

Exhibit 5

NORTHERN VALLEY COMMUNICATIONS, LLC

GENERAL EXCHANGE CATALOG

STATE OF SOUTH DAKOTA

JANUARY 1, 2000

NVC00038492

EXPLANATION OF SYMBOLS

- (C) - Change in regulation or condition which affects a rate or charge
- (D) - Discontinued regulation, condition, rate or charge
- (I) - Increase in rate or charge
- (N) - New regulation, condition, rate or charge
- (R) - Reduction in rate or charge
- (T) - Change in text only -- no change in regulation, condition, rate or charge
- (NA) - This service is Not Available at this time

This Catalog is all original.

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BY: General Manager Groton, South Dakota 57445

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GENERAL RULES AND REGULATIONS

A. APPLICATION

1. GENERAL

- a. The Rules and Regulations specified herein apply to the intrastate services and facilities furnished by the Northern Valley Communications, LLC hereinafter referred to as the Company. Failure on the part of the customers to observe these Rules and Regulations of the Company, after due notice of such failure, the Company has the option to discontinue service.
- b. In the event of a conflict between these General Rules and Regulations and any conditions contained in the General Exchange Catalogs and the Local Exchange Catalogs, the rate and condition contained in the specific catalog shall prevail.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

- a. The Company's obligation to furnish exchange and toll telephone 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 otherwise 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 adjustment of charges for overbilling by the Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period or amount for which overbilling cannot be fixed from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three-year period.

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 cases 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.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

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 Catalog.

6. Use of Connecting Company Lines

- a. Facilities of other companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the facilities of other companies, the Company does not assume any liability for any action of the connecting company.

7. Defacement of Property

- a. The Company shall exercise care in all work done on a customer's property. No liability shall attach to the Company by reason of any defacement or damage to the customers' property resulting from the existence of the Company's instruments, apparatus, and associated wiring on such property, or by the installation or removal thereof, unless such defacement or damage is the result of the negligence of the Company, or its employees.

8. Customer-Premises 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 Catalog.

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GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

- a. Customer-premises equipment may be connected to facilities of the Company under the provisions provided in Part VII of this Catalog.

2. Unauthorized Attachments or Connections

- a. The Company shall not be required to attach its facilities to facilities not owned and installed by it, nor shall facilities not furnished by the Company, be attached to or connected with facilities furnished by the Company, unless provided for elsewhere in the catalogs. In case any such unauthorized attachment or connections is made, the Company shall have the right to disconnect the same or to suspend the service during the continuance of such attachment or connection or to terminate the service.

3. Use of Customer Service

- a. Customer telephone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.
- b. Customers who subscribe to pay telephone service may resell such local exchange service to users of their customer-provided coin or non-coin pay telephone equipment. The company is not responsible for the confidentiality of service between customers and their users.

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GENERAL RULES AND REGULATIONS

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. If a deposit is required by the company, applicable non-recurring charges and service charges (if any) may be required in advance.
- b. Requests from customers for additional service may be made orally. A move from one geographic location to another (outside move) within the same exchange is not considered to terminate the contract; orders for such moves may be made orally.
- c. "Minimum contract period and termination of service are covered elsewhere in Part II of this catalog."

2. Telephone Numbers

- a. The customer has no proprietary right in the telephone number or any right to continuance of service from any specific central office, and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business. Except for nonpayment 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 him necessitate changes in the Company's facilities; the customer agrees to pay the Company's charges for such changes.

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GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4. Payment of Service

- a. The customer is required to pay all rates and charges for exchange services and facilities, and for toll messages (including collect toll messages which have been accepted at the customer's telephone).

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 catalog.

