

PARTNER COMMUNICATIONS COOPERATIVE

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

DECEMBER 1, 2018

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

ISSUED: December 1, 2018 EFFECTIVE: December 1, 2018  
Date Date

BY: Tracy Decker General Manager Gilman, Iowa 50106  
Name Title Address



BY:	Tracy Decker	General Manager	Gilman, Iowa 50106
	Name	Title	Address

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TERMS AND CONDITIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

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

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TERMS AND CONDITIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

8. Customer Premise Equipment (Continued)

- c. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of patents arising from combining such equipment with the facilities of the Company.
- d. The Company shall not be responsible to the customer if changes in criteria in this Services Catalog or changes in any of the facilities or operations or procedures of the Company render any customer premise equipment obsolete, or require modification or alteration of such equipment, or otherwise affect its use or performance. The Company reserves the right to change the standards of its equipment as the requirements of the telephone business may direct.

C. USE OF SERVICE AND FACILITIES

1. Use of Customer Service

- a. Customer telephone service is furnished on retail basis for residential or business use only and not for resale except as otherwise provided in Part II, Section O. Service accounts are assigned to customers only, and the customer(s) in whose name the account is established will be treated as the account owner(s) for all purposes. Account owners shall be responsible for any and all use of the subscribed service.

2. Attachment or Connection of Customer Premise Equipment

- a. Customer premise equipment may be used with the facilities furnished by the Company, for telecommunication service, provided that such equipment will be connected, maintained and operated in a manner compatible with Company's facilities and networks.
- b. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer premise equipment.
- c. To protect the network and services furnished to the public by the Company, the customer premise equipment must comply with all applicable minimum network protection criteria.
- d. If customer premise equipment is used which is causing or is likely to cause interference or hazard to the network, the Company will take such action as it deems necessary for the protection of the telecommunications network.
- e. After notification by the Company of such interference or hazard, the customer shall discontinue such use and disconnect such equipment. Failure of the customer to conform to this requirement may result in suspension of service.
- f. The customer will be responsible to pay a service check charge as specified in Part VI, Service Check Charges for visits to their premises when the service difficulty is caused by the customer premise equipment.

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TERMS AND CONDITIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service
  - a. Applications for service may be made orally, in writing or on line where available. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to two month's exchange rate. If a deposit is required by the Company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Terms and Conditions and this Services Catalog for the exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.
  - b. Minimum contract periods and termination of service are covered elsewhere in Part II of this Services Catalog.
2. Telephone Numbers
  - a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business or subject to any porting requirements. Except for non-payment of yellow page advertising, when customers are assigned a new number within the exchange, the former working number intercept shall provide the new number to a calling party for not less than 60 days or until the issuance of a new directory.
3. Alterations
  - a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by the customer necessitate changes in the Company's facilities. The customer agrees to pay the Company's charges for such changes.
4. Payment for Service
  - a. The customer is required to pay all rates and charges for local, exchange services and facilities.
5. Maintenance and Repairs
  - a. All expense of maintenance and repair of regulated services or facilities provided by the Company will be borne by the Company. The customer will be held responsible for restoration or replacement costs in case of loss of, damage to, or destruction of any of the Company's facilities not due to normal use. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any Company owned facility installed by the Company unless provided elsewhere in this Services Catalog.

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TERMS AND CONDITIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

4. Emergency Medical Conditions

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

5. At Customer's Request

- a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- b. Where a contract for service with a one-month minimum period is canceled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
- c. No minimum or termination charge will apply (unless otherwise stated specifically in this Services Catalog) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

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TERMS AND CONDITIONS

K. PAYMENT FOR SERVICE AND FACILITIES

1. General
  - a. Generally all customers shall pay for services and facilities monthly in advance. Municipal, State or Governmental Agencies may be exceptions to this rule.
  - b. Billing to customers shall be scheduled monthly, except on mutual agreement of the customer and Company.
  - c. All bills for local services are due not less than 20 days after the bill is rendered.
  - d. When a customer is connected or disconnected, or for other cause the service received deviates by more than twenty-four consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.
  - e. Failure to receive a bill does not relieve the customer of the responsibility for payment.
2. Disconnection of Service by the Company
  - a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local services upon written notice, allowing the customer five days to make payment or settlement.
3. Service Charge for Reconnection
  - a. Where service has been discontinued for non-payment of a due bill applicable service charges as defined in Part VI of this Services Catalog shall apply.
  - b. Where service has been discontinued for the non-payment of a due bill, the customer may be required to reestablish credit as defined in Establishment and Maintenance of Credit.
  - c. The maximum payment for restoration of service that existed prior to disconnection shall be the total past due amount, applicable nonrecurring charges and if appropriate, an Advance Payment and Deposit as specified elsewhere in this Services Catalog.
4. Late Payment Charge
  - a. All bills for which full payment has not been received paid before the last date for timely payment shall be subject to a late payment charge.
  - b. Each account shall be granted not less than one complete forgiveness of late payment charges each calendar year for regulated services. The customer will be notified that this forgiveness has been used by first class mail, telephone or electronic means.
  - c. Late payment charges shall be 1.5% of the past due amount.

