# THE FARMERS MUTUAL TELEPHONE COMPANY OF STANTON, IOWA

SERVICES CATALOG

LOCAL SERVICES
ACCESS SERVICES CONCURRENCE

December 1, 2014

The Farmers Mutual Telephone	SERVICES CATAI	LOG		PART I
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## **EXPLANATION OF SYMBOLS**

- (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 tariff without change
- (N) New regulation, condition, rate or charge
- (T) Change in text only -- no change in regulation, condition, rate or charge

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	Date		Date	
BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
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Date Date

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#### **RULES AND REGULATIONS**

#### A. APPLICATION

#### 1. General

- a. The Rules and Regulations specified herein apply to the local exchange services and facilities furnished by The Farmers Mutual Telephone Company of Stanton, lowa, hereinafter referred to as the Company. If the customers fail to observe these Rules and Regulations, the Company has the option to discontinue service after due notice of such failure.
- b. In the event of a conflict between these General Rules and Regulations and any conditions contained in the Local Exchange Tariffs, the rates and conditions contained in the specific tariff section shall prevail.
- c. This Tariff cancels and supersedes all other Tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this tariff.

#### B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

## 1. Availability of Facilities

a. The Company's obligation to furnish local exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for such facilities, except as provided for in Part V, Line Extensions.

#### 2. Allowance for Failure of Service

a. The Company does not guarantee uninterrupted working of its lines or equipment. In case service is interrupted other than by the negligence or willful act of the customer, an adjustment will be made in the amount of the charges for that portion of the service rendered inoperable. Any adjustment shall apply only if the interruption continues beyond twenty-four (24) hours after first noted by the Company. Adjustment will be made in the form of a bill credit. No other liability shall in any case attach to the Company.

#### 3. Adjustment of Charges

a. In the event of an adjustment of charges for overbilling by the Company, a refund or credit will be made of the full amount of excess charges for a period not to exceed five years. When the period or amount for which overbilling cannot be fixed from available records, the maximum refund or credit will not exceed an estimated amount of such billing.

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## 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 Tariff.

## 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 General Rules and Regulations of this tariff.
- 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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## 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.

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d. The Company shall not be responsible to the customer if changes in criteria in this tariff or changes in any of the facilities or 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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## D. ESTABLISHMENT AND FURNISHING OF SERVICE

## 1. Application for Service

- a. Applications for service may be made orally or in writing. These applications become contracts upon the establishment of service. The Company may require an applicant to pay in advance an amount equal to one month's exchange rate. If a deposit is required by the Company, applicable non-recurring charges and service charges (if any) may be required in advance. The terms and conditions specified for such contracts are subject to these General Rules and Regulations and the local Exchange Tariff 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 tariff.

## 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

 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 tariff.

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

- 6. Unusual Installation Costs
  - 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 tariff.

#### E. TELEPHONE DIRECTORIES

- 1. Distribution and Publication
  - a. The Company will normally publish and distribute a directory annually 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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## 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. Qualified low income applicants may apply for Lifeline Assistance.

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- 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 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

 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.

* - Rates are	available to customers at	the Company's office,	website or by mail.	
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## F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

- 6. Service Charge for Reconnection
  - a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1. above, the applicable service charges as defined in Part VI of this tariff shall apply.
- 7. Deposit Refunds
  - a. The deposit shall be refunded or credited to the customer after not more than 12 consecutive months of prompt payment or 11 timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.
- 8. Criteria for Procurement of Deposits
  - a. False credit information
  - b. Unsatisfactory credit history

#### G. APPLICATION OF BUSINESS AND RESIDENCE RATES

- 1. Business rates apply at the following locations:
  - a. In offices, stores, factories, mines, and all other places of a strictly business nature.
  - b. In boarding houses, except as noted under G.2. below, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries and other similar institutions.
  - c. At residence locations when the customer has no regular business access line service and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature. This may be indicated by advertising either by business cards, newspapers, handbooks, billboards, circulars, motion picture screens, or other advertising media, such as on vehicles, etc. When such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
  - d. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under G.2. below.
- 2. Residence rates apply at the following locations:
  - a. In a private residence where business listings are not provided.
  - b. In private apartments of hotels, rooming house, or boarding houses where service is confined to the customer's use.
  - c. In college fraternity or sorority houses where individual access line service is provided.

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#### H. CONSTRUCTION AND INSTALLATION CHARGES

#### 1. General

- a. Lines will be extended in accordance with provisions specified in the Line Extension Section.
- b. Special charges in the form of installation charges, monthly rates or both, are applied in addition to the usual service charge and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense as for example:
  - 1) The facilities are provided in remote or undeveloped sections outside the Base Rate Area.
  - 2) Conditions that require unusual methods of plant construction, installation or maintenance.
  - 3) The customer's location requires the use of costly private right-of-way.
  - 4) The establishment of services which may be of a speculative or temporary nature.
- c. Title to all construction, as specified in H.2. below, provided wholly or partly as a customer's expense is vested in the Company.
- d. "Cost" is labor and materials included loaded overheads and may include a contribution to cover the cost of doing business not explicitly associated with direct cost.

## 2. Special Type of Construction

a. If a special type of construction is desired by a customer, (e.g., when underground service is desired in places where aerial construction would normally be used) or if unusual requirements of a customer make the cost of an installation higher than it would be if the usual type of construction were used, the customer is required to pay the difference in cost between the special type of construction and the average cost of the usual type of construction.

### I. MINIMUM CONTRACT PERIODS

#### 1. Minimum Contract Period

- a. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location for unusual construction necessary to meet special demands, and involving extra costs (see Special Type Construction).

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#### **RULES AND REGULATIONS**

## J. DISCONNECTION OR REFUSAL OF SERVICE

- 1. By the Company Without Notice
  - a. The Telephone Company may disconnect or refuse service without notice:
    - 1) in the event of a condition on the customer's premises determined by the Telephone Company to be hazardous.
    - 2) in the event of customer's use in such a manner as to adversely affect the Telephone Company's facilities or the Telephone Company's service to others, such as:
      - a) connection of Customer Premise Equipment which causes or is likely to cause interference or hazard to the network.
      - b) Impersonation of another with fraudulent intent.
    - 3) in the event of tampering with facilities furnished and owned by the Telephone Company.
    - 4) in the event of unauthorized use.
- 2. By the Company After Prior Written Notice
  - a. In addition to the reasons set forth in subparagraph 1a. above, the Telephone Company may disconnect or refuse service after providing at least five days or in the case of deposits twelve days, prior written notice for any of the following reasons:
    - 1) failure of a customer to make suitable deposit as required by these rules.
    - use of service in an unlawful or abusive manner, including to illegally threaten or harass other persons or in violation of any federal, state, or local law applicable to use of service.
    - 3) the customer's bill for local services remains unpaid after the last date for timely payment.
    - 4) for failure of the customer or prospective customer to furnish permits or certificates of right-of-way specified to be furnished in the Telephone Company's rules filed with the Iowa Utilities Board as conditions for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon them as conditions of obtaining service by a contract subject to the regulatory authority of the Iowa Utilities Board.
    - 5) for failure of the customer to permit the Telephone Company reasonable access to its facilities.
    - any other violation of the Telephone Company's rules and regulations on file with the Iowa Utilities Board, the requirements of municipal ordinances or law pertaining for the service.