6. Unusual Installation Costs

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

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GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

8. Service Interruption

- a. When facilities in a given area are interrupted, service to existing customers shall be re-established in accordance with categories of precedence in the order listed below.
- 1) Category 1 - Public safety and health:
Official federal, state, county and municipal government agencies protecting the public safety and health; private organizations and persons engaged primarily in protecting the public safety and health, such as physicians, hospitals, ambulance service, volunteer fire departments, American Red Cross, licensed protective patrols and armored cars and similar agencies.
 - 2) Category 2 - Carriers and utilities:
Contract carriers, common carriers, and public utilities (exclusive of taxicabs and livery service), for communications other than correspondence of the general public.
 - 3) Category 3 - Other public services:
Emergency repair organizations, not included in Category 1, protecting health and property; press associations, newspapers and broadcasting stations.
 - 4) Category 4 - Physically handicapped:
Persons who, because of physical handicaps, operate specifically-equipped vehicles and are unable to leave such vehicles without assistance.
 - 5) Category 5 - Industrial:
Gas or oil producing or drilling operations; producers and distributors of fuel and lumber and other construction materials and equipment; food processing distribution and storage organizations; producers of substantial quantities of food, business concerns engaged in construction of housing and industrial or public works; taxicabs and livery service.
 - 6) All other facilities not covered above.

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GENERAL RULES AND REGULATIONS

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.

2. Ownership and Use

- a. Directories furnished to customers remain the property of the Company and are provided 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.

3. 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 service 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. Nor is the Company obligated to continue to provide service to any individual or firm whose credit with the Company is or becomes doubtful, in the opinion of 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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GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

2. Deposits

- a. The Company may require the customer to increase the amount of the deposit at any time, if the charges billed against the customer are found to warrant such an increase.
- b. A deposit may be made at any Company business office or authorized agent.
- c. The Company will maintain records which show the name and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Unclaimed deposits shall be disposed of in accordance with law.
- d. A receipt of deposit will be furnished to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by the Company records.

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GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

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 nonpayment 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. Discontinuance of Service for Failure to Establish Credit

- a. Service may be discontinued for failure to establish or maintain credit, as set forth in F.1. above.

5. Service Charge for Reconnection

- a. When 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 catalog shall apply.

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GENERAL RULES AND REGULATIONS

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, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist, or veterinarian, provided the customer does not maintain an office in the residence.
- d. In college fraternity or sorority houses where individual access line service is provided.

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GENERAL RULES AND REGULATIONS

H. CONSTRUCTION AND INSTALLATION CHARGES

1. General

- a. Lines will be extended in accordance with provisions specified in the Line Extension Tariff.
- 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 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 Catalog, 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.

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GENERAL RULES AND REGULATIONS

I. MINIMUM CONTRACT PERIODS (Continued)

1. Minimum Contract Period (Continued)

- 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).

J. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company Without Notice

- a. The Telephone Company may disconnect or refuse the 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. Including but not limited to:
 - a) 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.
 - 5) if a person, of legal age, responsible for a delinquent bill owns, occupies or receives benefit of telephone service provided to a location served by the Company. If satisfactory arrangements are made for payment of the delinquent bill, service will be provided.

2. By the Company After Prior Written Notice

- a. In addition to the reasons set forth in subparagraph a. 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
 - 2) the customers bill for local or miscellaneous services remains unpaid after the last date for timely payment.

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GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

2. By the Company After Prior Written Notice (Continued)

a. (Continued)

- 3) 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 Commission 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 him or her as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the Commission.
- 4) for failure of the customer to permit the Telephone Company reasonable access to its facilities.
- 5) any other violation of the Telephone Company's rules and regulations on file with the Commission, the requirements of municipal ordinances or law pertaining for the service.
- 6) when the service (except Pay Central Office Access Line service) will be, or is, readily accessible and available for use by the public, by patrons of the customer, or by others not authorized.

- b. 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.

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GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

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.

4. Emergency Medical Conditions

Notwithstanding any other provision of these rules, the Telephone Company shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of thirty days, if the customer produces verification from a physician, or a public health or social services official, which states that telephone service is essential due to 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. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the Telephone Company within five days. If the written verification is not received within five days, service may be disconnected prior to the expiration of the thirty day period for postponement.

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.

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GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (Continued)

5. At Customer's Request (Continued)

- 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 Catalog) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

K. PAYMENT FOR SERVICE AND FACILITIES

1. General

- a. Generally all customers shall pay for services and facilities monthly in advance, and Nonrecurring charges in arrears. Municipal, State or Governmental Agencies may be exceptions to this rule.
- b. Billing to customers shall be scheduled monthly.
- c. All bills for local or miscellaneous services are due when the statement is rendered, and are delinquent 20 days after the bill is rendered. Residential customers shall be permitted to have the last date for timely payment changeable for good cause in writing.
- 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. When warranted, in the judgment of the Company, special toll bills may be rendered.