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## DEFINITIONS

**DEMARCATIION POINT** - The physical point at which a utility's public network ends and the customer's personal network begins. The demarcation point defines where the utility's responsibility for maintenance ends and the consumer's responsibility begins.

**DIRECTORY LISTING** - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

**DISCONNECT** - The disabling of circuitry preventing both outgoing and incoming communications.

**DISCONNECT NOTICE** - The written notice sent to a customer following billing, notifying that service will be discontinued if charges are not satisfied by the date specified on the notice.

**DUE DATE** - The last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

**DUE NOTICES** - See "Disconnect Notice."

**ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)** - A telephone exchange service whereby one or more Public Safety Answering Points designated by the customer may receive telephone calls dialed to the telephone number 911.

**ENTRANCE FACILITIES** - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

**EXCHANGE** - A geographical area established for the administration of local communications services in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

**EXCHANGE AREA** - The territory served by an exchange.

**EXCHANGE SERVICE** - The furnishing of facilities for communication within an exchange area, in accordance with the regulations and charges specified in the Local Services Catalog.

**EXTENDED AREA SERVICE** - Extended Area Service (EAS) means telephone service furnished between end user customers located within an exchange area and all of the end user customers of an additional exchange area. Extended Area Service is only for local calls both originating and terminating within the defined extended area by the end users of local exchange companies.

**FOREIGN CENTRAL OFFICE** - Any central office other than that which serves the area in which the customer is located.

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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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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. GRADES OF SERVICE

## B. GRADES OF SERVICE

1. Business Service is offered only on an individual line basis in both urban and rural areas.
2. Residential Service is offered only on an individual line basis in both urban and rural areas

### C. TAXES, FEES AND SURCHARGES

1. Any Taxes, Fees or Surcharges which may be required by Federal, State, County and local authorities are in addition to the rates set forth in this tariff.

#### D. RATE GROUP

1. Rates for principal classes of service for each exchange are established by rate groups. These rate groups are determined by Partner Communications Cooperative's operating company number in that exchange, which indicates when the cooperative began operations in that area or acquired the exchange area.

Rate Group	Exchanges
1	Baxter, Gilman, Kellogg
2	Melbourne, Rhodes, State Center

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LOCAL EXCHANGE SERVICE

C. CONDITIONS

1. Mileage rates may apply for service between separate buildings (See Part V).
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 tariff offering. These offerings may be limited to certain dates, times, and/or locations.
3. In addition to tariff promotional offerings, the Company may, in conjunction with 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 case, the prices offered by the Company shall not exceed the prices for similar services contained in this tariff.

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LOCAL EXCHANGE SERVICE

RESALE AND SHARED SERVICES

A. GENERAL

1. The Company will provide central office access lines to any landlord, owner, tenant association, or other affiliated group for the purpose of reselling or sharing local exchange services to occupants of a building or complex of buildings with a community of interest.
2. All persons (end-users) or occupants in a building or complex of buildings shall be permitted to subscribe to local exchange service from the Company.
3. The telephone rates charged to resale or shared use providers of service shall be on the same basis as business service.
4. The rates contained herein are in addition to all other applicable rates and charges located in other parts of this Company's Services Catalog.

B. CONDITIONS

1. Community of interest as used in Paragraph A.1. above normally indicates joint or common ownership but other factors may be considered.
2. The local resale or shared use supplier is required to subscribe to a sufficient number of access lines to assure the local network is not impaired and shall provide adequate facilities to its customers.
3. The Company is responsible for transmission quality up to the point of demarcation with the resale/shared use supplier. Transmission quality on the customer side of demarcation shall be the responsibility of the resale/shared use supplier.
4. The local resale/shared use supplier shall be responsible for providing local exchange telephone directories to its customers or users. The Company shall provide the resale/shared use supplier a directory in accordance with Part II of this Services Catalog.