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- J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)
  - 2. By the Company After Prior Written Notice (Continued)
    - b. Despite the prior written notice provisions as contained in these rules, disconnection may take place prior to the expiration of the notice period if the Telephone Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.
    - c. Only one written notice will be provided to the customer if multiple violations occur.
    - d. The notice of pending disconnection required by these rules shall be a written notice setting forth all reasons for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The final date shall be not less than five days after the notice is rendered, or in the case of deposits twelve days. The notice will include a toll-free or collect number where a customer can obtain additional information.
    - e. Where written notice is required, the Company will not disconnect service on a weekend, holiday, or after 2:00 P.M. unless the Company is prepared to reconnect the service the same day.

#### 3. Disputes

In the event of a dispute concerning a bill, the Telephone Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Telephone Company's Tariff, shall continue and for not less than forty-five days after the rendering of the disputed bill, the service shall not be disconnected for non-payment for the disputed amount. The forty-five days may be extended by up to sixty days if requested of the Telephone Company by the lowa Utilities Board in the event the customer files a written complaint with the lowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or customer@iub.iowa.gov.

ISSUED:	October 31, 2014	EFFECTIVE:	December 1, 2014	
	Date		Date	
BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
	Name	Title	Address	

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Company of Stanton, Iowa	

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## **RULES AND REGULATIONS**

## 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 Tariff) 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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	Name	Title	Address	

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RULES AND REGULATIONS

#### 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.
- 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 tariff 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 tariff.

#### 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 1.75% of the unpaid balance.

* - Rates are	available to customers at	the Company's office,	website or by mail.	
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	Name	Title	Address	

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#### **RULES AND REGULATIONS**

#### TAXES OR FEES TO BE BILLED TO CUSTOMERS

#### 1. General

When a municipality or political subdivision imposes upon the Company any license, occupation, franchise, permit, inspection or other similar tax, such tax, fee or charge may be billed to the telephone customers receiving service within the municipal or political subdivision, allocated uniformly on the basis of each such customer's monthly charges for the types of service made subject to such tax, fee or charge.

#### M. NETWORK CONNECTIONS

#### 1. General

- Customers are connected to the telephone network at a point of demarcation as specified in the Board rules.
- b. Connections of new inside station wiring to the network shall only be made at the Demarcation Point.
- Such connections shall be made by using a Standard Network Interface and shall C. be in accordance with Part 68 of the FCC Rules.
- Direct electrical connections at the protector or by-passing the Standard Network d. Interface shall constitute a violation of this Company's filed tariffs and the service may be disconnected in accordance with its filed Rules and Regulations.
- Customers shall not be allowed to construct inside station wiring from a demarcation point or between two or more buildings on the same premises to obtain service from an exchange other than that by which they would normally be served. Existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the customer within ten days after receipt of written notification from the Company.

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BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
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#### **RULES AND REGULATIONS**

#### N. CUSTOMER COMPLAINTS

#### 1. General

- a. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.
- b. The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager.
- c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or <a href="mailto:customer@iub.iowa.gov">customer@iub.iowa.gov</a>.

#### O. RESALE OR SHARED SERVICE

#### 1. General

- a. A reseller or shared service customer may obtain local exchange service from the Company to allow occupants of a building or complex of buildings to share in the use of local exchange services.
- b. The Company will provide service to the point of demarcation.
- The customer shall be responsible to extend the service from the point of demarcation.
- d. The end-user customer must be allowed to subscribe to service provided by the Company.
- e. Should the reseller refuse to allow the end-user customer to subscribe to local exchange service direct from the Company, the end-user customer may file a complaint against the reseller with the lowa Utilities Board, Customer Service, 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, toll free at 1-877-565-4450, or <a href="mailto:customer@iub.iowa.gov">customer@iub.iowa.gov</a>.

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	Date		Date	
BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
	Name	Title	Address	

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	DEFINITIONS	

ACTIVE ACCOUNT - A customer who is currently receiving telephone service, or one whose service has been temporarily disconnected (vacation, non-payment, storm damage, etc.).

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ADJACENT EXCHANGE SERVICE - Local Exchange Service, including extended area service, provided to a customer via direct facility connection to an exchange contiguous to the exchange in which the customer is located.

ANCILLARY SERVICE OR EQUIPMENT - Any communication service or equipment not included in the definitions of transmission service, terminal equipment or inside station wiring.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telephone, private branch exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

BASE RATE - A rate for grades of exchange service available to customers located within a base rate area.

BASE RATE AREA - The developed portion within each exchange service area as set forth in the telephone utility's tariffs, maps or descriptions.

BUILDING - The term "Building" is a structure occupied by a customer or authorized user. Multi-occupant structures will be considered different buildings when space of one customer or authorized user is separated by space occupied by others.

BUSINESS SERVICE - Central Office Access Line service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

CALLS - Telephone messages attempted by customers or users.

CENTRAL OFFICE - A unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building.

CENTRAL OFFICE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point.

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CENTRAL OFFICE ACCESS LINE extending from central office equipm customers' premises.				
CHANNEL - An electrical path suitab	le for the transmissio	n of communica	ations.	
CHARGES - Nonrecurring amounts I	oilled to customers fo	r regulated serv	vices.	
CHECK OF SERVICE or SERVICE determine the condition of customer-				
CIRCUIT - A channel used for the translation of the communication services.	ransmission of electri	ical energy in t	he furnishing of	telephone
CLASS OF SERVICE - The various as business, residential, pay telephor	•	•		mer, such
COMMUNICATIONS SYSTEM - Connected to exchange telecomm customer-provided terminal equipme	nunications service,	of two-way	•	
COMPANY - A corporation, associ furnishing telephone and other comm			gaged in the bu	usiness of
CONNECTING COMPANY - A cooperating one or more exchanges an	•			_
CONSTRUCTION CHARGE - A seconstruction of facilities in excess of tariffs.			•	
CONTIGUOUS PROPERTY - Two of the boundary line of one property tou		• •	•	r, in which
CONTRACT - The agreement betw facilities are furnished in accordance				ervice and
COST - The cost of labor and m Company's general operating and ac			te amounts to	cover the

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CUSTOMER - The individual, carrier, reseller, partnership, association, corporation or government agency which contracts for telephone service, or relays messages to or from points outside the extended area, and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISE EQUIPMENT - Equipment located on the customer's premise owned by the customer.