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GENERAL RULES AND REGULATIONS

K. PAYMENT FOR SERVICE AND FACILITIES (Continued)

2. Service Charge for Reconnection

- a. Where service has been discontinued for nonpayment of a due bill applicable service charges as defined in Part VI of this catalog shall apply.
- b. Where service has been discontinued for the nonpayment of a due bill, the customer may be required to re-establish 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 catalog.

3. Returned Check Charge

- a. Customers whose checks are returned by the bank for insufficient funds or stop payment will be assessed a \$10.00 charge.

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

- a. 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 shall 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.

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GENERAL RULES AND REGULATIONS

M. NETWORK CONNECTIONS

1. General

- a. Connections of new inside station wiring to the network shall only be made at the Demarcation Point.
- b. Such connections shall be made by using a Standard Network Interface and shall be in accordance with Part 68 of the F.C.C. Rules.
- c. Direct electrical connections at the protector or by-passing the Standard Network Interface shall constitute a violation of this Company's filed catalogs and the service may be disconnected in accordance with its filed Rules and Regulations.
- d. 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, excluding customers being provided adjacent exchange service or foreign exchange service as provided in this catalog. 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.

ISSUED: December 27, 1999 EFFECTIVE: January 1, 2000

BY: General Manager Groton, South Dakota 57445

DEFINITIONS

ACTIVE ACCOUNT - A customer who is currently receiving telephone service, or one whose service has been temporarily disconnected (vacation, nonpayment, 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.

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 catalog.

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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DEFINITIONS

CENTRAL OFFICE ACCESS LINE CHARGE - For work associated with the telephone line, extending from central office equipment up to and including, the demarcation point located at the customers' premises.

CHANNEL - An electrical path suitable for the transmission of communications.

CHARGES - Nonrecurring amounts billed to customers for regulated services and equipment.

CHECK OF SERVICE or SERVICE CHECK - An examination, test or other method utilized to determine the condition of customer-provided terminal equipment and inside station wiring.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

CLASS OF SERVICE - The various categories of service generally available to the customer, such as business, residential, public, or semi-public service.

COIN TELEPHONE SERVICE - See "Pay Telephone Service."

COMMISSION - The South Dakota Public Utilities Commission.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY - A corporation, association, partnership, or individual engaged in the business of furnishing telephone and other communications services to the public.

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DEFINITIONS

CONSTRUCTION CHARGE - A separate recurring and/or nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the exchange catalogs.

CONTIGUOUS PROPERTY - Two or more parcels of property, occupied by the customer, in which the boundary line of one property touches the boundary line of the other(s).

CONTRACT - The agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the catalog.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

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 - Terminal equipment located on the customer's premise owned by the customer or owned by the telephone utility or some other supplier and leased to 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

DEMARCATIION 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.

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with private branch exchange service.

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DEFINITIONS

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)

Automatic Location Identification (ALI): A feature by which the name (business accounts only) and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise, etc.) will be identified with the address of the telephone number of the main location.

Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

Emergency Service Number (ESN): 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. The 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.

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DEFINITIONS

Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

Enhanced 911 Service Area: The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

Public Safety Answering Point (PSAP): An answering location for E911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first; Secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of a common bureau serving a group of such entities. This is CPE and it is the customer's responsibility to ensure it is compatible with the service(s) furnished by the Company.

Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party. It is the customer's responsibility to ensure the CPE selected to operate this feature is compatible with the service furnished by the Company.

Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number E911. Such calls are answered at PSAP's established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer: 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 within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

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DEFINITIONS

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 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 or General Exchange Catalogs.

EXTENDED AREA SERVICE - Interexchange Telecommunications Service, furnished at flat rates, between customers' telephone stations located within an exchanges area and all of the customers of an additional exchange area. EAS interexchange telecommunications is defined as calls originating in one exchange and terminating, without extension, in the other exchange.

