

IOWA NETWORK SERVICES, INC.

IOWA TARIFF NO. 2  
1st Revised Title Page  
Replacing Original Title Page

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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IOWA NETWORK SERVICES, INC.

Telephone Tariff

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS  
SERVICE

REGULATIONS, RATES AND CHARGES

APPLYING TO THE PROVISION OF

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICES

This is a revision to Iowa Tariff No. 2, which replaces in its entirety all pages prior to the effective date of July 22, 2001.

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By: Richard M. Vohs  
President and Chief Executive Officer  
4201 Corporate Drive  
West Des Moines, Iowa 50266-5906

## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

CHECK SHEET

The Title Page and Pages 1 to 98 inclusive of the tariff are effective as of the date shown. Original and revised pages as named below contain all changes from the original tariff that are in effect on the date hereof.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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CONCURRING CARRIERS

NO CONCURRING CARRIERS

CONNECTING CARRIERS

AT&T

QWEST CORPORATION

OTHER PARTICIPATING CARRIERS

NO OTHER PARTICIPATING CARRIERS

REGISTERED SERVICE MARKS

NONE

REGISTERED TRADEMARKS

NONE

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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GLOSSARY OF ACRONYMS

ANI	- Automatic Number Identification
AT&T-C Board	- AT&T Communications - Iowa State Utilities Board
BD	- Business Day
BHMC	- Busy Hour Minutes of Capacity
BOC	- Bell Operating Company
CCS	- Common Channel Signaling
CCSA	- Common Channel Signaling Access
CCSAN	- Common Channel Signaling Access Network
CO	- Central Office
COCTX	- Central Office Centrex
COE	- Central Office Equipment
Cont'd	- Continued
CPE	- Customer Provided Equipment
Ctx	- Centrex
DA	- Directory Assistance
DAL	- Dedicated Access Line
DDD	- Direct Distance Dialing
DX	- Duplex
ESS	- Electronic Switching System
ESSX	- Electronic Switching System Exchange
EXM	- Exit Message
FAX	- Facsimile
F.C.C.	- Federal Communications Commission

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GLOSSARY OF ACRONYMS (CONTINUED)

FX	- Foreign Exchange
HC	- High Capacity
Hz	- Hertz
IC	- Interexchange Carrier
ICB	- Individual Case Basis
IUB	- Iowa State Utilities Board
KBPS	- Kilobits per Second
kHz	- Kilohertz
LATA	- Local Access and Transport Area
LIDB	- Line Information Data Base
Mbps	- Megabits per Second
MEANS	- Minnesota Equal Access Network Services, Inc.
MHz	- Megahertz
MMUC	Minimum Monthly Usage Charge
MRC	- Monthly Recurring Charge
MT	- Metallic
MTS	- Message Telecommunications Service(s)
NPA	- Numbering Plan Area
NRC	- Nonrecurring Charge
NTS	- Non-Traffic Sensitive
NXX	- Three-Digit Central Office Code
PBX	- Private Branch Exchange
POT	- Point of Termination
PTC	- Participating Telephone Company

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GLOSSARY OF ACRONYMS (CONTINUED)

RSM	- Remote Switching Modules
RSS	- Remote Switching Systems
SAC	- Service Access Code
SCP	- Service Control Point
SNAC	- Signaling Network Access Connection
SPOI	- Signaling Point of Interconnection
SS7	- Signaling System 7
SSN	- Switched Service Network
SSP	- Service Switching Point
STP	- Signal Transfer Point
SWC	- Serving Wire Center
TDD	- Telecommunications Device for the Deaf
TES	- Telephone Exchange Service(s)
TSPS	- Traffic Service Position System
TTP	- Toll Transfer Point
TTY	- Teletypewriter
TV	- Television
USOC	- Uniform Service Order Code
VG	- Voice Grade
V&H	- Vertical & Horizontal
WATS	- Wide Area Telecommunications Service(s)

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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1. APPLICATION OF TARIFF

- 1.1 This intrastate interexchange telecommunications services tariff applies to service furnished by Iowa Network Services, Inc., hereinafter referred to as INS, or furnished jointly by INS and other carriers, between points within the State of Iowa.
- 1.2 The regulations, rates and charges which are set forth in the body of this tariff apply to intrastate interexchange telecommunications services. InterLATA intrastate interexchange telecommunications services were deregulated by the Board in Docket INU-88-2, and all other intrastate services offered by INS in Iowa, except for carrier access services, were deregulated by the Board in Docket INU-95-3.
- 1.3 This tariff is kept on file in INS' Corporate Office at 4201 Corporate Drive, West Des Moines, Iowa. It is available for inspection by the public during normal business hours.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS

2.1 Undertaking of INS

2.1.1 Scope

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICES are furnished within Iowa in accordance with the conditions and regulations which are set forth in the body of this tariff.

2.1.2 Limitations

- (A) The customer may not assign or transfer the use of services provided under this tariff; however, where there is no interruption of use or relocation of the services, such assignment or transfer may be made to:
- (1) Another customer, whether an individual, partnership, association or corporation, provided the assignee or transferee assumes all outstanding indebtedness and current charges for such services, if any; and the assignee or the transferee is not a court-appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.1 Undertaking of INS (CONTINUED)

2.1.2 Limitations (CONTINUED)

(A) (1) (CONTINUED)

In all cases of assignment or transfer, the written acknowledgment of INS is required prior to such assignment or transfer which acknowledgment shall be made within fifteen (15) days from the receipt of notification. All regulations and conditions contained in this tariff shall apply to such assignee or transferee.

The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

(B) Interconnection with Other Carriers

Service furnished by INS may be connected with services or facilities of another participating carrier or may be provided over facilities solely provided by local utilities and/or interexchange carriers other than INS. Service furnished by INS is not part of a joint undertaking with such other carriers.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.1 Undertaking of INS (CONTINUED)

2.1.2 Limitations (CONTINUED)

(C) Force Majeure

INS reserves the right to discontinue furnishing service upon written notice when necessitated by events or circumstances beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

(D) Priority of Services

Subject to compliance with Board or Government rules or regulations, where a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of intrastate interexchange telecommunications services shall take precedence over all other intercity services.

(E) Limitations on Duration of Connections

INS reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.1 Undertaking of INS (CONTINUED)

2.1.3 Liability

- (A) INS is not liable for any act or omission of any other company or companies furnishing a portion of service.
- (B) INS' liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. With respect to any other claim or suit, by a customer, subscribers to or users of any services provided to or resold by the customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption, or restoration of any service or facilities offered under this tariff, INS' liability, if any, shall not exceed an amount equal to the proportionate monthly recurring charges for the period during which the service was affected.

INS shall be indemnified and held harmless by the customer, subscribers to or users of any services provided to or resold by the customer, against:

- (1) Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over INS' facilities; and
- (2) Claims for patent infringement arising from combining or connecting INS' facilities with apparatus and systems of the customer; and

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.1 Undertaking of INS (CONTINUED)

2.1.3 Liability (CONTINUED)

- (3) All other claims arising out of any act or omission of the customer in connection with any service provided by INS;
- (4) Any claim, loss or damage arising from the use of services offered under this tariff including but not limited to claims by subscribers to or users of services provided to the customer, and users of any services provided by or resold by the customer; and
- (5) Claims for damages arising out of the use of the INS Network for the transmission of other than voice grade service.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.1 Undertaking of INS (CONTINUED)

2.1.3 Liability (CONTINUED)

(C) INS shall not be liable for and the Customer indemnifies and holds INS harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or persons, for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by INS where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of INS' negligence. No agents or employees of other carriers shall be deemed to be agents or employees of INS.

(D) The liability of INS for damages to the customer, subscribers to or users of any services provided to or resold by the customer, arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities, and not caused by the negligence of the customer, subscribers to or users of any services provided to or resold by the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs. No other liability shall in any case attach to INS.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.1 Undertaking of INS (CONTINUED)

2.1.3 Liability (CONTINUED)

- (E) Now, or at any future time, if a state, county or other taxing authority including federal commissions, agencies and/or courts possesses or acquires the legal right to impose an occupation tax, license tax, sales tax, gross receipts tax, permit fee, franchise fee, Universal Service Fund contributions factor or other similar charge upon INS, and has imposed, or imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the customers receiving service within the territorial limits of such taxing authority. Such billing shall allocate the tax, fee, or charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee, or charge or as directed by the imposing authority. (C)

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.2 Use

2.2.1 Use of Service

This service is provided for use by the customer and may be used by others, when so authorized by the customer, subject to the provisions of this tariff.