DELINQUENT OR DELINQUENCY - An account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.

DEMARCATION POINT - The point of connection provided and maintained by the telephone utility to which the telephone utility-owned existing inside station wiring or customer-provided new inside station wiring becomes dedicated to an individual building or facility. For an individual customer dwelling, this point of connection will generally be immediately adjacent to, or within twelve inches of, the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility. In the instance where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility.

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.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and the protector or equivalent.

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.

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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 Tariff.

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.

EXTRA EXCHANGE LINE MILEAGE - The measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish urban classes of service in the Suburban or Rural Area.

EXTRA LISTING - See "Additional Listing."

FLAT RATE SERVICE - Telecommunications service furnished at a fixed monthly or periodic charge.

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

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.)

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INITIAL SERVICE PERIOD - The mir for service, facilities and equipment, length of time.				
INSTALLATION CHARGE - A no communications service or facilities, vand other applicable charges for services.	which may apply in p			
JOINT USER SERVICE - An arrar telephone needs are not such as to j to use the services of another custom	ustify the provision of	·		
LIFELINE ASSISTANCE – An assista in the monthly local exchange service	. •	for qualified ap	plicants have a	reduction
LOCAL EXCHANGE SERVICE - To with the provisions of the Company's		within a local se	ervice area in a	ccordance
LOCAL MESSAGE - A completed cu Exchange Area or Local Service Area		between station	s located withir	the same
LOCAL SERVICE AREA - The area schedule or rates without the application	-			a specific
LOW INCOME CONNECTION ASSIS programs identified as the Link Up As		00 0		
MESSAGE - A completed customer of	r user call.			
MESSAGE RATE SERVICE - A s originated messages placed by the calling area.				
MILEAGE RATE - The rate applying f	or the use of part or	all of a line furni	shed by the Co	mpany.
MINIMUM CONTRACT PERIOD - The pay for services and/or facilities, where of time.				•

ISSUED: October 31, 2014 EFFECTIVE: December 1, 2014
Date Date

BY: Kevin T. Cabbage Manager Stanton, Iowa 51573
Name Title Address

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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."

PROTECTOR - A utility owned electrical device located in the central office, at a customer's premises or anywhere along any telephone facilities which is designed to protect both the telephone company's and the customer's property and facilities from over-voltage and over-current by shunting such excessive voltages and currents to ground.

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.

RURAL SERVICE - Telecommunication service in an exchange area outside of a base rate area or generally outside a special rate area.

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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SERVICE ORDERING CHARGE - information for establishment of telep directory listing.				
SHARED SERVICE - Central Offic Company and shared by occupants o			by a customer	from the
STANDARD NETWORK INTERFACE	E - See "Demarcati	on Point."		
SUSPEND - See "Temporary or Vaca	tion Suspension."			
TARIFF - The rates, charges, rules lowa Utilities Board.	and regulations ad	lopted and filed	by the Company	with the
TELEPHONE COMPANY - See "Con	npany."			
TEMPORARY OR VACATION SUSP which shall disable outgoing or incom			n or impairment	of service
TERMINATION CHARGE - A charge is terminated by the customer before				or service
TIMELY PAYMENT - Payment on a con a current bill for rates and characteristics of partial payments.	rges, or by an ag	reement betwee		
TOLL BLOCKING - A service that le their telecommunications line.	ts customers block	the completion	of outgoing toll	calls from
TRIP CHARGE - A charge that application request. One charge will apply for all				ustomer's

The Farmers Mutual Telepho Company of Stanton, Iowa Filed with Board	one SE	ERVICES CATAL Cancels	OG Revised	Sheet No Sheet No	PART III 29
		ACRONYMS			
		С			
СО	Central O	ffice			
		E			
EAS	Extended	Area Service			
		F			
FCC FX	Federal C Foreign E	ommunication Co xchange	ommission		
		I			
IUB	Iowa Utilit	ies Board			

 ISSUED:
 October 31, 2014
 EFFECTIVE:
 December 1, 2014

 Date
 Date

 BY:
 Kevin T. Cabbage
 Manager
 Stanton, lowa 51573

 Name
 Title
 Address

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	TRADE NAMES	3		

There are no Trade Names used in this Tariff.

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	Date		Date	
BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
	Name	Title	Address	

Comp	Farmers Mutual Telepho pany of Stanton, Iowa with Board	ne SERVICES Cand	Revised	PART IV Sheet No. 31 Sheet No.
t	the demarcation point I Access Lines are showr	ocated on the premi	ses of the customer ow. The rates and ch	ipment of the Company and  : Rates for Central Office narges contained herein are
	in addition to all other ap	plicable rates and ch	arges located in othe	r parts of this tariff.
B. F	RATES			
E	EXCHANGE NAME: Sta	inton		
I	Includes Extended Area	Service To: Betheso	la, New Market, Villis	ca, Nodaway
	All applicable rates below			Monthly <u>Rate</u>
	a. WITHIN THE	BASE RATE AREA		
	BUSINESS Individua	SERVICE I Line		\$23.00
		E SERVICE I Line		\$18.00
	BUSINESS	E BASE RATE AREA SERVICE ividual Line		\$23.00
		E SERVICE ividual Line		\$18.00
2	2. PAY TELEPHONE a. PAY CENTRA	SERVICE LL OFFICE ACCESS	LINE	\$23.00
* - Ra	ates are available to cus	stomers at the Comp	any's office, website	or by mail.
ISSU	ED: <u>May 27, 2</u> Date	2015 EFI	FECTIVE:	July 1, 2015 Date

Manager

Title

Stanton, Iowa 51573

Address

BY: \_\_\_\_

Kevin T. Cabbage

Name

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	LOCAL EXCHANGE SE	RVICE			

## C. CONDITIONS

- Mileage rates may apply for central office access lines for individual services furnished 1. outside the base rate area.
- 2. Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

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BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
	Name	Title	Address	

<sup>\* -</sup> Rates are available to customers at the Company's office, website or by mail.

