
 INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS

	<u>Page No.</u>
<u>CHECK SHEET</u>	1
<u>TABLE OF CONTENTS</u>	4
<u>CONCURRING CARRIERS</u>	13
<u>CONNECTING CARRIERS</u>	13
<u>OTHER PARTICIPATING CARRIERS</u>	13
<u>REGISTERED SERVICE MARKS</u>	13
<u>REGISTERED TRADEMARKS</u>	13
<u>GLOSSARY OF ACRONYMS</u>	14
1. <u>APPLICATION OF TARIFF</u>	17
2. <u>GENERAL REGULATIONS</u>	18
2.1 <u>Undertaking of INS</u>	18
2.1.1 <u>Scope</u>	18
2.1.2 <u>Limitations</u>	18
2.1.3 <u>Liability</u>	21
2.2 <u>Use</u>	25
2.2.1 <u>Use of Service</u>	25
2.2.2 <u>Abuse and Fraudulent Use</u>	25
2.2.3 <u>Unlawful Purposes</u>	26
2.2.4 <u>Cancellation for Cause</u>	26
2.2.5 <u>Interference or Impairment</u>	27

 Issued: October 4, 2004

Effective: October 11, 2004

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

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
2. <u>GENERAL REGULATIONS (CONTINUED)</u>	
2.3 <u>Definitions</u>	28
Board	28
Calls	28
Charges	28
Customer	28
Customer Premises Equipment	28
Delinquent or Delinquency	29
Disconnect	29
Exchange	29
Exchange Service	29
Exchange Service Area or Exchange Area	29
Extended Area Service	30
Feature Group D	30
Individual Case Basis	30
Interexchange Service	30
Interexchange Utility	31
Local Exchange Utility	31
Local Service	31
Local Service Area	31
Local utility	32
Message	32
Premises	32

Issued: October 4, 2004

Effective: October 11, 2004

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

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
2. <u>GENERAL REGULATIONS (CONTINUED)</u>	
2.3 <u>Definitions (CONTINUED)</u>	
Rates	32
Special Dialing Procedures.....	33
Suspend	33
Tariff	33
Telephone Utility or Utility	34
Timely Payment	34
Toll Message	34
Toll Rate	34
Traffic	34
2.4 <u>Maintenance of Services</u>	35
2.5 <u>Disconnection of Service</u>	36
2.5.1 <u>Without Prior Notice</u>	36
2.5.2 <u>With Prior Notice</u>	38
2.5.3 <u>Notice</u>	40
2.5.4 <u>Suspended Service</u>	41
2.6 <u>Engineering</u>	42
2.6.1 <u>Requirement for Good Engineering Practice</u>	42
2.6.2 <u>Adequacy of Service</u>	42
2.6.3 <u>Service Interruption</u>	45

Issued: October 4, 2004

Effective: October 11, 2004

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

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
2. <u>GENERAL REGULATIONS (CONTINUED)</u>	
2.7 <u>Safety</u>	48
2.8 <u>Held Applications</u>	49
2.9 <u>Customer Information</u>	49
2.10 <u>Customer Complaints</u>	50
2.11 <u>Obligations of the Customer</u>	52
2.11.1 <u>Damages</u>	52
2.11.2 <u>Ownership of Facilities and Theft</u>	52
2.11.3 <u>Availability for Testing</u>	53
2.11.4 <u>Balance</u>	53
2.11.5 <u>Claims and Demands for Damages</u>	53
2.12 <u>Payment Arrangements and Credit Allowances</u>	54
2.12.1 <u>Payment of Rates, Charges and Deposits</u>	54
2.12.2 <u>Rates for Fractional Periods</u>	59
2.12.3 <u>Returned Check Fee</u>	59
2.12.4 <u>Carrier Universal Service Charge</u>	60
2.13 <u>Application for Service</u>	61
2.14 <u>Chargeable Optional Features</u>	61
2.14.1 <u>Busy Verification Service</u>	61