2.2.2 Abuse and Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (A) The use of service or facilities of INS to transmit a message without payment of the charge applicable for service;
- (B) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, intrastate interexchange telecommunications services, by rearranging, tampering with, or making connection with any facilities of INS, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
- (C) The use of service or facilities of INS for a call or calls, anonymous or otherwise, if in a manner which could reasonably be expected to frighten, abuse, torment, or harass another;

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.2 Use (CONTINUED)

2.2.2 Abuse and Fraudulent Use (CONTINUED)

- (D) The use of profane or obscene language;
- (E) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

2.2.3 Unlawful Purposes

The service is furnished subject to the condition it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If INS receives other evidence giving reasonable cause to believe that such service is being or will be so used, it will either discontinue or deny the service or refer the matter to the appropriate law enforcement agency.

2.2.4 Cancellation for Cause

For nonpayment of any sum due INS, or for abuse or fraudulent use of the service, INS may either suspend, terminate without suspension, or refuse service without incurring any liability with notification. In cases of cancellation of service for cause, INS will withhold the use of a specific 8XX number or deny its transfer to another carrier for nonpayment of charges due INS. Such withholding of use or denial of transfer of an 8XX number may be taken without written notice being sent to the Customer.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.2 Use (CONTINUED)

2.2.4 Cancellation for Cause (CONTINUED)

Nothing herein or elsewhere in this tariff shall give any Customer, assignee, or transferee any interest or proprietary right in any 8XX service telephone number.

2.2.5 Interference or Impairment

The characteristics and methods of operation of any circuits, facilities or equipment provided by other than INS and associated with the facilities utilized to provide services under this tariff shall not interfere with or impair service over any facilities of INS or its affiliated companies or divisions involved in its services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions

Board

The term "Board" means the Iowa State Utilities Board.

Calls

The term "Calls" means telephone messages attempted by customers or users.

Charges

The term "Charges" means nonrecurring amounts billed to customers for tariffed services.

Customer

The term "Customer" means any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity, responsible by law for the payment of charges and compliance with the regulations of this tariff.

Customer Premises Equipment

The term "Customer Premises Equipment" means all terminal equipment normally used on the customer's premises owned by the customer or by the telephone utility or some other supplier and leased to the customer.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions (CONTINUED)

Delinquent or Delinquency

The terms "Delinquent" or "Delinquency" means an account for which an uncontested bill or payment agreement for regulated services has not been paid in full on or before the last day for timely payment. The term can also relate to a contested bill once the Board finds the customer's complaint without merit.

Disconnect

The term "Disconnect" means the disabling of circuitry preventing outgoing and/or incoming communications from the INS switch.

Exchange

The term "Exchange" means a unit established by the local exchange utility for the administration of local communication services.

Exchange Service

The term "Exchange Service" means a local communication service furnished by means of local exchange plant and facilities.

Exchange Service Area or Exchange Area

The terms "Exchange Service Area" or "Exchange Area" refer to the general area in which the local telephone utility holds itself out to furnish exchange telephone service.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions (CONTINUED)

Extended Area Service

The term "Extended Area Service" means telephone service, furnished at a flat rate, between customers located within an exchange area and all of the customers of an additional exchange area.

Feature Group D

The term "Feature Group D" means the switched access service provided by a local exchange company as trunk side switching through the use of end office or access tandem switch equipment. Where no access code is required, the number dialed by the customer shall be a seven or ten digit number for calls in the North American Numbering Plan (NANP). Feature Group D is also known as equal access.

Individual Case Basis

The term "Individual Case Basis" means the application of a rate, charge, or condition of the tariff as determined by individual circumstances.

Interexchange Service

The term "Interexchange Service" is the provision of intrastate telecommunications services and facilities between local exchanges and does not include EAS.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions (CONTINUED)

Interexchange Utility

The term "Interexchange Utility" means a utility, a resale carrier or other entity that provides intrastate telecommunications services and facilities between exchanges within Iowa without regard to how such traffic is carried. A local exchange utility that provides interexchange service may also be considered an interexchange utility.

Local Exchange Utility

The term "Local Exchange Utility" means a telephone utility that provides local service under a tariff filed with the Board. The utility may also provide other services and facilities such as access services.

Local Service

The term "Local Service" means telephone service furnished between customers or users located within an exchange area.

Local Service Area

The term "Local Service Area" means the area within which are located the lines to which calls may be made under a specified schedule of exchange rates without payment of toll charges.



INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions (CONTINUED)

Local Utility

See "Local Exchange Utility".

Message

The term "Message" means a completed telephone call by a customer or user.

Premises

The term "Premises" denotes the space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

Rates

The term "Rates" shall mean recurring amounts billed to customers for regulated services and equipment.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions (CONTINUED)

Special Dialing Procedures

The term "Special Dialing Procedures" means the dialing procedures which are an exception to the three-step procedure. Special dialing procedures are available where a customer is in an equal access area and has registered specific lines with INS for either "1+" or "10XXX" dialing. In such a case, and only when dialing from such customer's designated telephone lines, the call may be dialed in the following sequence:

10XXX + 1 + area code + long distance telephone number.

Additionally, in the above case and when INS has been designated as the customer's primary interLATA and/or intraLATA carrier, the call may be dialed in the following sequence:

1 + area code + long distance telephone number.

Suspend

The term "Suspend" means temporary disconnection or impairment of service which shall disable either outgoing or incoming communications or both.

Tariff

The term "Tariff" means the entire body of rates, tolls, rentals, charges, classifications, rules, procedures, policies, etc. adopted and available for public inspection at the offices of INS or posted on the web for public viewing, by a telephone utility in fulfilling its role of furnishing communications service.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.3 Definitions (CONTINUED)

Telephone Utility or Utility

The terms "Telephone Utility" or "Utility" mean any person, partnership, business association, or corporation, domestic or foreign, owning or operating any facilities for furnishing communications service to the public for compensation.

Timely Payment

The term "Timely Payment" is a payment on a customer's account made on or before the due date shown: (1) on a current bill for rates and charges, or (2) by an agreement between the customer and utility for a series of partial payments to settle a delinquent account.

Toll Message

The term "Toll Message" means a message made between different exchange areas for which a charge is made, excluding local message rate service charges.

Toll Rate

The term "Toll Rate" means the tariff charge prescribed for toll messages, usually based upon the duration of the message, the distance between the exchanges, and the day and time of the message.

Traffic

The term "Traffic" means telephone call volume based on the number and duration of calls.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.4 Maintenance of Services

The services provided under this tariff shall be maintained by INS. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by INS, except with the written consent of INS.

INS shall adopt and pursue a maintenance program aimed at achieving efficient operation of its system so as to promote the rendering of safe, adequate and continuous service at all times. Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safe and adequate service performance. Broken, damaged or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted as necessary when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical faults, such as noise induction, cross talk, or poor transmission characteristics shall be corrected to the extent practical within the design capability of the plant affected.

Maintenance of aerial plant shall include the replacement of broken or badly deteriorated poles, brackets, and broken-down guides. Defective splices shall be replaced and adequate clearance provided.

Switching equipment shall be inspected and routinely tested at regular intervals, and such repairs, adjustments or replacements made as are found to be necessary and as required to ensure the proper functioning of the equipment.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.4 Maintenance of Services (CONTINUED)

Records of various tests and inspections shall be kept on file in the office of INS for a minimum of one (1) year. These records shall show the line or regulated equipment tested or inspected, the reason for the test, the general conditions under which the test was made, the general result of the test and such corrections as were made when the test indicated need for same.

2.5 Disconnection of Service

2.5.1 Without Prior Notice

Interexchange service may be refused or disconnected without prior notice by INS for the following reasons:

- (A) In the event of a condition on the customer's premises determined by INS to be hazardous.
- (B) In the event of customer's use in such a manner as to adversely affect INS' facilities or INS' service to others.
- (C) In the event of tampering with facilities leased or owned by INS.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.5 Disconnection of Service (CONTINUED)

2.5.1 Without Prior Notice (CONTINUED)

(D) In the event of interexchange service being used by a customer in connection with a plan or contrivance to secure a large volume of interexchange calls to be directed to such customer or the telephone service of any designated customer at or about the same time, resulting in preventing, obstructing or delaying the interexchange service of others.