Comp	farmers Mutual Telephone bany of Stanton, Iowa	SERVICES CATAL  Cancels  LOCAL EXCHANGE SE	Revised	PART IV Sheet No. 33 Sheet No.		
Α. (	GENERAL					
t	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 tariff.					
B. F	RATES					
E	EXCHANGE NAME: Bethe	sda				
I	ncludes Extended Area Se	rvice To: Essex, Stanton	, New Market, Vill	isca, Nodaway		
A	All applicable rates below a	pply.		Monthly Rate		
,	I. CENTRAL OFFICE AC a. WITHIN THE BAS BUSINESS SE	SE RATE AREA RVICE		<del></del>		
		1e		\$23.00		
	RESIDENCE S Individual Lir	ne		\$18.00		
	BUSINESS SE	ASE RATE AREA RVICE ual Line		\$22.00		
				\$23.00		
	RESIDENCE S Rural Individ	ual Line		\$18.00		
2	2. PAY TELEPHONE SE a. PAY CENTRAL C	RVICE DFFICE ACCESS LINE		\$23.00		
* - Ra	ites are available to custon	ners at the Company's o	office website or h	ov mail		
	ED: May 27, 201			uly 1, 2015		
1330	Date	CEFECIN	· L	Date		

Kevin T. CabbageManagerStanton, Iowa 51573NameTitleAddress

BY: \_\_\_\_

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	LOCAL EXCHANGE SI	FRVICE			

## C. CONDITIONS

- 1. Mileage rates may apply for central office access lines for individual services furnished outside the base rate area.
- 2. Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied.

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BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
	Name	Title	Address	

<sup>\* -</sup> Rates are available to customers at the Company's office, website or by mail.

Con	npan		Mutual Telephone Stanton, Iowa ard	SERVICES Can LOCAL EXCHA	icels	Revised		PART IV 35
A.	GEI	NERA	AL					
	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 tariff.							entral Office d herein are
B.	RA	ΓES						
	EXC	CHAN	NGE NAME: New M	larket				
	Incl	udes	Extended Area Ser	vice To: Stantor	n, Bethe	esda, Villisca, N	odaway	
	All a	applic	able rates below ap	oply.			N	/lonthly Rate
	1.	CEI a.	NTRAL OFFICE AC					<u>rtato</u>
		a.	BUSINESS SE					\$23.00
			RESIDENCE S Individual Lir	ERVICE ne				\$18.00
		b.	OUTSIDE THE B BUSINESS SE Rural Individ					\$23.00
			RESIDENCE S Rural Individ	ERVICE ual Line				\$18.00
	2.	PA` a.	Y TELEPHONE SE PAY CENTRAL C		S LINE .			\$23.00
* - F	Rates	are	available to custon	ners at the Comr	oanv's o	office, website o	or by mail.	
			May 27, 201		-		•	
100		•	Date	, LI	011	v <u> </u>	Date	

Manager

Title

Stanton, Iowa 51573

Address

BY: \_\_\_\_

Kevin T. Cabbage

Name

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ı	OCAL EXCHANGE SEDV	/ICE			

# C. CONDITIONS

- 1. Mileage rates may apply for central office access lines for individual services furnished outside the base rate area.
- 2. Pay Telephone Service rate is applied only when special line treatment is required for FLEX ANI. Flexible ANI provides "II" (identification indicator) digits that identify the class of service of the phone you are calling from. ANI is the billed telephone number associated with the telephone and is the direct number from where you are calling from. When a special line treatment is not required, the Business Service rate will be applied

BY: Kevin T. Cabbage Manager Stanton, Iowa 51573

Name Title Address

<sup>\* -</sup> Rates are available to customers at the Company's office, website or by mail.

ISSUED: October 31, 2014 EFFECTIVE: December 1, 2014

Date Date

The Farmers Mutual Telephone
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Sheet No.		

Filed with Board

#### LOCAL EXCHANGE SERVICE

#### RESALE AND SHARED SERVICES

#### A. GENERAL

- 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 tariff.

#### 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.
- 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 tariff.

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	Name	Title	Address	

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		of Stanton, Iowa	Revised	Sheet No. 38 Sheet No.
File	d with	Board	ERAL EXCHANGE SERVICES	oncer No.
		GEN	ERAL EXCHANGE SERVICES	
DIR	ECT	DRY LISTINGS		
A.	GEI	NERAL		
	tele	phone directory for businesein are in addition to all oth	cable to the alphabetic section is or residence customers. The ner applicable rates and charges	rates and charges contained
B.	RA1	ES		Monthly <u>Rate</u>
	1.	Additional or alternate listing	ngs, per listing	\$3.50
	2.	Unlisted service, per listing	]	
	2.	Private service, per listing.		\$3.50
	3.	Foreign or nonsubscriber s (See Condition 4)	service, per listing	\$5.00#
			ce for the period the directory is ed prior to the expiration of the di	
C.	COI	NDITIONS		
	1.	individual, organization, fir will be furnished at no chara.  Listings will be limited b. The length of a listing the listing and the ide	I to such information as is neces may be limited by the use of ab ntification of the customer will no refuse to insert any listing whi	service has been contracted, sary for proper identification. breviations where the clarity of t be impaired.
	2.	occupy the same premise	furnished with business or resides at the rates shown above. Are phone number as the primary list	additional listing may include
* - F	Rates	are available to customers	s at the Company's office, webs	ite or by mail.
ISS	UED:	October 31, 2014 Date	EFFECTIVE:	December 1, 2014 Date

Manager

Title

Stanton, Iowa 51573

Address

BY: \_\_\_

Kevin T. Cabbage

Name

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# C. CONDITIONS (Continued)

- 3. An alternate call listing refers a calling party to certain other telephone numbers such as after business hours, on Sundays, holidays, or if there is no answer on the first listed number. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
- 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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BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
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The Farmers Mutual T Company of Stanton, Filed with Board	lowa	/ICES CATALOG Revised Cancels  EXCHANGE SERVICES	Sheet No.	
	OLINLIVALI	EXCHANGE SERVICES	,	
EMPLOYEES' TELEF	PHONE SERVICE			
A. GENERAL				
		Service may be offect telephone service is		
B. RATES				
1. The charge	for Employees' Telep	hone Service is 0 perce	nt of the regular rate.	
* - Rates are available	e to customers at the	Company's office, web	osite or by mail.	
ISSUED: Octo	ober 31, 2014 Date	EFFECTIVE:	December 1, 201	4
BY: Kevi	n T. Cabbage	Manager	Stanton, Iowa 515	73

Title

Address

Name

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GF	ENERAL EXCHANGE SERVICES	3		

#### FOREIGN EXCHANGE SERVICE

#### A. GENERAL

- 1. Foreign Exchange Service (FX) is a local service that provides dial tone to and from a telephone exchange other than the subscribers local exchange. In essence, the telephone subscriber is provided dial tone from another exchange whereby calls are transmitted over a special circuit between the two exchanges.
- 2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

#### B. DEFINITIONS

- 1. Local Exchange the exchange in which the customer premise equipment is located and in which service is provided.
- 2. Serving Exchange the exchange in which the serving central office is located.
- 3. Contiguous Exchange adjoining exchanges which share a common boundary.
- 4. Noncontiguous Exchanges exchanges which do not share a common boundary.