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GENERAL EXCHANGE SERVICES

C. CONDITIONS (Continued)

4. A foreign or nonsubscriber listing is furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears. The Conditions of paragraph C.1. above shall apply.
5. Unlisted Service indicates the customer listing is omitted from the directory but otherwise posted on the directory assistance records and the telephone number will be given out upon request.
6. Private service is the omission of a customer's listing from both the telephone directory and directory assistance records.
  - a. When private service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the private listing.
  - b. No charge will apply for private service for customers having other listed service.
7. The charge for additional, alternate or private listings is effective the day the directory assistance record is posted.

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GENERAL EXCHANGE SERVICES

EMPLOYEES' TELEPHONE SERVICE

A. GENERAL

Employees' Concession Telephone Service may be offered to all active and retired employees at their residence when such telephone service is provided by this Company.

B. RATES

1. The charge for Employees' Telephone Service is 50 percent of the regular rate.

C. CONDITIONS

1. Employees' Telephone Service at their residence is available to employees of the Company having at least one month continuous credited service with the Company.
2. This service only applies to local access line charges. The discount will not be allowed from the regular rate for toll message billing.

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GENERAL EXCHANGE SERVICES

D. CONDITIONS

1. Route and type of facilities
  - a. The Company shall determine the route and type of construction which will be used in the extension of its facilities within an exchange. All such line extensions shall be owned and maintained by the Company.
  - b. The Company will be responsible for the route of the proposed line extension facilities upon which costs will be developed. Such routes will include the last pole or cable distribution box on public or private property but will exclude the drop wire (maximum of 300') for the building in which the telephone service is to be located.
  - c. Any difference in costs between the type of construction proposed by the Company for use on a line extension and the type of construction requested by the customer will be charged at actual cost for the difference. (See Part II, Special Type of Construction.)
  - d. When two (2) or more applicants mutually agree they may be considered as a "group." Line extension charges will be established in order to determine the amount of construction which needs to be provided. Line extension charges computed for the total extension, less allowable costs, may be proportionately divided among the applicant making up the "group."
2. Obligation of the Company
  - a. The Company's obligation to provide service through line extensions is solely dependent upon its ability to secure, retain, and maintain suitable rights-of-way without unreasonable expense.
  - b. The Company will survey all prospective customers who could receive service from each proposed line extension project prior to its construction.
3. Payment of charges applicable to line extensions shall be paid in advance.
4. Applicants requesting service which can be provided from a previously established line extension project:
  - a. Within 12 months from the time service was initially provided by means of such line extensions, initial charges will be recomputed by the Company and the applicant will pay a proportionate share of such charges as if they were one of the initial applicants and appropriate refunds will be made to the original customer(s).
  - b. After 12 months from the time service was initially provided, such applicant(s) will be responsible for the charges and conditions applicable to the establishment of line extension facilities required to serve them alone.
5. Except as provided elsewhere in this Services Catalog, refunds of line extension charges will not be paid by the Company.

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GENERAL EXCHANGE SERVICES

D. FEATURE DESCRIPTION (Continued)

3. *Call Identification Blocking – Per Call:* Enables a customer to control the disclosure of their telephone number or name and telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the telephone number or name and telephone number. "Private status" prevents the delivery of the telephone number or name and telephone number. Per call Blocking is provided at no charge.
4. *Personal VoiceMailbox and Personal Voice Mailbox-Enhanced:* This is a Voice mail service offering which can be purchased as a single service or part of a package. The enhanced service includes page alert capability.
5. *Call Waiting:* By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.
6. *Cancel Call Waiting per Call:* By entering a feature code you can cancel the Call Waiting feature on a single call basis. This is an advantage when dialing an Internet connection or sending a fax. This is included in Call Waiting at no additional monthly charge.
7. *Call Waiting Caller ID:* This feature allows you to view the incoming caller's name or telephone number when you receive a call waiting tone. This allows you a choice of answering the call or letting it go to your Personal Voice Mailbox. The caller name and/or number will display on standard Caller ID customer premise equipment.
8. *Speed Calling (30 Code):* Speed Calling permits you to call pre-selected, frequently-used telephone numbers by dialing fewer digits. 2-Digit Speed Calling allows you to assign up to thirty (30) 2-Digit Speed Calling codes using the digits 20 through 49. Each speed calling entry may contain up to 24 digits.
9. *Preferred Call Forwarding:* Allows a customer to assign a maximum of 36 telephone numbers to a special list. Incoming calls placed to the customer from the telephone numbers on that list will be forwarded to a predefined telephone number. All other calls will be handled normally.