(E) In the event of unauthorized use.

Following the disconnection of service for any of these reasons, INS, or the local exchange utility acting as INS' agent, will notify the telephone customer that service was disconnected and why. The notice will include all reasons for the disconnection and will include a toll-free number where a customer can obtain additional information. Notice shall be deemed given upon deposit, postage prepaid, in the U.S. Mail to the customer's last known address.

(F) In the event the customer supplied false or inaccurate information of a material nature in order to obtain telephone service.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.5 Disconnection of Service (CONTINUED)

2.5.2 With Prior Notice

Service can be disconnected with prior notice for the following reasons:

- (A) In the event the customer is indebted to INS for the same type of telephone service previously furnished.
- (B) For failure of the customer or prospective customer to furnish service equipment, permits, certificates, rights of way necessary to obtain service or for the withdrawal of that same equipment 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 him or her as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the Board.
- (C) For failure of the customer to permit INS reasonable access to its facilities on the customer's premises.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.5 Disconnection of Service (CONTINUED)

2.5.2 With Prior Notice (CONTINUED)

- (D) For nonpayment of a bill, where a reasonable attempt has been made at collection, including a different class of service or another customer which had been guaranteed.
- (E) For nonpayment of deposit as specified.
- (F) In the event the service is or is likely to be used for unlawful purposes.
- (G) Any other violation of the conditions governing the furnishing of service.
- (H) For violation or noncompliance with the INS tariff rules, the requirements of any municipal ordinance, regulation or law pertaining to the service.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.5 Disconnection of Service (CONTINUED)

2.5.3 Notice

For disconnects under 2.5.2 preceding, written notice of a pending disconnect will be rendered five (5) days prior to the disconnection.

The notice will include all reasons for the disconnect and the final date by which payment is to be made or specific action taken. The notice will include a toll-free number where a customer can obtain additional information. A notice of disconnect based upon non-payment will not be issued until the bill becomes delinquent. Notice shall be deemed given upon deposit, postage prepaid, in the U.S. Mail to the customer's last known address.

(A) Unusual Circumstances

Disconnection may take place prior to the expiration of the five (5)-day unpaid bill notice period if the utility determines, from verifiable data, that usage during the five (5)-day notice period is so abnormally high that a risk of irreparable revenue loss is created.

(B) Time Restrictions on Disconnection

Except as provided in 2.5.1 preceding or in unusual credit circumstances or abnormal usage of service, a customer will not be disconnected on a day which the INS offices are closed.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.5 Disconnection of Service (CONTINUED)

2.5.4 Suspended Service

INS may suspend service when a customer is delinquent in payment. INS will issue the same five-day notice for suspension of service as is issued for termination of service. If INS and the customer cannot resolve payment of the delinquent bill, service may be terminated without an additional notice, and without service being reestablished.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.6 Engineering

2.6.1 Requirement for Good Engineering Practice

The facilities of INS shall be constructed, installed, maintained and operated subject to the provisions of the Iowa electrical safety code as defined in IAC [199], Chapter 25 (476, 476A, 478), or the requirements of any municipality having jurisdiction, whichever may be the most stringent, and in accordance with accepted good engineering practice in the communications industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

2.6.2 Adequacy of Service

- (A) INS shall employ recognized engineering and administrative procedures to determine the adequacy of service being provided to the customer.
- (B) Traffic studies shall be made and records maintained to determine that sufficient equipment and an adequate operating force are provided during the busy-season, busy-hour period.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.6 Engineering (CONTINUED)

2.6.2 Adequacy of Service (CONTINUED)

- (C) INS shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, or from fire, storm, or acts of God. INS shall inform employees as to procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of intrastate interexchange telecommunications services. A permanent auxiliary power unit installed at INS' switch and alarms will be maintained in proper condition to indicate improper functioning of the equipment. So that emergency calls will be given prompt attention, customers may call One Call toll free at 1 800 292-8989 during the twenty-four hours of the day.
- (D) INS shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up-to-date and checked periodically to determine if adjustments are necessary to maintain proper balance in all groups.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.6 Engineering (CONTINUED)

2.6.2 Adequacy of Service (CONTINUED)

- (E) INS shall furnish and maintain adequate plant, equipment and facilities to provide satisfactory transmission of communications. Transmission shall be at adequate volume levels and free of excessive distortion. Levels of noise and cross talk shall be such as not to impair communications. For interexchange trunks, INS will provide facilities so that at least ninety-eight percent (98%) of telephone calls offered to the group will not encounter an all-trunks-busy condition. For toll connecting trunks, the figure shall be at least ninety-eight (98%).

The transmission objectives set forth herein are based upon the use of standard telephone stations connected to a forty-eight (48) volt dial central office, and measured at a frequency of one thousand (1,000) hertz. The overall transmission loss on interexchange or interoffice trunks will not be more than ten (10) decibels. Whenever feasible, the overall transmission loss on intertoll trunks and on terminating links will be no more than five (5) decibels measured at multiple frequencies between two hundred (200) and three thousand (3,000) hertz.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.6 Engineering (CONTINUED)

2.6.2 Adequacy of Service (CONTINUED)

(E) (CONTINUED)

Because these trunks may be only one of several connected links on some toll routes, it may be necessary to provide better facilities in order to keep the overall net circuit losses within the five (5) decibel limit so as to provide satisfactory message transmission.

Where joint construction is mutually agreed upon, it shall be subject to the provisions of the Iowa electrical safety code or such other appropriate regulation as may be prescribed.

2.6.3 Service Interruption

- (A) INS shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, INS shall reestablish service with the shortest possible delay.
- (B) Arrangements shall be made to have personnel available to receive and record trouble reports twenty-four (24) hours daily and also to clear trouble of an emergency nature; at night, on holidays, on weekends, as well as during regular working hours.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.6 Engineering (CONTINUED)

2.6.3 Service Interruption (CONTINUED)

- (C) Whenever service must be interrupted during regular working hours for the purpose of working on the lines, cable or equipment, the work shall be done at a time which will cause the least inconvenience to the customers, and any who would be seriously affected by such interruption shall, so far as possible, be notified in advance.

INS shall keep a written record showing all interruptions affecting its intrastate interexchange telecommunications services or any major portion thereof for a minimum of 2 years. This record shall show the date, time, duration, time cleared and extent and cause of the interruption. This record shall be available to authorized government representatives upon request at any time within the period prescribed for retention of such records.

Whenever a trouble report is received, a record will be made by INS and if repeated within a thirty (30)-day period by the same customer, this case shall be referred to a supervisor for permanent correction.

When a customer's service is reported or is found to be out of order, it shall be restored as promptly as possible.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.6 Engineering (CONTINUED)

2.6.3 Service Interruption (CONTINUED)

- (D) The sole remedy for service interruptions, even if it is INS' fault, is the service interruption credit. In the event of an interruption to service which is not due to the negligence or willful act of the customer or the customer's premises equipment, a pro-rata adjustment of monthly charges for the service will be allowed. The out of service condition must have existed for a period of twenty-four hours or more, and INS must have discovered the interruption to exist or the customer must request the adjustment within thirty (30) days.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.7 Safety

INS shall exercise reasonable care to reduce the hazards to which its employees, its customers or users and the general public may be subjected. INS shall give reasonable assistance to government representatives in the investigation of the cause of accidents and in the determination of suitable means of preventing accidents. INS shall maintain a summary of all reportable accidents arising from its operations.

INS shall adopt and execute a safety program, fitted to the size and type of its operations. At a minimum, the safety program will:

- (A) Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner.
- (B) Instruct employees in safe methods of performing their work.
- (C) Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.8 Held Applications

During such period of time as INS may not be able to supply initial intrastate interexchange telecommunications services to prospective customers or upgrade existing customers within thirty (30) days after the date applicant desires service, INS shall keep a record showing the name and address of each applicant for service, the date of application, the date that service is desired, the class and rate of service applied for, together with the reason for the inability to provide new service or a higher grade of service to the applicant.