EXTRA LISTING - See "Additional Listing."

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

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DEFINITIONS

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

GRADE OF SERVICE - The term used to describe individual line, or various party line services.

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

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

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

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

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

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

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DEFINITIONS

MESSAGE - A completed customer or user call.

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

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

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.

OTHER SUPPLIER - The customer or any entity other than the telephone utility providing, repairing or maintaining new inside station wiring or existing or new terminal equipment or repairing or maintaining existing inside station wiring.

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.

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."

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DEFINITIONS

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.

PUBLIC ACCESS LINE - A central office access line providing connections for pay telephone equipment (coin or coinless).

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

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."

SERVICE MAINTENANCE CHARGE - A nonrecurring charge for visits to the customers premises when the service difficulty is caused by the customer-premises equipment.

SERVICE ORDERING CHARGE - For work involved in receiving, recording and transmitting, information for establishment of telephone service or subsequent change to that service including directory listing.

STANDARD NETWORK INTERFACE - See "Demarcation Point."

SUSPEND - See "Temporary or Vacation Suspension."

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DEFINITIONS

TELEPHONE COMPANY - See "Company."

TEMPORARY OR VACATION SUSPENSION - Temporary disconnection or impairment of service which shall disable either outgoing or incoming communications or both.

TERMINATION CHARGE - A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TRAVEL CHARGE - A charge that applies whenever a visit is required to complete the customer's request. One charge will apply for all work requested at the same time on the same visit.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices or between a central office and a private branch exchange service.

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LOCAL EXCHANGE SERVICE

A. GENERAL

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

B. RATES

All Applicable rates below apply.

1. BUSINESS DIAL TONE LINES

- a. 1-3 lines billed to common account number..... \$30.85 per line
- b. 4-5 lines billed to common account number..... 29.95 per line
- c. 6+ lines billed to common account number..... 28.95 per line

Customers using ADSL have one line count added for pricing purposes. IE customer has 5 lines and is an ADSL subscriber; each line will be billed at 6+ tier pricing.

2. RESIDENTIAL DIAL TONE LINES

- a. 1 line billed to common account number..... \$16.25 per line
- b. 2-4 lines billed to common account number..... 14.75 per line
- c. 5+ lines billed to common account number..... 13.50 per line

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GENERAL EXCHANGE SERVICES

DIRECTORY LISTINGS

A. GENERAL

The following rates are applicable to the alphabetic section of the telephone directory for business, residence or pay telephone service customers. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this catalog.

B. RATES

Rates, terms and conditions of the directory provider are applicable to the customer.

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GENERAL EXCHANGE SERVICES

DIRECTORY ASSISTANCE CHARGING

A. GENERAL

1. Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this catalog apply when a customer within the exchange requests the telephone number(s) of customer(s) within the same exchange.
2. The rates and charges continued herein are in addition to all other applicable rates and charges located in other parts of this catalog.

B. CHARGES

1. Customer originated calls (maximum of two requests per call), each \$0.50

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GENERAL EXCHANGE SERVICES

DIRECTORY ASSISTANCE CHARGING (Continued)

C. CONDITIONS (Continued)

1. For purposes of administering this catalog the full allowance will apply for service on record as of the customer's billing date.
2. Rates specified in B.1. preceding are not applicable to:
 - a. Calls placed from hotels and motels.
 - b. Calls placed from hospitals.
 - c. Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions and public welfare agencies.
 - d. Calls from certified exempt customers and charged to their Calling Card.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING FEATURES AND CLASS SERVICES

A. GENERAL

Customer 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 catalog.