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GENERAL EXCHANGE SERVICES

D. FEATURE DESCRIPTION (Continued)

10. *Priority Ringing*: Allows a customer to assign a maximum of 36 telephone numbers to a special list. Incoming calls placed to the customer from the telephone numbers on that list will receive an audible call waiting tone or distinctive ringing signal from a line equipped with this feature. If the called line is idle, a distinctive ringing signal will be heard. If the called line is busy, the called line receives a call waiting tone.
11. *Special Call Acceptance*: Allows a customer to assign a maximum of 36 caller's telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from the caller's telephone numbers on that list.
12. *Call Screening*: Allows a customer to reject call attempts from up to a maximum 36 calling parties by dialing a code and the telephone number of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.
13. *Call Forwarding Variable*: Permits a customer to transfer all incoming calls to another dialable telephone number. The customer selects a second telephone number to which all calls are automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facility in the central office from which the calls are to be transferred.
14. *Call Forwarding/Busy Line*: Permits a customer to transfer all incoming calls to another dialable telephone number while their telephone line is busy. The customer selects a second telephone number to which all calls will automatically be transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facility in the central office from which the calls are to be transferred.
15. *Call Forwarding No Answer*: Permits a customer to transfer all incoming calls which are not answered to another dialable telephone number after a predetermined number of rings. The customer selects a second telephone number to which all calls are automatically transferred. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facility in the central office from which the calls are to be transferred.

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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 PARTNER COMMUNICATIONS COOPERATIVE 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)

B. TERMS AND CONDITIONS (Continued)

13. N11 will be provided under the following conditions:

- a. The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copy rights, trademarks, and patents used in connection with the service.
- c. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copy right, or resulting from any claim of liable and slander.
- d. Suspension of N11 Services is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company's request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber's N11 service.
- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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SERVICE CHARGES

C. CONDITIONS (Continued)

4. Service Charges apply for:
  - a. Establishing service.
  - b. Reconnections of service for non-payment when a service order had been issued for due bill.
  - c. Move of service from one premise to another.
  - d. Number change made at the request of the customer.
  - e. Rearrangement or relocation of facilities at customers request.
5. Service Charges do not apply:
  - a. When any change is made and initiated by the Company.
  - b. For customer name change with no lapse in billing or change in service.
  - c. When central office access line service is reestablished at a secondary location immediately following the rendering of the customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, the same telephone number may be used.

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SERVICE CHARGES

SERVICE CHECK CHARGES

A. GENERAL

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

B. CONDITIONS

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

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LIFELINE ASSISTANCE SERVICE

A. GENERAL

1. Lifeline is a plan that assists qualified low-income lowans by providing a monthly reduction of \$9.25 on their local telephone bill or Broadband Internet Access Service ("BIAS") bill. You may only receive low-income assistance from one wireline or wireless telephone provider, or one BIAS provider per household.
2. Voice and Broadband are now supported services for the monthly benefit, you will be able to choose what service to apply your Lifeline discount to; Telephone, Broadband Internet Access Services, or Service Bundle, but you can only receive a discount on ONE option per household – phone or Internet.
3. Lifeline-discounted services include:
  - Voice Services:
    - A home landline telephone service
    - Wireless (cell-phone) voice plan – 500 minutes per month
  - Internet/Data Services:
    - Wireless (cell-phone) Data Plan – 500 MB per month at 3G speeds
    - Home Internet service – 10 mbps/1 mbps (download/upload) speeds for home Internet plans
    - (Exception: In areas where the telephone company cannot offer 10 mbps/1 mbps speeds, speeds will be up to 4 mbps/1 mbps.)

B. APPLICATION

1. The customer, who is requesting Lifeline Assistance Service, must provide a signed form, provided by the Company certifying under penalty of perjury that he or she is receiving benefits from one of the programs specified in 1. preceding. The applicant must identify the program or programs from which he or she is receiving benefits, and agree to notify the Company when they no longer participate in the program or programs.
2. Lifeline Assistance Service can only be associated with the primary residential connection.
3. Toll Blocking, as specified in (Toll Restriction Service) Section, is available to Lifeline Assistance customers at no charge.

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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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ACCESS SERVICES CONCURRENCE

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

1. Partner Communications Cooperative concurs in the Effective Access Tariffs as filed by the Iowa Telecommunications Association in the State of Iowa.

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