2.9 Customer Information

- (A) INS shall maintain up-to-date maps, plans, or records of its network, together with such information as may be necessary to enable INS to advise prospective customers, and others entitled to the information, as to the facilities available for serving prospective customers in a serving area.
- (B) INS shall notify customers affected by a change in rates or schedule classification.
- (C) INS shall post notices in a conspicuous place in each office of INS where applications for service are received, informing the public that copies of the rate schedules and rules relating to the services of INS are available for inspection.
- (D) INS shall furnish such additional information as the customer may reasonably request.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.9 Customer Information (CONTINUED)

- (E) Employees responsible for the receiving of customer telephone calls and customer office visits shall be properly qualified and instructed in the screening and prompt handling of complaints to assure prompt reference of the complaint to the person or department capable of effective handling of the matter complained of and to obviate the necessity of the customer's preliminary repetition of the entire complaint to employees lacking in ability and authority to take appropriate action.

2.10 Customer Complaints

- (A) Complaints concerning the charges, practices, facilities or service of INS shall be investigated promptly and thoroughly. INS shall keep a record of such complaint showing the name and address of the complainant, the date, and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint, which will enable INS to review and analyze its procedure and actions.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.10 Customer Complaints (CONTINUED)

- (B) The customer must notify INS in writing of the nature and basis of any complaint. Should the complaint not be resolved by the payment date, the customer will, notwithstanding the continuing existence of the dispute, pay the billed amount. Within a reasonable period of time following notification, INS will provide written notice to the customer of the status of the complaint.
- (1) The General Manager/Chief Executive Officer of INS is the person authorized to receive, act upon and respond to communications from customers regarding complaints. The General Manager/Chief Executive Officer can be contacted by telephone at (515) 830-0110 or 1-800-469-4000. Written complaints should be mailed to INS' address listed on the bottom of this tariff.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.11 Obligations of the Customer

2.11.1 Damages

- (A) The customer shall be responsible for damages to INS' leased or owned facilities caused by the negligence or willful act of the customer or those using through the customer. The customer or those using through the customer may not alter, physically modify or intrude upon, rearrange, disconnect, remove or attempt to repair, or permit others to alter, physically modify or intrude upon, rearrange, disconnect, remove or attempt to repair any INS facilities except upon written consent of INS.
- (B) The customer's obligation to INS is the same whether the facilities involved are INS-owned facilities or are facilities leased by INS from another party. If INS incurs expenses due to the customer's actions which result in damage to or impairment of INS leased facilities, INS will pass through to the customer any and all expense which the owner of the facilities imposes on INS.

2.11.2 Ownership of Facilities and Theft

Facilities utilized by INS to provide service under the provisions of this tariff shall remain the property of INS. Such facilities shall be returned to INS by the customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear will permit.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.11 Obligations of the Customer (CONTINUED)

2.11.3 Availability for Testing

The services provided under this tariff shall be available to INS at times mutually agreed upon in order to permit INS to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

2.11.4 Balance

All signals for transmission over the services provided under this tariff shall be delivered by the customer balanced to ground except for ground start, duplex (DX) and McCulloh-Loop (Alarm System) type signaling and dc telegraph transmission at speeds of 75 baud or less.

2.11.5 Claims and Demands for Damages

The customer shall defend, indemnify and save harmless INS from and against any suits, claims, losses or damages, including punitive damages, attorneys' fees and court costs by the customer or third parties arising out of any act or omission of the customer in the course of using services provided under this tariff.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.12 Payment Arrangements and Credit Allowances

2.12.1 Payment of Rates, Charges and Deposits

- (A) INS will, in order to safeguard its interests, only require a customer which has a proven history of late payments to INS or does not have established credit to make a deposit prior to or at any time after the provision of a service to the customer to be held by INS as a guarantee of the payment of rates and charges.

Applicants or customers whose financial condition is not acceptable to INS will be required to make a security deposit.

INS reserves the right to examine the credit record of all applicants and customers. A customer whose service has been discontinued for non-payment of bills will be required to pay any unpaid balance due to INS before service is restored. In addition, INS will require a security deposit for the discontinued customer wishing to reestablish service equal to three (3) times the amount of the customer's highest monthly bill. If the customer's estimated traffic has increased since the account was cancelled, INS will require a security deposit equal to three (3) times the newly estimated minutes.

The amount of the deposit for a new customer shall be calculated by multiplying the number of the customer's estimated monthly minutes of usage times \$1.75 times three (3) months. The customer shall be apprised that after 90 days of service that account will again be reviewed, and in the event all amounts due have been paid within the terms of the service authorization, the deposit will be refunded in full, plus interest at (one) 1.0%, calculated from the date that the customer makes the deposit.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)2.12 Payment Arrangements and Credit Allowances (CONTINUED)2.12.1 Payment of Rates, Charges and Deposits (CONTINUED)

## (A) (CONTINUED)

The fact that a deposit has been made in no way relieves the customer from complying with INS' regulations as to the prompt payment of bills. At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded.

At the option of INS, such a deposit may be refunded or credited to the customer's account when the customer has established credit or after the customer has established a one-year prompt payment record at any time prior to the termination of the provision of the service to the customer.

In the case of a cash deposit, the customer will receive interest at an interest rate of one percent per annum, compounded annually, 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. The date of refund is that date on which the refund or the notice of deposit return is forwarded to the customer's last known address. The date a customer's bill becomes permanently delinquent, relative to an account treated as an uncollectible account, is the most recent date the account became delinquent.

- (1) INS shall keep records to show:
- i. The name and address of each depositor.
  - ii. The amount and date of the deposit.
  - iii. Each transaction concerning the deposit.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.12 Payment Arrangements and Credit Allowances (CONTINUED)

2.12.1 Payment of Rates, Charges and Deposits (CONTINUED)

(A) (CONTINUED)

- (2) INS, or a local exchange utility acting as INS' agent, shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish his claim if his receipt is lost.
- (3) The deposit shall be refunded after not more than twelve (12) consecutive months of prompt payment. The account shall be reviewed after twelve (12) months of service and, if the deposit is retained, it shall again be reviewed at the end of INS' accounting year or on the anniversary date of the account.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.12 Payment Arrangements and Credit Allowances (CONTINUED)

2.12.1 Payment of Rates, Charges and Deposits (CONTINUED)

(A) (CONTINUED)

- (4) INS shall make a reasonable effort to return each unclaimed deposit and accrued interest after the termination of the services for which the deposit was made.

INS shall maintain a record of deposit information for at least two (2) years or until such time as the deposit, together with accrued interest, escheats to the state pursuant to Iowa Code Section 556.4, at which time the record and deposit, together with accrued interest less any lawful deductions, shall be sent to the State Treasurer pursuant to Iowa Code Section 556.11.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.12 Payment Arrangements and Credit Allowances (CONTINUED)

2.12.1 Payment of Rates, Charges and Deposits (CONTINUED)

(A) (CONTINUED)

- (6) A new or additional deposit may be required when a deposit has been refunded or is found to be inadequate by virtue of increased service usage or non-payment. Written notice shall be mailed advising the customer of any new additional deposit requirement. The customer shall have no less than five (5) days from the date of mailing to comply. The new or additional deposit shall be payable at any of INS' business offices or local authorized agents. An appropriate receipt shall be provided.
- (7) No written notice is required to be given of a deposit required as a prerequisite for commencing initial service. If usage is abnormal, INS may require a new deposit or an increase in deposit to guarantee payment of bills. A customer who fails to comply with the deposit requirements may be disconnected. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.12 Payment Arrangements and Credit Allowances (CONTINUED)

2.12.1 Payment of Rates, Charges and Deposits (CONTINUED)

- (B) Rules on billing periods, bill format, bill issuance, timely payment, late payment charge, payment and collection efforts, and the resolution of billing disputes shall be established by the local exchange utilities billing and collecting INS' rates and charges for intrastate interexchange telecommunications services.
- (C) The following payment and billing regulations are applicable for INS billed accounts.

Service is provided and billed on a monthly (30 day) basis, beginning on the date that service becomes effective. Service becomes effective the day following written or verbal notice of its availability to the customer. Bills are due and payable when rendered. Interest at the rate of 1-1/2% per month or the highest rate allowed by law will accrue upon any unpaid amount commencing thirty (30) days after the mailing of the bill.

2.12.2 Rates for Fractional Periods

- (A) For the purpose of administering this regulation with respect to determining rates for a fractional part of a month, every month is considered to have thirty days.
- (B) The rate for a fractional month will be the proportionate part of the monthly recurring rate based on the actual number of days the service is provided over the 30-day period.