### C. RATES

- 1. Serving Exchange (Dial Tone Provider) rates would be as follows:
  - a. Business or Residence rates would apply (See Part IV of this tariff), plus any possible mileage rates for outside of the base rate area;
  - b. Plus, a FX service rate of N/A per month.
- 2. Local Exchange (Non Dial Tone Provider) rates would be as follows:
  - Business or Residence "Central Office Access Line" rates would apply (See Part IV
    of this tariff), plus any possible mileage rates for outside of the base rate area;
  - b. Plus, a FX service rate of N/A per month.

* - Rates a	re available to customers at t	he Company's office	, website or by mail.	
ISSUED: _	October 31, 2014 Date	EFFECTIVE:	December 1, 2014 Date	
BY:	Kevin T. Cabbage Name	<u>Manager</u> Title	Stanton, Iowa 51573 Address	

The Farmers Mutual Company of Stantor Filed with Board		SERVICES CATAL  Cancels	OG Revised	Sheet No Sheet No	
r lied with board	GENE	ERAL EXCHANGE S	SERVICES		
D. CONDITIONS					
		e will be limited to length of the length of the will be limited to length of the will be will			dual Local
covering t business o the servin and/or cla	he serving excha customer will be g exchange with	e provided, without a inge for each busines entitled to a regular nout additional charg s covering the local exchanges.	ss or residence listing in the o ge. Additiona	e service. In add classified director I listing in the a	lition, each y covering lphabetical
the excha terminatio	inge from which	change Service are r service would norr Local Exchange Serv ervice.	mally be rend	ered. Any susp	pension or
4. Calls beyo	and the local calling	ng area of the servin	g exchange wi	II not be permitte	d.

ISSUED: October 31, 2014 EFFECTIVE: December 1, 2014
Date Date

BY: Kevin T. Cabbage Manager Stanton, Iowa 51573
Name Title Address

\* - Rates are available to customers at the Company's office, website or by mail.

Com	pany	of S	tanto	al Telephone on, Iowa	SERV	Cancels	OG Revised	Sheet No Sheet No	
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LINE	EXT	ΓENS	SION	S					
A.	GEN	IERA	<b>L</b>						
	Serv sam	rice to e exc	o cus chan	stomers or app	licants be es contair	yond the exis	is tariff for any sting facilities of e in addition to	the Company,	within the
B.	CHA	RGE	S					Nonre	ecurring
	1	Cvto	noio	n of facilities					arges
	1.	a.	With Area Out Rate	n of facilities hin the Base Ra as of the Compa side of the Base e Areas of the C hange boundari Extension of fa are less than t	any e Rate and Company les acilities wl	d/or Special within the nen costs		No	ne
			2)	of Outside Pla Company. (So Extension of fa are greater that of Outside Pla Company.	ee formula acilities wh an the ave	a below.) nen costs erage amount		•	ne outed by rmula
	2.	b. c. d. e. f. g.	Out: Eler 1) 2) 3) 4) 5) 6) 7) Nun Divi Ave Sub	ded a. by b. equage Outside Permine total costract d. from e.	value in la e: construction Cable Cable Conduit Office Accuals d. lant, per Cott of Outsid (if possible	cess Lines, at Central Office de Plant exter e) equals g.	same date as a Access Line		er.
ISSL	JED:		С	october 31, 201 Date	4	_ EFFECTI\	/E: <u>De</u>	cember 1, 2014 Date	4
BY:			K	evin T. Cabbag Name	ie	Manager Title	Stan	iton, Iowa 515 Address	73

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### C. 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 tariff, refunds of line extension charges will not be paid by the Company.

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	Name	Title	Address	

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GI	ENERAL EXCHANGE S	SERVICES			

# C. CONDITIONS (Continued)

- 6. Supersedure of service provided from a line extension and any adjustment in an amount paid by a customer discontinuing such service will be a matter of negotiation between the disconnecting customer, who has obligated himself for the line extension charge and the superseding applicant.
- 7. The Company will have the option to specify the type of construction to be used when line extensions are requested for service into real estate subdivisions or mobile home parks. Any difference in costs of types of plant facilities used by the Company or requested by the subdivider will be negotiated between the parties.
- When the line extension proposed contains growth potential to provide for anticipated future service demands, the proposed customer(s) will only be obligated for that portion of such line extension costs as would be necessary to serve the new customer alone. It will be to that segregated amount that the Formula for average Outside Plant costs will be applied.
- 9. Line extensions of a temporary or speculative nature
  - a. Line extension of the Company's facilities may be made to provide service of a temporary or speculative nature. An applicant whose service is considered speculative or temporary in nature will be charged the total actual costs of construction and estimated costs of removal, less salvage value, for the material used to establish the service.
    - If after a 12-month period the temporary or speculative project is considered by the Company to be a permanent service, a refund may be made to the customer for the difference between costs paid and the charges which would have been computed for a regular line extension.

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Filed	d with	Board GEN	NERAL EXCHANGE	SERVICES	Sileet No.	
MILE	EAGE	RATES				
A.	GEN	ERAL				
	pren	age rates apply for extensises or outside the Base ion to all other applicable	e Rate Area. The ra	ates and charges	contained here	
B.	RAT	ES			Mor	athly (
						nthly ate
	1.	Between Buildings on Dif 1/8 mile or fraction thereo	of		40	50
		a. Per two wire circuit.			\$0.	50
C.	CON	IDITIONS				
	1.	Mileage measurement is	the route distance be	etween the terminal	s.	
	2.	Outside the Base Rate A location of the service and				ween the
	3.	When facilities must be on Rate Area, charges shall	-		•	the Base
* - R	ates	are available to custome	rs at the Company's	office, website or t	oy mail.	
		October 31, 2014			ember 1, 2014	
		Date			Date	
BY:		Kevin T. Cabbage Name	e <u>Manager</u> Title	Stanto	on, Iowa 5157 Address	3

