

MUTUAL TELEPHONE COMPANY OF SIOUX CENTER, IOWA  
NORTHERN IOWA TELEPHONE COMPANY  
WEBB-DICKENS TELEPHONE CORPORATION  
PREMIER COMMUNICATIONS  
HEARTLAND TELECOMMUNICATIONS COMPANY OF IOWA

**d/b/a PREMIER COMMUNICATIONS**

## SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

June 1, 2017



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ISSUED: June 1, 2017 EFFECTIVE: June 1, 2017  
Date Date

BY: Douglas Boone CEO Sioux Center, Iowa 51250-0200  
Name Title Address





















### TERMS AND CONDITIONS

#### D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

##### 6. Unusual Installation Costs

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

#### E. TELEPHONE DIRECTORIES

##### 1. Distribution and Publication

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

##### 2. Directory Listings

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

#### F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

##### 1. Establishment of Credit

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

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

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### TERMS AND CONDITIONS

#### F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

##### 2. Amount of Deposits

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

##### 3. Deposits and Collection Practices

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

##### 4. Interest to be Paid on Deposits

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

##### 5. Discontinuance of Service for Failure to Establish Credit

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

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## DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

**MESSAGE** - A completed customer or user call.

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

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## DEFINITIONS

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

**NETWORK INTERFACE DEVICE (NID)** – A device that serves as the demarcation point between the carrier's local loop and the customer's premises wiring. Outdoor telephone NIDs also provide the subscriber with access to the station wiring and serve as a convenient test point for verification of loop integrity and of the subscriber's inside wiring.

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

**NOTICE** - See "Disconnect Notice."

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

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

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

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

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

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

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

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

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

**SERVICE CHECK** - See "Check of Service".

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ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission  
FX Foreign Exchange

I

IUB Iowa Utilities Board

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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAME: Sioux Center

Includes Extended Area Service To: Orange City, Maurice and Hull

All applicable rates below apply.

	Monthly Rate
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$20.00
Key System Line .....	\$20.00
PBX Trunk Line .....	\$20.00
RESIDENCE SERVICE	
Individual Line.....	\$22.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE .....	\$20.00

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BY: Douglas Boone Name CEO Title Sioux Center, Iowa 51250-0200 Address

LOCAL EXCHANGE SERVICE

C. CONDITIONS

1. Rates and charges for tone dialing are included in the basic rate of this service catalog.
2. From time to time the Company may engage in special promotional service offerings designed to attract new customers or to increase existing customers' awareness of a particular service catalog offering. These offerings may be limited to certain dates, times, and/or locations. Terms and conditions of all promotions will be stated in this service catalog.
3. In addition to service catalog promotional offerings, the Company may, in conjunction with a customer service agreement, offer individualized arrangements on a case-by-case basis where necessary to meet prices, terms or conditions of service offered by competitors. In such cases, the prices offered by the Company shall not exceed the prices for similar services contained in this service catalog.
4. Rural Business Service has been discontinued, existing subscribers are billed the Residence rate.
5. Mileage rates may apply for service between buildings.

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BY: Douglas Boone  
Name

CEO  
Title

Sioux Center, Iowa 51250-0200  
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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAME: Hinton

Includes Extended Area Service To: Sioux City

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$29.75
Key System Line .....	\$29.75
PBX Trunk Line .....	\$29.75
RESIDENCE SERVICE	
Individual Line.....	\$22.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE .....	\$29.75

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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAME: Little Rock

Includes Extended Area Service To: George

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$17.50
Key System Line .....	\$17.50
PBX Trunk Line .....	\$17.50
RESIDENCE SERVICE	
Individual Line.....	\$22.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE .....	\$17.50

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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAME: Maurice

Includes Extended Area Service To: Sioux Center and Orange City

All applicable rates below apply.