2.12.3 Returned Check Fee

A charge of \$20.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it was written.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.12 Payment Arrangements and Credit Allowances (CONTINUED)

2.12.4 Carrier Universal Service Charge

- (A) Starting 04/01/03 the Carrier Universal Service Charge (CUSC) is discontinued. The Federal Communications Commission has directed the application of a Universal Contribution Factor or USF factor. This factor is not applied to INTRASTATE usage. (N)  
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(N)

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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2. GENERAL REGULATIONS (CONTINUED)

2.13 Application for Service

Interexchange Message Telecommunications Service must be ordered from the local exchange utility providing local service to the customer. Rules on ordering information and customer cancellation of service shall be established by the local exchange utility providing local service to the customer.

2.14 Chargeable Optional Features

Where facilities permit, INS will, at the option of the customer, provide the following chargeable optional features.

2.14.1 Busy Verification Service

Busy Verification Service is furnished to customers upon request to provide Line Status or Busy Interrupt for a line or trunk. This service is provided where facilities exist for Line Status or Busy Interrupt through an operator. The provision of Line Status involves an operator determining the condition of a line or trunk that a customer requests to be checked. The status of this line or trunk is verified to the customer for a charge as listed below. The provision of Busy Interrupt involves an operator interrupting a line or trunk that a customer requests to be checked. Information concerning the Busy Interrupt to this line or trunk is passed to the customer for a charge as listed below. No request will be processed on a collect or reversal of charge basis.

## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

## 2. GENERAL REGULATIONS (CONTINUED)

2.14 Chargeable Optional Features (CONTINUED)2.14.1 Busy Verification Service (CONTINUED)

No charge will apply if the line situation indicates a trouble condition. No charge applies when the request is identified as an emergency request by the customer and originates from or to emergency agencies, such as police, fire, rescue, or ambulance.

The charges listed below are in addition to applicable rates and charges listed elsewhere in this tariff.

(A) Line Status

Provides operator assistance in determining if there is conversation in progress on a called station. The service charge only applies if conversation is detected.

Service Charge

- per verification \$0.45

(B) Busy Interrupt

Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Line Status must be made, and its Service Charge incurred, prior to a Busy Interrupt.

Service Charge

- per verification \$0.75

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE

3.1 Application

Service between two points within the State of Iowa handled exclusively by INS or jointly by INS and other carriers is furnished as set forth in 3.2 through 3.5 following.

3.2 Mileage Measurement

Rates are based on the airline distance between the rate center for the calling point and the rate center for the called point, based on V & H coordinates. In general, each city, town, or locality is designated as a rate center and those localities not so designated are assigned a nearby rate center.

3.3 Dialing Procedure

When a customer presubscribes to Message Telecommunications Service provided by INS in local exchange areas where central office facilities provide Feature Group D equal access and INS subscribes to equal access and INS has been selected as the customer's primary interLATA and/or intraLATA toll carrier, calls are originated by dialing 1 + area code + long distance telephone number. In local exchange areas where central office facilities are able to provide Feature Group D equal access and when INS has not been selected as the primary interLATA and/or intraLATA toll carrier, the customer can access Message Telecommunications Service by dialing 10XXX + 1 + area code + long distance telephone number, where XXX equals INS' Carrier Identification Code of 225.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.4 Application of Rates and Charges

3.4.1 Class of Service

Message Telecommunications Service is an interexchange telephone service that allows customers to originate calls and terminate calls in any interLATA or intraLATA location within the State of Iowa. Usage charges may be based on the distance between the exchanges, the duration of the message and the day and time of the message.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.4 Application of Rates and Charges (CONTINUED)

3.4.2 Timing of Messages

(C)

(A) Chargeable time is determined as follows.

(1) The date, day and time (standard or daylight savings) at the rate center of the calling party when the connection is established determines the initial period charge.

(2) The charge for the initial period is the initial period billing rate applicable for the rate period in which the message connect time occurs. The charges for each additional period of usage is the additional billing rate for the rate period in which the beginning of each additional period of usage occurs.

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(B) Chargeable time begins when connection is established between the calling station and the called party.

(C) Chargeable time ends when the connection is terminated.

(C)

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.4 Application of Rates and Charges (CONTINUED)

3.4.3 Medical Emergency

INS shall postpone the disconnection of interexchange service to a residential customer (defined as a customer located in a residence, residential apartment, including a residential apartment in a hotel, and any other premises of strictly a residential nature as long as business listings are not provided, and where the predominate use of the service is social and domestic in nature rather than commercial, professional, occupational or administrative) for a reasonable time, not in excess of thirty (30) days, if the customer produces verification from a physician or a public health or social service official, which states that interexchange service is essential due to an existing medical emergency of the customer, a member of the customer's family who resides at the premises of the customer, or any permanent resident of the premises where service is rendered.

This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be made by telephone if written verification is received by INS within five (5) days.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.5 Rates and Charges

(M) (M)

3.5.1 Standard Service

(A) Rates

<u>Rate Period</u>	<u>Mileage Bands</u>	<u>Initial Minute</u>	<u>Additional Minutes</u>
<u>Day</u>	0 - 10	\$0.2400	\$0.2400
	11 - 22	\$0.2700	\$0.2700
	23 - 55	\$0.2800	\$0.2800
	56 - 350	\$0.3000	\$0.3000
<u>Evening</u>	0 - 10	\$0.2080	\$0.2080
	11 - 22	\$0.2180	\$0.2180
	23 - 55	\$0.2380	\$0.2380
	56 - 350	\$0.2580	\$0.2580
<u>Night/Wknd</u>	0 - 10	\$0.1980	\$0.1980
	11 - 22	\$0.2080	\$0.2080
	23 - 55	\$0.2180	\$0.2180
	56 - 350	\$0.2300	\$0.2300

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.5 Rates and Charges (CONTINUED)

3.5.1 Standard Service (CONTINUED)

(B) Determination of Time and Day

- (1) Day Rates  
These rates are applicable from 8:00 a.m. to, but not including, 5:00 p.m. Monday through Friday with the exception of holidays.
- (2) Evening Rates  
These rates are applicable from 5:00 p.m. to, but not including, 11:00 p.m. Sunday through Friday.
- (3) Night/Weekend Rates  
These rates are applicable from 11:00 p.m. to, but not including, 8:00 a.m. Sunday through Friday, all day Saturday and on Sunday from 8:00 a.m. to, but not including, 5:00 p.m.

(C) Rates Applicable on Certain Holidays

On New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, the holiday rate is the night/weekend rate. The holiday will be applied for the complete 24 hours of the particular holiday.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.5 Rates and Charges (CONTINUED)

3.5.1 Standard Service (CONTINUED)

(D) Initial Period and Additional Periods

- (1) Initial period rates set forth in the rate tables in 3.5.1 above are for a connection of one minute or any fraction thereof.
- (2) Subsequent usage beyond the initial minute will be rounded to the next full minute.
- (3) The charge calculated for the initial minute plus additional minutes will determine the charge for the call. The total amount of the call is rounded up to the nearest whole cent.

3.5.2 INS Plus Long Distance

The following intraLATA and interLATA rates are available to customers that select INS as both the customer's primary interLATA toll carrier and primary intraLATA toll carrier for calls originated by dialing 1+ (area code) + the seven digit telephone number:

(A) <u>Rates</u>	<u>Day</u>	Evening and <u>Night/Wknd.</u>
Rate per minute	\$0.18	\$0.14

(B) Determination of Time and Day

- (1) Day Rates  
 These rates are applicable from 8:00 a.m. to, but not including, 5:00 p.m. Monday through Friday with the exception of holidays.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.5 Rates and Charges (CONTINUED)

3.5.2 INS Plus Long Distance (CONTINUED)

(B) Determination of Time and Day

(2) Evening Rates

These rates are applicable from 5:00 p.m. to, but not including, 11:00 p.m. Sunday through Friday.

(3) Night/Weekend Rates

These rates are applicable from 11:00 p.m. to, but not including, 8:00 a.m. Sunday through Friday, all day Saturday and on Sunday from 8:00 a.m. to, but not including, 5:00 p.m.

(C) Rates Applicable on Certain Holidays

On New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, the holiday rate is the night/weekend rate. The holiday will be applied for the complete 24 hours of the particular holiday.

(D) Initial Period and Additional Periods

(1) Initial period rates set forth in the rate tables in 4.5.1 above are for a connection of one minute or any fraction thereof.

(2) Subsequent usage beyond the initial minute will be rounded to the next full minute.