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i iica	vvicii		ERAL EXCHANGE SERVI	CES	
TOLI	L BL	OCKING SERVICE			
A.	GEN	IERAL			
	1.	Toll blocking service provi office access lines or trunk	des denial of outgoing 0+ a s.	nd 1+ long distance	calls for central
	2.	This service is provided o	nly where central office cap	abilities permit the of	fering.
B.	RAT	ES		Monthly I Rate	Nonrecurring Charge
	1.	Toll Blocking Service (out going calls only)		\$1.00	\$20.00
C.	CON	IDITIONS			
	1.		permitted to place outgoin network when this service		r or any part of
	2.	Incoming calls are not rest	ricted.		
	3.	Toll blocking is available to	Lifeline customers without	charge.	
* - R	ates	are available to customers	s at the Company's office,	website or by mail.	
ISSL	JED:	October 31, 2014	EFFECTIVE: _	December 1,	2014
		Date		Date	
BY:		<u>Kevin T. Cabbage</u> Name	<u>Manager</u> Title	Stanton, Iowa Address	

		ners Mutual Telephone y of Stanton, Iowa	SERVICES CATAL	OG Revised	Sheet No.	
File	ed witl	n Board GEN	Cancels NERAL EXCHANGE S	SERVICES	Sheet No	
TEI	MPO	RARY OR VACATION SUS	SPENSION			
A.	GE	NERAL				
	cus an	nporary Suspension of Ser tomer request. This servic extended time in the even poses deemed reasonable	e is allowed when a control to the control of the c	customer is awa	y from their pro	emises for
B.	RA <sup>-</sup>	TES				
	1.	The monthly rate will be 5	50% of the regular rate	for the services	suspended.	
	2.	Service charges will app Part VI).	ly for the suspension	and subsequer	it restoral of se	rvice (see
C.	СО	NDITIONS				
	1.	The rates may be billed monthly, at the option of t		stablishment of	vacation rate	service, or
	2.	The minimum period for value 120 days during any 12-n		/ be provided is	30 days; the m	aximum is
	3.	At the discretion of the disconnected during the t			e may or ma	y not be
* -	Rates	s are available to customer	rs at the Company's o	office, website o	r by mail.	

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GE	NERAL EXCHANGE SERVICES			

# ADJACENT EXCHANGE SERVICE

# A. GENERAL

- 1. Adjacent Exchange Service is offered to customers of this Company in any adjacent contiguous exchange in the State of Iowa.
- 2. The customer must subscribe to service in the primary exchange to be eligible for this service.
- 3. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
- 4. This adjacent exchange tariff shall not affect the terms under which a customer receives adjacent exchange service, if that customer was receiving adjacent exchange service prior to April 26, 1989.

#### B. DEFINITIONS

- 1. Primary Exchange The exchange in which the customer is located.
- 2. Adjacent (secondary) Exchange The adjacent contiguous exchange from which a second service can be extended into the primary exchange.
- Construction Charges The costs, including normal overhead expenses and costs for regrouping of lines, incurred by the company(s) in the provision of facilities required to extend the adjacent exchange service to the premises of the customer in the primary exchange.
- 4. Telephone Plant The central office equipment, wire, poles when applicable, outside plant facilities necessary in the provision of this service.
- 5. Point of Connection Exchange boundary line, or point at which plant facilities cross, between the primary and adjacent exchanges.

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				GEN	NERAL E	XCHANGE S	SERVICES		
C.	СНА	RGE	S - (I	Nonrecurring)					
	1.	The a.	In th	ges applicable to be primary excha All construction primary compa adjacent exchange comple adjacent exchange to the adjacent construction of the adjacent to boundary to the service. These	inge n charge: ny from t ange bou bany. ange narges ap bmpany f e availabl	s for extending the customer indary. The oplicable for rom the point of facilities in	ding the teleph location to the ese charges we extending the at of connection the adjacent of	none plant for point of courill be paid telephone pin at the princexchange for	facilities of the nnection at the to the primary lant facilities of mary exchange the requested
	2.	and	estin	es (estimated controlled controlled costs will be policable.					
D.	RAT	ES -	(Mor	nthly Recurring)					
	1.	The a. b.	All fi Excloca	s applicable to the led tariff rates of the hange mileage to tion in the primange.	the adjac rates bas	cent exchanged on the o	cable route dis	tance from	the customer's
									Monthly <u>Rate</u>
			1) 2)	First one mile o Each additional					\$10.00 \$1.00
				able to customer				•	
ISS	UED:		0	ctober 31, 2014 Date		_ EFFECTI	VΕ: <u> </u>	<u>ecember 1,</u> Date	2014
BY:			K	evin T. Cabbage Name	9	<u>Manager</u> Title	Sta	anton, Iowa Address	

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### E. CONDITIONS

- No toll calls will be placed from or charged to the customer's adjacent exchange central
  office access line except at such times as the primary exchange central office access
  line has been reported to be out of service.
  - a. Any violation of this condition will be cause for suspension or termination of the Adjacent Exchange Service.
  - b. When service from the primary exchange has been reported out of order, toll calls placed from the adjacent exchange central office access line will be rated from the adjacent exchange.
- 2. The rates, charges and billing for primary exchange service (plus toll charges on the primary central office access line) will be the responsibility of the primary company. The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.
- 3. All outside telephone plant and facilities will be owned, installed and maintained by the company(s) in whose exchange it is provided.
- 4. A customer subscribing to adjacent exchange service must also subscribe to service from the primary exchange. Any suspension or termination of the primary exchange service will require suspension or termination of the adjacent exchange service.
- 5. Disconnection of Service
  - a. When service provided under this tariff is disconnected, because the customer has no further need of such, or for non-payment of either primary or adjacent exchange service, no refunds of amounts paid previously by the customer for the extension of this service will be made by the Company.

#### 6. Reuse of Facilities

- a. When disconnected facilities are reused by a subsequent adjacent exchange service customer requiring the same grade of service, no additional Construction Charges will be applied to such reconnected facilities, providing no additional construction of telephone plant is required.
- Failure of the customer to comply with the tariff provisions related to adjacent exchange service shall make the customer subject to discontinuance of service after appropriate notice.
- 8. Adjacent exchange service shall be restricted to only residential service, unless a waiver is permitted by the Utilities Board for a particular customer for good cause shown.

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Cor	mpan	ners Mutual Telephone SERVICES CATALOG y of Stanton, Iowa Revised Cancels n Board GENERAL EXCHANGE SERVICES	Sheet No. Sheet No.	PART V 52		
CU	STON	I CALLING SERVICES				
A.	GEI	NERAL				
	Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more custom calling features. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.					
B.	RA	ES	Monthly	Data		
			Monthly Per CO Line			
	1.	Individual Services	Residence	Business		
		a. Anonymous Call Rejections b. Call Restriction c. Call Waiting w/cancel d. Caller Identification on Call Waiting e. Caller Identification – Name and Number f. Last Number Redial g. Toll Restriction	\$2.50 \$2.50 \$2.50 \$4.50 \$3.50 \$0.00 \$2.50	\$2.50 \$2.50 \$2.50 \$4.50 \$3.50 \$0.00 \$2.50		
	2.	Packaged Services				
		a. Call Forwarding, Three Way Calling and Speed Calling	\$1.00	\$1.00		

\* - Rates are available to customers at the Company's office, website or by mail.