B. RATES

	Monthly	
	<u>Per CO Line Equipped</u>	
	<u>Business</u>	<u>Residence</u>
a. 3-Way Calling	No Charge	No Charge
b. Consultation Hold	No Charge	No Charge
c. Call Transfer	No Charge	No Charge
d. Call Forward Busy	\$3.00 per line	
e. Call Forward No Answer	\$4.00 per line	
f. Combination Call Forward Busy/No Answer.....	\$5.50 per line	
g. Call Waiting with Disable Feature.....	\$3.00 per line	
h. Speed Dial 8 Number.....	\$3.00 per line	
i. Speed Dial 30 Number.....	\$7.00 per line	
j. Continuous Redial ⁽³⁾	\$3.15	\$3.15
k. Call Trace - Per Successful Activation ⁽⁴⁾	1.40	1.40
l. Screening Features:		
- Priority Call ⁽³⁾ (Selective Distinctive Alert)	3.15	3.15
- Selective Call Forwarding ⁽³⁾	3.15	3.15
- Selective Call Rejection ⁽³⁾	4.05	4.05
m. Caller ID - Number ⁽³⁾	6.75	4.95
n. Caller ID Name and Number ⁽³⁾	7.50	7.50
o. Caller ID Blocking:		
- Per Call ⁽²⁾	2.00	2.00
- Per Line ⁽¹⁾	2.00	2.00
p. Last Call Return ⁽³⁾	3.00	3.00
q. Distinctive Ringing ⁽³⁾	15.00	7.75
r. Hunt ⁽³⁾	7.75	7.75
s. Circular Hunt ⁽³⁾	3.00	3.00
t. Voice Mail ⁽³⁾	7.95	7.95
u. Additional Mailbox ⁽³⁾	2.00	2.00

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING FEATURES AND CLASS SERVICES (Continued)

B. RATES (Continued)

- (1) Residential Per Line blocking will be available to customers at no charge for a period of thirty days prior to and ninety days after service availability. After the ninety day free period, a customer will be charged the one-time nonrecurring charge of \$10.00. New customers will be provided the same option.

Business Per Line blocking will be available at no charge for the following types of customers: Law enforcement agencies, shelters for battered persons, and government agencies engaged in undercover operations.

Other business customers that do not fit the above requirements shall demonstrate to the Company a special need under criteria set forth below:

"Line blocking for business customers is available only for those business customers demonstrating a need. The demonstration of need is waived for law enforcement centers, programs for battered persons, and government agencies engaged in undercover operations. Other business customers wanting line blocking must demonstrate in writing that disclosure of the calling number could endanger the caller, other persons, or property. The Company will promptly notify the customer of its decision. A business customer who does not agree with the Company's decision may appeal in writing to the SDPUC.

- (2) Per Call blocking will be provided at no charge to residential and business customers and will be provided on any line where it is technically possible, excluding payphone lines.
- (3) The non-recurring charge will be \$10.00 per CLASS service order. One non-recurring charge covers all CLASS services purchased at one time. The non-recurring charge will be waived for new customers ordering CLASS services at the time of installation.
- (4) The Call Trace recording states that the customer should contact the telephone company or, if the call is life threatening, contact the police department. As soon as the information is released to the proper authorities, a one-time charge of \$1.40 per successful activation will be billed to the customer's account.

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GENERAL EXCHANGE SERVICES

CUSTOM CALLING FEATURES AND CLASS SERVICES (Continued)

- C. The Company will be offering free installation of CLASS services for ninety days after the effective date of service availability.
- D. Anonymous Call Rejection will be provided at no charge to all residential and business customers who have subscribed to the Caller Identification features.

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GENERAL EXCHANGE SERVICES

E. DEFINITIONS

- a. 3-Way Calling – Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.
- b. Consultation Hold – Gives a customer the ability to put an existing call on hold by dialing an access code.
- c. Call Transfer – Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.
- d. Call Forward Busy – Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.
- e. Call Forward No Answer – Allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of rings.

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GENERAL EXCHANGE SERVICES

E. DEFINITIONS (Continued)

- f. Combination Call Forward Busy/No Answer - Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy, as well as allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of rings.
- g. Call Waiting with Disable Feature - Allows a customer the option to cancel Call Waiting on a call-by-call basis. This can be done before you place the call or during a call (if you have Three-Way Calling service). Call Waiting and Cancel Call Waiting are packaged.
- h. Speed Dial 8 Number - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. 8 numbers may be coded.
- i. Speed Dial 30 Number - Enables a customer to place calls to other telephone numbers by dialing a code rather than the complete telephone number. 30 numbers may be coded.
- j. Continuous Redial - Automatically redials the telephone number of the last outgoing call. If the number you are redialing is busy, Continuous Redial service will alert you with a special ring when your line and the line you redialed are both idle.
- k. Call Trace - Allows the subscriber to initiate a trace on the last incoming call by dialing an activation code. The call is traced automatically, and the originating directory number and the time the call was made are forwarded to the telephone company. The subscriber must contact the telephone company to have the information released to the appropriate law enforcement agency.