(3) The charge calculated for the initial minute plus additional minutes will determine the charge for the call. The total amount of the call is rounded up to the nearest whole cent.

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.2 INS Plus Long Distance (CONTINUED)

(T)

(E) Volume Discounts

(T)

Volume discount options are available to customers whose usage exceeds specific minimum levels during the billing period. The subscriber must specify, prior to the start of the billing period, his or her intent to be billed at the volume discount rate. If the usage during that billing period does not meet the minimum requirement, the rates for that billing period will be those specified in 3.5.2.A preceding.

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- (1) The following option is available to customers whose total billing for INS Plus Long Distance Service exceeds 10,000 billed messages for the billing period:

	<u>Rate Period</u>	
	<u>Day</u>	<u>Evening and Night/Wknd</u>
First 18 Seconds	\$0.095	\$0.095
Subsequent usage per call, per minute	\$0.170	\$0.150

(T)

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.2 INS Plus Long Distance (CONTINUED)

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(E) Volume Discounts (CONTINUED)

(T)

## (2) Option 1

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Option 1 is available to customers whose total billing for INS Plus Long Distance Service exceeds 200,000 billed messages:

	<u>Rate Period</u>	
	<u>Day</u>	<u>Evening and Night/Wknd.</u>
First 18 Seconds	\$0.095	\$0.095
Subsequent usage per call, per minute	\$0.160	\$0.140

(T)

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.2 INS Plus Long Distance (CONTINUED)

(T)

(E) Volume Discounts (CONTINUED)

(T)

## (3) Option 2

(T)

Option 2 is available to customers in exchanges where special arrangements have been made with the local exchange telephone company to bill customers whose usage for INS Plus Long Distance Service exceeds 200,000 billed messages:

	<u>Rate Period</u>	
	<u>Day</u>	<u>Evening and Night/Wknd.</u>
First 18 Seconds	\$0.045	\$0.045
Subsequent usage per call, each additional six seconds	\$0.015	\$0.015

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.5 Rates and Charges (CONTINUED)

3.5.3 Optional One-Plus Service

Customers that select INS as both their primary interLATA and intraLATA toll carrier for calls originated by dialing 1 + (area code) + the seven digit telephone number, may select the following rates, where the service is available:

(A) Rates

Service Charge - recurring	\$3.95 per month
Usage Rates	\$0.10 per minute

(B) Determination of Time and Day

This plan has the same rates 24 hours a day, seven days a week

(C) Initial Period and Additional Periods

<u>Initial period</u>	
60 - seconds,	each message

<u>Additional periods</u>	
Six seconds	

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.4 INS Plan 6

This plan permits customers to pay for a predetermined usage level of traffic which is either Intrastate or a combination of Intrastate and Interstate traffic. Customers are billed monthly at the predetermined usage level. Unused minutes at the predetermined usage level are not carried over to the next month nor is any credit available to the customer in the current month.

(A) Determination of Time and Day

This plan has the same rates 24 hours a day, seven days a week.

(B) Initial Period and Additional PeriodsInitial period

60 - seconds, each message

Additional periods

Six seconds

The initial period for each call is for a connection of 60 seconds or any fraction thereof. Subsequent usage beyond the initial 60 seconds will be rounded to the next full six seconds on each call. The charge calculated for the initial period plus additional periods determine the charge for the call. The total amount of each call is rounded up to the next whole cent.

(C) Rates:

## Service Charge - recurring

The per month charge varies based on the option type chosen and number of minutes in the plan.

## Usage Rates

The rate per minute for Intrastate/Interstate usage if not included in the predetermined usage level is \$.10 per minute.

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.4 INS Plan 6 (CONTINUED)C. Rates (CONTINUED)

<u>Plan Name</u>	<u>Number of Minutes in Plan</u>	<u>Minutes in Plan Include Intrastate <u>Usage Only</u> Interstate Min. Are @ \$.10/min</u>	<u>Minutes in Plan Includes Intrastate or Interstate <u>Usage</u></u>	<u>Monthly Service Charge</u>
Option S - 100	100	X		\$ 5.00
Option N - 100	100		X	\$ 7.00
Option S - 250	250	X		\$ 12.50
Option N - 250	250		X	\$ 17.50
Option S - 500	500	X		\$ 25.00
Option N - 500	500		X	\$ 35.00
Option S - 750	750	X		\$ 37.50
Option N - 750	750		X	\$ 52.50
Option S - 1000	1000	X		\$ 50.00
Option N - 1000	1000		X	\$ 70.00
Option S - 1250	1250	X		\$ 62.50
Option N - 1250	1250		X	\$ 87.50
Option S - 1500	1500	X		\$ 75.00
Option N - 1500	1500		X	\$105.00
Option S - 1750	1750	X		\$ 87.50
Option N - 1750	1750		X	\$122.50
Option S - 2000	2000	X		\$100.00
Option N - 2000	2000		X	\$140.00

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.4 INS Plan 6 (CONTINUED)C. Rates (CONTINUED)

<u>Plan Name</u>	<u>Number of Minutes in Plan</u>	<u>Minutes in Plan Include Intrastate <u>Usage Only</u> Interstate Min. Are @ \$.10/min</u>	<u>Minutes in Plan Includes Intrastate or Interstate <u>Usage</u></u>	<u>Monthly Service Charge</u>
Option S - 3000	3000	X		\$ 150.00
Option N - 3000	3000		X	\$ 210.00
Option S - 4000	4000	X		\$ 200.00
Option N - 4000	4000		X	\$ 280.00
Option S - 5000	5000	X		\$ 250.00
Option N - 5000	5000		X	\$ 350.00
Option S - 6000	6000	X		\$ 300.00
Option N - 6000	6000		X	\$ 420.00
Option S - 7000	7000	X		\$ 350.00
Option N - 7000	7000		X	\$ 490.00
Option S - 8000	8000	X		\$ 400.00
Option N - 8000	8000		X	\$ 560.00
Option S - 9000	9000	X		\$ 450.00
Option N - 9000	9000		X	\$ 630.00
Option S - 10000	10000	X		\$ 500.00
Option N - 10000	10000		X	\$ 700.00

(N)

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)3.5 Rates and Charges (CONTINUED)3.5.4 INS Plan 6 (CONTINUED)C. Rates (CONTINUED)

<u>Plan Name</u>	<u>Number of Minutes in Plan</u>	<u>Minutes in Plan Include Intrastate Usage Only Interstate Min. Are @ \$.10/min</u>	<u>Minutes in Plan Includes Intrastate or Interstate Usage</u>	<u>Monthly Service Charge</u>
Option S - 11000	11000	X		\$ 550.00
Option N - 11000	11000		X	\$ 770.00
Option S - 12000	12000	X		\$ 600.00
Option N - 12000	12000		X	\$ 840.00

(N)

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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3. MESSAGE TELECOMMUNICATIONS SERVICE (CONTINUED)

3.5 Rates and Charges (CONTINUED)

3.5.5 DA Toll Service

This service is available to customers that initiate a directory assistance number look-up. If the election is made to have the attendant dial the looked up number that is a toll call, the rate below applies.

(A) Rates

\$.25 per minute for the answered toll portion of the call

3.6 Additional Toll Service Plans

Additional Toll Plans may be offered on an individual case basis (ICB), depending on volume levels and locations. Please contact INS for additional information.

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(N)



INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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4. OPERATOR SERVICES

4.1 Nature of Service

Operator Services is a telephone service which allows customers to originate calls by placing calls to an operator who completes the call, or by using a valid credit card number.

4.2 Dialing Procedure

Operator Services may be accessed by any customer who dials one of the following sequences.

0 + (NPA) + NXX-XXXX

00 + (NPA) + NXX-XXXX

0 + (NPA) + NXX-XXXX + credit card number

00 + (NPA) + NXX-XXXX + credit card number

00

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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4. OPERATOR SERVICES (CONTINUED)

4.3 Application of Rates and Charges

4.3.1 Class of Service

Five classes of Operator Services are offered:

(C)

(A) Operator Station-to-Station.

Operator Station-to-Station calls allow for completion of operator assisted service to the desired telephone number when the calling party does not specify a particular person to be reached, nor a particular station, department or office to be reached through a communications system attendant. An exception to this service category is outlined in 4.3.1(B) following.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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4. OPERATOR SERVICES (CONTINUED)

4.1 Application of Rates and Charges (CONTINUED)

4.3.1 Class of Service (CONTINUED)

(B) Credit Card Station-to-Station.