ISSUED:
 October 31, 2014
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 December 1, 2014

 Date
 Date

 BY:
 Kevin T. Cabbage
 Manager
 Stanton, lowa 51573

 Name
 Title
 Address

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#### C. DEFINITIONS

#### Individual Services

- a. Anonymous Call Rejection: Is a feature which allows a subscriber to reject a call if the calling party's number presented is restricted. A rejected call is routed to an announcement that instructs the calling party how to unrestrict their telephone number before calling this party.
- b. Call Restriction: Restricts all outgoing calls until an "access code" is entered.
- c. Call Waiting w/Cancel: By means of a tone signal a customer who is using his telephone is alerted when another caller is to reach that station. This permits the first call to be put on hold so that the second call can be answered. The cancel feature allows the subscriber to cancel the call waiting feature for the duration of one call so as not to be interrupted.
- d. Caller Identification on Call Waiting: Is a feature which allows a subscriber, while off-hook on an existing call, to receive Calling Number and/or Calling Name information about the call waiting party. The subscriber can use this information to decide whether or not to answer the call waiting party. The name and telephone number is displayed on customer provided equipment.
- e. Caller Identification Name and Number: Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and telephone number is displayed on customer provided equipment.
- f. Last Number Redial: Allows a subscriber to re-dial the most recently dialed number by entering only a two digit code.
- g. Toll Restriction: Restricts all toll calls until an "access code" is entered. Local calls can be made.

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	Name	Title	Address	

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GE	NERAL EXCHANGE SERVICE	S		

# D. CONDITIONS

- 1. Call Forwarding Services 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 services are responsible for the payment of charges for each toll call to the telephone to which the call is transferred.
- Control of the number assignment on the shared speed call list associated with Group Intercom resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.
- 3. Custom Calling Services will be provided in connection with individual line residence and business service. Custom Calling Services are not available to PBX customers.

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	GENERAL EXCH	HANGE SERVIC	ES		
PE	RSONAL SAFET	Y EXCEPTION	FORM		
	Customer	Certification			
safety of	to provide a solution concerns, it is ne es to the question	cessary for you			
What is the estimated interval Blocking?	al of time that y	our personal s	afety concerns	require "F	Per-Line"
If you are requesting "Per-Line party must sign below.	" Blocking for a te	elephone line ot	ner than your o	wn, the res	sponsible
CUSTOMER REQUESTING F PRINT NAME: SIGNATURE:	REE PER LINE B				
TELEPHONE NUMBER WHEI	RE PER LINE BLO	OCKING WILL E	BE ASSIGNED:		
ADDDESS:	FOR TELEPHON				
SIGNATURE					
If a line is equipped with "Per-L to any subscribers of Caller ID might use Caller ID will not be In addition, subscribers of Cal REPRESENTS THAT HE/S RELEASES THE FARMERS ALL CLAIMS AND LIABILITY OMISSIONS AND THE OPER	. Poison control of able to identify call er ID may choose HE UNDERSTA MUTUAL TELEP , INCLUDING PE	centers, hospital lers with "Per-Li e not to answer NDS THE AE HONE COMPA ERSONAL INJU	s, medical cent ne" blocking wl blocked calls. BOVE, AND NY OF STAN IRY, CAUSED	ters and othe ho need as THE CUS THE CUS TON, IOW, BY ITS E	ners who sistance. STOMER STOMER A FROM RRORS,
ISSUED: October 31, 2	2014 F	FFECTIVE:	Decemb	er 1, 2014	

BY: Name Date

Date

Date

Stanton, lowa 51573

Address

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File	d with	n Board GE	NERAL EXCHANGE	SERVICES	oneet No	
INF	ORM	ATION SERVICE ACCES	SS BLOCKING			
A.	GEI	NERAL				
	1.	Information Service Acc request the blocking of a			individual line	service to
	2.	The rates and charges of charges located in other		n addition to all o	ther applicable	rates and
B.	CH	ARGES				
	1.	Applicable rates apply*.				
C.	COI	NDITIONS				
	1.	A customer shall not be blocking. After this s reblocking will be subject	ervice has been esta	ablished, subse		
	2.	This service is provided	only where central offic	ce capabilities pe	rmit the offering	<b>]</b> .
* - F	Rates	are available to custome	ers at the Company's o	office, website or	by mail.	

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riied	ı Willi	Board GEN	IERAL EXCHANGE SER	VICES		
BILL	ED N	IUMBER SCREENING SE	ERVICE			
A.	GEN	ERAL				
	1.	Billed Number Screening both to a customers telep		ng of collect call	s, third number calls or	
	2.	The rates and charges cocharges located in other p		dition to all othe	er applicable rates and	
B.	RAT	ES		Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>	
	1.	Per line equipped		N/A	N/A	
C.	CON	IDITIONS				
	<ol> <li>The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company from any and every claim, loss, damage, suit or liability out of the furnishing or failure to furnish Billed Number Screening Service.</li> </ol>					
	2.	This service is available of	nly where facilities permit			
* D						
		are available to customer				
ISSL	JED:	October 31, 2014 Date	EFFECTIVE:	Dece	mber 1, 2014 Date	
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		Name	Title		Address	

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# EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

### A. GENERAL

- 1. 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.
- 2. Enhanced 911 Service is offered subject to availability of facilities.
- 3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.
- 4. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

## B. RATES

The rates and charges for E911 Service will be determined on an individual case basis. Individual features requested by the customer include, but are not limited to, central office modifications, data base preparation, trunking and maintenance.

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#### EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

### C. CONDITIONS

- E911 service is provided solely for the benefit of the customer operating the PSAP. The
  provision of E911 Service by the Telephone Company shall not be interpreted,
  construed, or regarded, either expressly or implied, as being for the benefit of or creating
  and Telephone Company obligation toward any third person or legal entity other than the
  customer.
- 2. The Telephone Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customers' premises.
- 3. Temporary or vacation suspension of service is not provided for any part of the E911 Service.
- 4. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the originating station location are furnished to the PSAP. The names, addresses, and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.
- The Telephone Company's entire liability to any person for interruption or failures of E911 Service shall be limited to the terms set forth in this section and other sections of this tariff.
- 6. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.

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# EMERGENCY REPORTING TELEPHONE SERVICE

# ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

# C. CONDITIONS (Continued)

- 7. The Telephone Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Telephone Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- 8. Each customer also agrees to release, indemnify and hold harmless the Telephone Company 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 person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.
- 9. The customer also agrees to release, indemnify, and hold harmless the Telephone Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 service hereunder, and which arise out of the negligence or other wrongful act of the Telephone Company, the customer, its user, agencies, or municipalities, or the employees or agents of any one of them.
- 10. Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

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EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

- C. CONDITIONS (Continued)
  - 11. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any E911 offering.
  - 12. The customer is required to furnish the Telephone Company its agreement to the following terms and conditions.
    - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
    - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
    - c. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the E911 PSAP by calling parties.
    - d. That the customer will provide CPE with a capacity adequate to handle the number of incoming E911 lines recommended to be installed by the Telephone Company. It is the customer's responsibility to ensure their CPE is compatible with the service(s) provided by the Telephone Company.
  - 13. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Telephone Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:

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# EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

# C. CONDITIONS (Continued)

- 13. (Continued)
  - a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Telephone Company prior to the effective date of service.
  - b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
  - c. The Telephone Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.
  - d. Changes, deletions, and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
  - e. The Telephone Company will furnish a written copy to the customer for verification showing each change, deletion, and addition to the master address file.