		Monthly <u>Rate</u>
1.	CENTRAL OFFICE ACCESS LINE	
a.	WITHIN THE BASE RATE AREA	
	BUSINESS SERVICE	
	Individual Line.....	\$17.50
	Key System Line .....	\$17.50
	PBX Trunk Line .....	\$17.50
	RESIDENCE SERVICE	
	Individual Line.....	\$22.00
2.	PAY TELEPHONE SERVICE	
a.	PAY CENTRAL OFFICE ACCESS LINE .....	\$17.50

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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

EXCHANGE NAME: Sanborn

Includes Extended Area Service To: None

All applicable rates below apply.

	<u>Monthly Rate</u>
1. CENTRAL OFFICE ACCESS LINE	
a. WITHIN THE BASE RATE AREA	
BUSINESS SERVICE	
Individual Line.....	\$16.00
Key System Line .....	\$16.00
PBX Trunk Line .....	\$16.00
RESIDENCE SERVICE	
Individual Line.....	\$22.00
2. PAY TELEPHONE SERVICE	
a. PAY CENTRAL OFFICE ACCESS LINE .....	\$16.00

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## GENERAL EXCHANGE SERVICES

## C. DEFINITIONS (Continued)

- f) CALL FORWARD - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which he wants all incoming calls to be automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of the charges for each toll call between the telephone to which the call was transferred.
- g) CALL FORWARD BUSY - This feature provides forwarding capability to incoming calls that encounter a busy signal. The forwarded-to DN is programmed by the subscriber by dialing an access code followed by the number.
- h) CALL FORWARD NO ANSWER - this feature provides forwarding capability to incoming calls that encounter a no-answer state. The forwarded-to DN is programmed by the subscriber by dialing an access code followed by the number. In addition, the subscriber programs that number of rings before transfer to designate a no-answer state.
- i) CALL FORWARD REMOTE ACCESS - allows subscribers to activate or deactivate the Call Forward option on their telephone from a local or toll remote station. This is accomplished by dialing a dedicated base DN, your own seven-digit DN, followed by a Personal Identification Number, and the activation/deactivation codes.
- j) CALL TRANSFER - can transfer a call to another number or add a third person to a call. When the originating caller hangs up, the other two people can continue their conversation.
- k) CALLING NUMBER DELIVERY - allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

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GENERAL EXCHANGE SERVICES

PERSONAL SAFETY EXCEPTION FORM

Customer Certification

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

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

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

CUSTOMER REQUESTING FREE PER LINE BLOCKING:

PRINT NAME: \_\_\_\_\_  
SIGNATURE: \_\_\_\_\_

TELEPHONE NUMBER WHERE PER LINE BLOCKING WILL BE ASSIGNED:  
\_\_\_\_\_

CUSTOMER RESPONSIBLE FOR TELEPHONE ACCOUNT:

PRINT NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
SIGNATURE \_\_\_\_\_

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

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## GENERAL EXCHANGE SERVICES

## N11 – SERVICE OFFERINGS (Continued)

6. 911 Service – 911 Service (“911”) is a three –digit local dialing available in the State of Iowa. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes a line and equipment necessary for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. E911 Service provides for Selective Routing, Automatic Number Identification, and Automatic Location Identification features.

## B. TERMS AND CONDITIONS

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

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

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service.

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## LIFELINE ASSISTANCE SERVICE

## E. RATES AND CHARGES

1. The lifeline customer will receive a monthly credit toward their local exchange service rate. The total monthly credit identified in 47 CFR 54.403 shall be used to reduce the Lifeline customer's rate.
2. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Service Catalog rates.
3. When a customer is no longer eligible for Lifeline Assistance Service, the lifeline credit amount specified in 1. preceding, will be discontinued and regular Service Cataloged rates and charges will apply.

For more information about Lifeline Assistance please contact the telephone company or visit the USAC Lifeline website at <http://www.universalservice.org/li/default.aspx>

You may download the lifeline and application forms at:

[https://iub.iowa.gov/sites/default/files/files/records\\_center/forms/telecom/lifelineinfo%26Form.pdf](https://iub.iowa.gov/sites/default/files/files/records_center/forms/telecom/lifelineinfo%26Form.pdf)

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