Credit Card Station-to-Station calls allow for completion of non-operator assisted calls when one of the following dialing sequences is utilized:

0 + NPA + NXX-XXXX + Credit Card Number

00 + NPA + NXX-XXXX + Credit Card Number

Calling party inserts a credit card into a card reader (where equipment is available) dials the digit zero, or double zero, plus NPA-NXX-XXXX.

In addition, a call is considered as Credit Card Station-to-Station when the calling party dials:

0 + NPA + NXX-XXXX or

00 + NPA + XXX-XXXX, and the credit card number is given to the operator if INS does not have automatic recording equipment to record the credit card number, and the call is not classified as Person-to-Person as described in 4.3.1(C) following.



INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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4. OPERATOR SERVICES (CONTINUED)4.3 Application of Rates and Charges (CONTINUED)4.3.2 Reversal of Charges

Charges for Person-to-Person and Operator Station-to-Station calls may be billed against or collected from the called station (i.e., charges may be reversed), if the charges are accepted at the called station. This collect call may be billed to a calling card or third party number. In the case of a public or semipublic coin telephone, the charges must be billed to a credit card or third party number, or the call may be re-originated from the called station. The regularly established rates apply except that:

When the called station does not accept the charges and the calling party requests the operator to place the call later, on a collect basis, the classification of the call is changed to Person-to-Person and the rates and regulations applicable to Person-to-Person apply.

4.3.3 Bill to Third Party

Bill to Third Party denotes a billing arrangement by which a call may be charged to an authorized station as determined by INS other than the station originating the call or the station where the call is terminated. Bill to Third Party calls may be Person-to-Person or Operator Station-to-Station as designated by the calling party.

## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

4. OPERATOR SERVICES (CONTINUED)4.3 Application of Rates and Charges (CONTINUED)4.3.4 Credit Card

The term "credit card" denotes a credit/charge card for use in billing operator services calls. Credit cards are any open line of credit charge cards issued by a BOC or BOC like entity as contained in the LIDB database.

4.3.5 Rates and Charges

The following operator assisted charges are in addition to the rates and charges specified the rate tables in 3.5 preceding.

Each completed call:

**Call Completion/Operator Dialed Numbers**

This charge applies to any end-user number the Operator has dialed	\$0.50
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**Operator Inquiry Service**

This charge applies to all operator calls, which do not Result in another billable service	\$0.65
---	--------

(N)  
|  
(N)

<b>Credit Card Station-to-Station</b>	\$0.65
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**Credit Card Station-to-Station\* Placed to Directory Assistance**

Credit Card Charge	\$0.65
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<u>Data base lookups/call</u>	<u>\$0.80</u>
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Total Cost	\$1.45
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 INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE
 

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4. OPERATOR SERVICES (CONTINUED)4.3 Application of Rates and Charges (CONTINUED)4.3.5 Rates and Charges (CONTINUED)

<b>Operator Station-to-Station</b>	<b>\$1.25</b>
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**Operator Station-to-Station\* Placed to Directory Assistance**

Operator Assistance	\$1.25
<u>Data base lookups/call</u>	<u>\$0.80</u>
Total Cost	\$2.05

**Travel Card and Operator Assisted\* Placed to Directory Assistance**

Travel Card Surcharge	\$0.65
Operator Assistance	\$1.25
<u>Data base lookups/call</u>	<u>\$0.80</u>
Total Cost	\$2.70

<b>Person-to-Person</b>	<b>\$3.50</b>
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\*Per minute rates do not apply to these calls

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE

5.1 Application

Service between two points within the State of Iowa handled exclusively by INS or jointly by INS and other carriers is furnished as set forth in 5.2 through 5.6 following.

Iowa 8XX service is offered as an add-on to INS interstate 8XX service. Calls can be placed on both an interstate and intrastate basis.

The term "8XX Service" denotes the service access codes of 800, 888, 877, 866, 855, 844, 833 and 822.

Customers may, as set forth in Section, 5.5, restrict the use of their 8XX service by ordering an 8XX Personal Identification Number (PIN).

5.2 Dialing Procedure

The dialing procedure for 8XX Service is 1-8XX-NXX-XXXX, where the NXX-XXXX is the 8XX number assigned to the customer.

When a customer orders an 8XX Personal Identification Number (PIN), the dialing procedure is 1-8XX-NXX-XXXX plus the four digit PIN assigned to the customer.

5.3 Mileage Measurement

The rates set forth in 5.5 following apply to calls of all distances.



INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE (CONTINUED)

5.4 Application of Rates and Charges

INS 8XX Service is an interexchange telephone service which allows a customer to receive calls from any station within the State of Iowa at no toll charge to the calling party. The customer is responsible for all calls placed to the customer's 8XX number.

5.4.1 Determination of Duration

- (A) The duration of a call begins when the connection is established between the calling station and the called party.
- (B) The duration of a call ends when either party (called or calling) hangs up.
- (C) The duration of a call does not include time lost because of faults or defects in service.

5.4.2 Timing of Messages

Chargeable time is determined by the day and time at the rate center of the called party when the connection is established. Chargeable time begins when connection is established between the calling station and the terminating customer premise equipment.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE (CONTINUED)

5.4 Application of Rates and Charges (CONTINUED)

5.4.3 Determination of Time and Day

- (1) Day Rates. These rates are applicable from 8:00 a.m. to, but not including, 5:00 p.m. Monday through Friday.
- (2) Evening Rates. These rates are applicable from 5:00 p.m. to, but not including, 11:00 p.m. Sunday through Friday.
- (3) Night/Weekend Rates. These rates are applicable from 11:00 p.m. to, but not including, 8:00 a.m. Sunday through Friday, all day Saturday, and from 8:00 a.m. to, but not including 5:00 p.m. on Sunday.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE (CONTINUED)

5.4 Application of Rates and Charges (CONTINUED)

5.4.4 Calculation of Charges

- (A) Two Rate Options, and a D/B/A Marketing Agent Service are shown in the rate tables in 5.5 following. Existing customers as of January 1, 1998 may retain their current rate Option (Option 1) or change to Option 2, or to the D/B/A Agent Service if available. Once existing Option 1 customers discontinue service, or change to another service, Option 1 will no longer be available to them. Customers who subscribe to INS 8XX Service on and after January 1, 1998 can no longer subscribe to Option 1.
- (B) The rates set forth in the rate table in 5.5 following are for a connection of one minute. Messages are billed in tenths of a minute, with a minimum-billed time per message of two tenths of a minute. Any fraction of a minute beyond two tenths is rounded up to the next tenth of a minute before calculation of the charge for the call.
- (C) The total chargeable time in minutes and tenths of minutes is multiplied by the rate in effect during each applicable rating time period of the call as set forth in the rate table at 5.5 following.
- (D) The charge calculated for the call is rounded up to the nearest whole cent.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE (CONTINUED)

5.4 Application of Rates and Charges (CONTINUED)

5.4.5 Customized Number Charge

The Customized Number Charge applies when the customer requests a specific 1-8XX telephone number and requests INS to search for more than three different numbers. It applies whether or not the requested number is available.

5.4.6 Move/Changing Charge

The Move/Changing Charge applies when the customer requests a change in the telephone number in which the call terminates.

5.4.7 Tailored Call Coverage

The Tailored Call Coverage allows the customer to block calls from one or more specific NPAs. When included in the same request, blockage from multiple originating areas is available at no additional charge. A charge will apply when the customer changes the group of originating areas to be blocked, or when this option is removed from an 8XX number. The charge applies per 8XX number.

5.4.8 Reconnect Charge

The Reconnect Charge applies when the service has been disconnected for non-payment, or at the customer's request, and is reconnected at the customer's request.

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 INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE
 

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5. 8XX SERVICE (CONTINUED)5.5. Rates and Charges

The following rates represent the charges INS will apply per initial and additional period to interstate 8XX service. Actual rates charged may vary based upon certain factors such as customer location, traffic volume, length of service, and calling patterns.

5.5.1 Option 1 - Usage Sensitive Rates

Option 1 is available to only INS 8XX Service customers who are subscribing to the service as of January 1, 1998.

