)
Medicaid
Low Income Home Energy Assistance Program (LIHEAP)
Supplemental Security Income (SSI)
National School Lunch (free program only)
Temporary Assistance to Needy Families (TANF)

Additionally, a customer with total gross annual income that does not exceed 135% of the federal poverty income guidelines may apply directly to the Iowa Public Service Commission for Link-Up eligibility certification.

- (2) All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

(C) Certification

- (1) Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for services; or eligible Lifeline subscribers may enroll in the Link-Up program by signing a document certifying under penalty of perjury that the customer participates in one of the Link-Up eligible programs and identifying the qualifying program. When eligibility documentation is provided subsequent to installation, the Link-Up feline credit will be provided on a going forward basis.
- (2) The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.

TELECOMMUNICATIONS SERVICES

LINK-UP PROGRAM

Rates and Charges

- (A) The federal credit available for a Link-Up connection is thirty dollars (\$30.00) maximum or fifty percent (50%) of the installation and service charges from this Tariff, whichever is less.