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# N11 – SERVICE OFFERINGS

### A. SERVICE DESCRIPTION

- 211 Service 211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
- 311 Service 311 Service ("311") is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.
- 511 Service 511 Service ("511") is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services.
- 4. <u>711 Service</u> 711 Service ("711") is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.
- 5. <u>811 Service</u> 811 Service ("811") is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide the means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

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#### 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.
- 7. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
- 8. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Iowa Utilities Board.

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- B. TERMS AND CONDITIONS (Continued)
  - 9. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge (if applicable) when the Company provisions the service.
    - If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges if applicable will not be refunded or waived.
  - 10. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
  - 11. N11 Service is provided where facilities permit.
  - 12. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services, non-emergency local government services, travel information services, telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call, or access to One Call systems provided by dialing N11.
  - 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.

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- B. TERMS AND CONDITIONS (Continued)
  - 13. N11 will be provided under the following conditions: (Continued)
    - 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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- B. TERMS AND CONDITIONS (Continued)
  - 14. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
    - a. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.
    - b. The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
    - c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
    - d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
  - 15. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
  - 16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
  - 17. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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N11	– SEF	RVICE OFFERINGS (Cont	inued)			
C.	RATE	S AND CHARGES				
	1.	A Service Establishment	charge will apply per	point-to number.		
	2.	N11 subscribers will pay for the local exchange at at the N11 subscriber's de	rrangements used for			
	3.	A Central Office Switch A point-to number and to ch			office translate	ed to the
	4.	Charges applicable to N1	1 Service are as follo	ws:		
					Nonrecurring <u>Charge</u>	
		<ul><li>a) Service Establishmen</li><li>Per Point-to N</li></ul>	It Charge lumber		*	
		<ul><li>b) Central Office Switch</li><li>Per Central O</li></ul>	Activation Charge ffice Switch translated	d	*	
* - R	ates a	ire available to customers	at the Company's of	ffice, website or b	y mail.	
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i iicu v	vvitii	Боа	ıu		SERVICE CH	ARGES		
A. (	GEN	IERA	\L					
1	1.			charges apply to g to the componer		-	ephone service a	nd facilities
B. C	CHA	RGE	S				(	Charge
							_	
1	1.	Per	custo lested Res 1)	For moving or ch service and facil work or adding r service and facil Central Office Addiness Service For connecting r Central Office Ad System, PBX Tr Resale or Share For moving or ch service and facil	at the same time of additional cess Lines	e / one,		\$20.00
				work or adding r service and facil than Central Offi (see b.1 above)	ities, other ce Access Lines	;		§20.00
2	2.	Per num	Cent ber v e foll	office Access Line ral Office Access vorked on, includi owing: idence Service Central Office Ac Off-premises mil	Line or telephoning, but not limite	ed :h		\$20.00
* - Ra			availa	-	office work, eac	h	e or by mail.  December 1, 20	
10001	_ <i>D</i> .			Date		OTIVE	December 1, 20 Date	<u>17</u>
BY:			Ke	evin T. Cabbage Name	<u>Manage</u> Title	er S	Stanton, Iowa 51 Address	573

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B.	CHA	2) Off-premises mi			\$2		
	3.	Trip Charge One charge applies for all requested to be completed the same visit, each	d at the same time on		9	50.00	
	4.	Returned Check Charge An administrative charge i occasion that a check, bar funds transfer item is retur Telephone Company, per	nk draft, or electronic ned unpaid to the		\$2	25.00	
C.	CON	IDITIONS					
	1.	Service Charges are in a other parts of this filed tari		pplicable rates	and charges	located in	
	2.	Service Charges apply in covered under Special T speculative nature.					
	3.	When Central Office Access Line service is established for a different customer and all of the facilities are reconnected in place without any change, the appropriate service ordering charge applies to the class of service established.					
		are available to customers October 31, 2014			oy mail. ember 1, 201	4	
.556	<i>.</i>	Date		<u></u>	Date	•	
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	ny of S	Mutual Telephone tanton, Iowa rd	SERVICES CATA  Cancels  SERVICE CHARG	Revised	Sheet No Sheet No	
C. CC 4.		for due bill.  Move of service from  Number change ma		ther. he customer.		een issued
5.	Serva.b.c.	For customer name When central office immediately following	s made and initiated to change with no lapse e access line service ng the rendering of the fire, flood, etc. A	e in billing or cha is reestablishe ne customer's p	nge in service. d at a seconda rimary location	as unfit for

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#### 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.
- 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.

ISSUED:	October 31, 2014	EFFECTIVE:	December 1, 2014	
	Date		Date	
BY:	Kevin T. Cabbage	Manager	Stanton, Iowa 51573	
	Name	Title	Address	

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#### A. LIFELINE ASSISTANCE

1. The Federal Lifeline Assistance Program is a plan which assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies for a single telephone line at the applicant's principal place of residence. Qualified applicants shall have their monthly local exchange service rate reduced by the federal support amount defined in 47 CFR 54.403.

# 2. Eligibility Requirements

To be eligible for assistance, an applicant must provide documentation showing the applicant (1) meets income-based criterion currently defined as at or below 135 percent of the Federal Poverty Guidelines, OR (2) participates in at least one of the following programs as defined by 47 CFR 54.409:

- a. Medicaid (e.g. Title XIX/Medical, state supplemental assistance)
- b. Supplemental Nutrition Assistance Program (SNAP)
- c. Supplemental Security Income (SSI)
- d. Federal public housing assistance
- e. Low-Income Home Energy Assistance Program (LHEAP)
- f. Temporary Assistance for Needy Families Program (TANF)
- g. National School Lunch Program

The Lifeline customer is responsible for notifying the Company if the customer ceases to participate in any of the public assistance programs listed above.

A Lifeline customer may only receive assistance from one wireline or one wireless telephone provider per household.

## 3. Application for Assistance

An applicant shall request telephone assistance through completion of a certification form provided by the Company as governed by 47 CFR 54.410.

#### 4. Rates

- a. 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.
- b. Toll blocking shall be included with this service offering without charge. No service deposit would be required if applicant voluntarily elects toll blocking with the initiation of Lifeline Service.

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Manager

Title

Date

Stanton, Iowa 51573

Address

Date

Kevin T. Cabbage

Name

BY: \_