Rate per Minute

<u>Day</u>	<u>Evening/Night/Wknd</u>
\$0.23	\$0.19

5.5.2 Option 2

Minimum monthly charge

- Per 8XX number Includes the first 20 minutes	\$3.00
- Each additional minute	\$0.17

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE (CONTINUED)

5.5. Rates and Charges (CONTINUED)

5.5.3 Option 3

Minimum monthly charge

Per 8XX number \$3.00

Each minute \$0.15

5.5.4 D/B/A Marketing Agent Service

The following rates are available when the customer subscribes to the service through one of INS' Marketing Agents

Minimum monthly charge

Per 8XX number \$3.00  
Includes the first 20 minutes

Each additional minute \$0.15

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

5. 8XX SERVICE (CONTINUED)5.5. Rates and Charges (CONTINUED)5.5.5 Non-Recurring Charges Charge

## Customized Number Charge

- Search for the first three numbers	Free
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- Search for each additional number	\$ 5.00
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Move/Changing Charge	\$50.00
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Reconnect Charge	\$25.00
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## Tailored Call Coverage

- Initial request	Free
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- Each additional request	\$50.00
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5.5.6 Monthly Recurring Charges

With an 8XX Personal Identification Number (PIN), there is a monthly recurring charge of \$2.00 per 8XX number per month.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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5. 8XX SERVICE (CONTINUED)

5.6 Volume Discounts

INS may offer volume discounts based upon the total dollar amount of 8XX usage for the billing period. Volume discounts will range from 0% to 10%.

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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6. DIRECTORY ASSISTANCE SERVICE

6.1 Nature of Service

Directory Assistance is a telephone service whereby INS customers may obtain assistance in determining telephone numbers by calling a Directory Assistance number. The Directory Assistance charge specified in Section 7.4 of this tariff applies when a customer within Iowa requests the telephone number of other customers within Iowa.

6.2 Dialing Procedure

Long distance direct dialed Directory Assistance, from customers who select INS as their 1+ carrier, is obtained by dialing 1+ area code + 555-1212; where the area code is different from the one in which the customer places the call.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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6. DIRECTORY ASSISTANCE SERVICE (CONTINUED)

6.3 Application of Rates and Charges

6.3.1 Allowance

A credit allowance will be given, i.e., the charge that would otherwise apply will be waived, when:

- (1) The customer experiences poor transmission or is cut-off during the call to Directory Assistance,
- (2) The customer is given an incorrect telephone number by the Directory Assistance operator, or
- (3) The customer has inadvertently misdialed and has reached Directory Assistance for the wrong area code.

To obtain such a credit/waiver, the customer must promptly notify his or her customer Service Representative (Local Exchange Telephone Company).

6.3.2 Non-transferable

Call Allowances are not transferable between accounts.

6.4 Rates

Dialed calls over which INS facilities are used (maximum of two requests per call):

<u>Rate per Call</u>	\$0.80
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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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7. INS PREPAID CARD SERVICE

7.1 Application

INS Prepaid Card Service provides an outbound voice communications service for calls charged to an INS Prepaid Card.

7.2 Availability of Service

INS Prepaid Card Service is available twenty-four (24) hours a day, seven days a week from Dual Tone Multi-Frequency telephones. The number of available INS Prepaid Cards is subject to technical limitations. Such cards will be offered to customers on a first come, first served basis.

INS Prepaid Calling Card Service customers may originate calls at any telephone in the contiguous United States.

7.3 Dialing Procedure

INS Prepaid Card Service is accessed using the INS 8XX number printed on the card.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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7. INS PREPAID CARD SERVICE (CONTINUED)

7.4 Other Conditions of Service

- (A) The following types of calls may not be completed with the INS Prepaid Card Service:
1. Calls to 700 numbers
  2. Calls to 8XX numbers
  3. Calls to 900 numbers
  4. Collect calls
  5. Person-to-Person calls
  6. Busy Line Verification and Interrupt Services
  7. Calls requiring the quotation of time and charges
- (B) Calls may only be charged against an INS Prepaid Card that has a sufficient available balance.
- (C) All INS Prepaid Card calls are rounded to the next higher full minute.
- (D) INS Prepaid Card balances will be reduced and depleted based upon customer usage. Customers will be given notice one minute before the available card balance is depleted. When the balance of available time is depleted, the call will be terminated.
- (E) INS Prepaid Cards are non-refundable and will expire on the date specified on the card or the carrier or package in which the card is included.

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7. INS PREPAID CARD SERVICE (CONTINUED)

7.5 Rates

7.5.1 Retail

INS Prepaid Cards may be obtained from INS or from agents of INS in various denominations.

15 minute card	\$1.90
30 minute card	\$3.30
60 minute card	\$6.05
100 minute card	\$9.75

The end-user is responsible for Sales and School taxes on the above listed rates if any. Federal mandated surcharges for payphone calls are not included in the minute totals. Payphone owners will cause an allowed surcharge to be deducted on a per minute basis from the remaining minute balance of the card.

(N)  
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|  
(N)

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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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8. TRAVEL SERVICE

8.1 Application

INS and/or the Telephone Company offers a Travel Card Service in connection with its Message Telecommunications Service. Travel Card Service permits customers to make calls between interstate locations.

Travel Card Services are offered for completion of the following services:

(A) Message Telecommunication Services

The travel card allows the completion of Message Telecommunications Service as described in Section 3 of this tariff by use of an 8XX access number and PIN.

(B) Directory Assistance

The travel card allows the completion of Directory Number Request Service for up to two phone numbers by the use of an 8XX access number and PIN.

(C) Voice News Network

Provides over 100 information categories by the use of an 8XX access number and PIN. Stock quotes, weather forecasts and news items are provided as part of this service.

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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8. TRAVEL SERVICE (CONTINUED)

8.1 Application (CONTINUED)

Travel Card Services are offered for completion of the following services:  
(CONTINUED)

(D) Conference Calls

Calls may be arranged for up to 47 parties at the time of the call or on a scheduled basis up to 47 days in advance of the conference. The use of an 8XX access number and PIN is required.

(E) Messenger Calls

This service permits the delivery of a prerecorded message of up to three minutes in length, either starting 15 minutes from setup or delayed up to 96 hours from setup. The delivery of the message is attempted eight times at 15 minute intervals.

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 INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE
 

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8. TRAVEL SERVICE (CONTINUED)8.2 Rates and Charges8.2.1 Surcharges

The following surcharges for Travel Card Service are in addition to the applicable usage charges and other charges for the portion of the service used as set forth in Section 3.5 proceeding.

1. Message Telecommunication Services

Per call charge for all calls within Iowa	\$0.65
And if applicable, Operator end-user dialed number	\$0.50

2. Directory Assistance

Per call charge	\$0.65
Data base lookups/call	\$0.80
Call Completion/Operator Dialed	\$0.50

3. Voice News Network

Per call charge	\$0.65
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4. Conference Calls

Per call charge	\$0.65
Per Participant	\$2.50

5. Messenger Calls

Per call charge within the United States	\$0.65
Flat Storage Fee	\$1.60

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## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

8. TRAVEL SERVICE (CONTINUED)8.2 Rates and Charges (CONTINUED)8.2.2 Usage Rates

The following per minute Usage Rates for Travel Card Service are in addition to the applicable other charges for other portions of the service used.

1. Message Telecommunication Services:

The following per minute Usage Rates apply in lieu of the Message rates as set forth in Section 3.5 proceeding in this tariff.

Within Iowa	\$0.17
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2. Voice News Network

Per minute charge	\$0.49
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3. Conference Calls

Per participant United States/per minute	\$0.45
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4. Message Delivery

Per minute	\$0.17
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INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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9. PUBLIC PAYPHONE SURCHARGE

9.1 Application

A Public Payphone Surcharge applies to all completed customer interstate long distance calls placed from a public/semi-public payphone, which are not paid on a sent paid basis. Specifically, **the public payphone surcharge applies to:**

- Travel Service;
- calls to INS 8XX Service;
- calls to Directory Assistance Service;
- INS Prepaid Card Service;
- collect calls; and
- calls billed to a third number.

The Public Payphone Surcharge is applied in addition to any other applicable Service Charges or Surcharges.

**The public payphone Surcharge does not apply to:**

- Calls paid for by inserting coins at the public/semi-public payphone.
- Calls placed from stations other than public/semi-public payphones.
- Telecommunications Relay Service calls.

9.2 Rates

As billing capabilities become available, each completed call will be surcharged as follows:

<u>Rate Per Call</u>	\$0.60	(l)
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