Issued: October 4, 2004

Effective: October 11, 2004

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

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
3. <u>MESSAGE TELECOMMUNICATIONS SERVICE</u>	63
3.1 <u>Application</u>	63
3.2 <u>Mileage Measurement</u>	63
3.3 <u>Dialing Procedure</u>	63
3.4 <u>Application of Rates and Charges</u>	64
3.4.1 <u>Class of Service</u>	64
3.4.2 <u>Timing of Messages</u>	65
3.4.3 <u>Medical Emergency</u>	66
3.5 <u>Rates and Charges</u>	67
3.5.1 <u>Standard Service</u>	67
3.5.2 <u>INS Plus Long Distance</u>	69
3.5.3 <u>Optional One-Plus Service</u>	72.1
3.5.4 <u>INS Plan 6</u>	72.2
3.5.5 <u>DA Toll Service</u>	72.6
3.6 <u>Additional Toll Service Plans</u>	72.6

(N)

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
4. <u>OPERATOR SERVICES</u>	73
4.1 <u>Nature of Service</u>	73
4.2 <u>Dialing Procedure</u>	73
4.3 <u>Application of Rates and Charges</u>	74
4.3.1 <u>Class of Service</u>	74
(A) Operator Station-To-Station	74
(B) Credit Card Station-To-Station	75
(C) Person-To-Person	76
(D) Call Completion	76
(E) Operator Inquiry Service	76
4.3.2 <u>Reversal of Charges</u>	77
4.3.3 <u>Bill to Third Party</u>	77
4.3.4 <u>Credit Card</u>	78
4.3.5 <u>Rates and Charges</u>	78

(N)

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
5. <u>8XX SERVICE</u>	80
5.1 <u>Application</u>	80
5.2 <u>Dialing Procedure</u>	80
5.3 <u>Mileage Measurement</u>	80
5.4 <u>Application of Rates and Charges</u>	81
5.4.1 <u>Determination of Duration</u>	81
5.4.2 <u>Timing of Messages</u>	81
5.4.3 <u>Determination of Time of Day</u>	82
5.4.4 <u>Calculation of Charges</u>	83
5.4.5 <u>Customized Number Charge</u>	84
5.4.6 <u>Move/Changing Charge</u>	84
5.4.7 <u>Tailored Call Coverage</u>	84
5.4.8 <u>Reconnect Charge</u>	84
5.5 <u>Rates and Charges</u>	85
5.5.1 <u>Option 1 – Usage Sensitive Rates</u>	85
5.5.2 <u>Option 2</u>	85
5.5.3 <u>Option 3</u>	86
5.5.4 <u>D/B/A Marketing Agent Service</u>	86
5.5.5 <u>Non-Recurring Charges</u>	87
5.5.6 <u>Monthly Recurring Charges</u>	87
5.6 <u>Volume Discounts</u>	88

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
6. <u>DIRECTORY ASSISTANCE SERVICE</u>	89
6.1 <u>Nature of Service</u>	89
6.2 <u>Dialing Procedure</u>	89
6.3 <u>Application of Rates and Charges</u>	90
6.3.1 <u>Allowance</u>	90
6.3.2 <u>Non-Transferable</u>	90
6.4 <u>Rates</u>	90
7. <u>INS PREPAID CARD SERVICE</u>	91
7.1 <u>Application</u>	91
7.2 <u>Availability of Service</u>	91
7.3 <u>Dialing Procedure</u>	91
7.4 <u>Other Conditions of Service</u>	92
7.5 <u>Rates</u>	93
7.5.1 <u>Retail</u>	93

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS (CONTINUED)

	<u>Page No.</u>
8. <u>TRAVEL SERVICE</u>	94
8.1 <u>Application</u>	94
8.2 <u>Rates and Charges</u>	96
8.2.1 <u>Surcharges</u>	96
8.2.2 <u>Usage Charges</u>	97
9. <u>PUBLIC PAYPHONE SERVICE</u>	98
9.1 <u>Application</u>	98
9.2 <u>Rates</u>	98