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GENERAL EXCHANGE SERVICES

E. DEFINITIONS (Continued)

1. Screening Features – Allows a subscriber to edit one of his/her screening lists by responding to instructions from an Interactive Voice Response (IVR) unit. The screening lists are used for the Priority Call, Selective Call Rejection, and Selective Call Forwarding features. These features can be activated or deactivated using the Screening List Editing function.
 - Priority Call – Allows a subscriber to set up a list of telephone numbers from which calls will ring differently than other calls. The service alerts the subscriber to calls from numbers on the list by providing a distinctive ringing pattern or distinctive Call Waiting Terminating tone. The maximum size of the Priority Call list will vary by switch configuration.
 - Selective Call Forwarding – Allows a subscriber to create a list of "selected" telephone numbers that he wants to be forwarded to another number. Calls from telephone numbers on the list will be forwarded to the designated number. Calls from other numbers will not be forwarded. The size of the telephone number list will vary by switch configuration.
 - Selective Call Rejection – Allows a subscriber to create a list of telephone numbers from which he does not wish to receive calls. Calls from telephone numbers on the list are sent to an announcement that informs the caller he is not receiving calls at this time. The maximum size of the Selective Call Rejection list will vary by switch configuration.
- m. Caller ID – Number – Allows a customer to see who is calling before answering the phone. The caller's telephone number will be displayed on the caller ID display.
- n. Caller ID Name and Number – Allows a customer to see who is calling before answering the phone. The caller's name and telephone number will be displayed on the caller ID display.

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GENERAL EXCHANGE SERVICES

E. DEFINITIONS (Continued)

- o. Caller ID Blocking – Provides a permanent private indicator on a customer's line. Once the blocking is established on the customer's line, the private status cannot be deactivated by the customer. Federal, State and Local Law Enforcement Agencies, nonprofit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

The certification form identifies the customer who is to receive Blocking at no charge and acknowledges that if a line is equipped with Blocking, that the telephone number and name will not be delivered to subscribers of Caller ID, including poison control centers, hospitals, medical centers and others who might use Caller ID to provide assistance. 911 is not affected. Some subscribers of Caller ID Service may choose not to answer blocked calls.

- p. Last Call Return – An incoming call management feature that enables a subscriber to have call set-up performed automatically to the calling party of the last incoming call. This applies whether the incoming call was answered or unanswered. If the directory number of the last incoming call is not marked "private", the subscriber hears a voice announcement of the directory number, and is given the opportunity to re-call that number. If the directory number of the last incoming call is marked "private", it will not be voiced back.

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GENERAL EXCHANGE SERVICES

E. DEFINITIONS (Continued)

- q. Distinctive Ringing – Allows a subscriber to have multiple telephone numbers assigned to a single line and provides up to four distinctive ringing patterns (one is assigned to the main number and three are assigned to the dependent directory numbers).
- r. Hunt – Allows a subscriber to dial a directory number (called a hunt group pilot number) and have the call connected to the first idle member in a group of directory numbers (the multiline hunt group). Any member within a hunt group can be accessed directly by dialing the member's directory number.
- s. Circular Hunt – The system searches for the next idle member in the group. The hunt begins at the next member after the last one to receive a call. The hunt then progresses through all members in the hunt group in a programmed sequence. The hunt operation stops at the first idle member found. If all members are busy, the caller hears busy tone.
- t. Voice Mail – Offers subscribers the functionality of an enhanced telephone answering machine. When subscribers cannot be reached, for instance because of busy or no-answer conditions, calls are routed to the messaging machine, where callers are greeted with a personal message from the subscriber, and allowed to leave a recorded message. The subscriber can later listen to the message from any telephone.
- u. Additional Mailbox – An extension of Voice Mail is the Additional Mailbox. An Additional Mailbox provides private mailboxes for each additional user. In other words, each user can have the equivalent of their own private, password-protected, answering machine, which only they can access to retrieve messages.

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GENERAL EXCHANGE SERVICES

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 catalog.

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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BY: General Manager Groton, South Dakota 57445

GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS

1. 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 any 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.
5. 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 catalog.

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BY: General Manager Groton, South Dakota 57445

GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

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.
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.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

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.
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.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

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.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

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:
 - 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.

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GENERAL EXCHANGE SERVICES

EMERGENCY REPORTING TELEPHONE SERVICE

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

C. CONDITIONS (Continued)

13. (Continued)

- 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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BY: General Manager Groton, South Dakota 57445

GENERAL EXCHANGE SERVICES

900 AND 976 BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which 900 or 976 must be dialed.

B. RATES AND CHARGES

1. Blocking service for residence and business network access line customers is provided upon request without a recurring charge.
2. Service Order charges do not apply on requests to add blocking service if requested at the time service is initiated. If subsequent requests are made to change blocking status, a service charge will apply.

C. CONDITIONS

1. Blocking Service is offered only where central office facilities permit.
2. 900 Blocking Service is available only for blocking access to all 1+900 or 1+976 telephone numbers from a particular network access line, and not for blocking access to specific 900 or 976 telephone numbers.

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GENERAL EXCHANGE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. GENERAL

Integrated Services Digital Network is a digital service that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, video, image and facsimile at speeds up to 64 kbit/s per channel via a Basic Rate Service (BRS). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

B. DEFINITIONS

1. Basic Rate Service (BRS) – BRS consists of up to three distinct channels on one pair of wires; one or two B (Bearer) Channels and one D (Delta) Channel. BRS ISDN Service is available as flat rate service.
2. B (Bearer) Channel – The B Channel carries circuit-switched voice and/or data communications at speeds up to 64 kbit/s, from the customer's premises, over the loop facility, to the central office.
3. D (Delta) Channel – The D Channel carries signaling and/or packet data information, at speeds up to 16 kbit/s on BRS, from the customer's premises to the central office. The D Channel has both data and signaling functionality; it does not have voice capability.
4. Digital Subscriber Loop (DSL) – The ISDN BRS loop from the CO to the customer's premises.

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GENERAL EXCHANGE SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

C. TERMS AND CONDITIONS

1. The customer will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
2. BRS ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various optional features can be added. BRS ISDN Service does not offer B Channel packet service capabilities.
3. The rates and charges specified for BRS ISDN Service are applicable only to customers whose serving central office has been identified by the Company as having ISDN available.
4. An ISDN compatible terminal is a requirement for operation. It is the customer's responsibility to obtain and power such equipment. If a power failure occurs at the service location and the terminal equipment used by the customer does not have a battery backup, the equipment will not operate and contact with emergency services, such as 911, may not be possible. Providing ISDN service is contingent upon customers understanding that contact to 911 may be lost in the event of both power failure and battery failure. Analog devices cannot be used on an ISDN line to contact 911.
5. One primary directory listing will be furnished with ISDN service. Additional listings may be provided at the charges and in accordance with the regulations, terms, rates and conditions set forth in other sections of this catalog.

D. RATES AND CHARGES

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
1. Basic Rate Service including Standard Features and Functions		
a. Month-to-Month Flat Rate	\$99.00	\$67.50*

* Discounts may be offered when long term arrangements are contracted.

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BY: General Manager Groton, South Dakota 57445

GENERAL EXCHANGE SERVICES

CENTREX SERVICE

A. GENERAL

1. Centrex Service is a central office based service which consists of central office interface equipment and software located on the company premises. Customers are provided access to the general telecommunications network via Centrex Network Access. Physical connection to the customer and optional features are provided on a nonregulated basis. This service is offered subject to availability of facilities and applicable generic feature programs.
2. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this catalog.

B. RATES

1. Applicable rates for Centrex Network Access are contained in Part IV of this catalog.

C. CONDITIONS

1. One primary directory listing is furnished without charge for each Centrex system.
2. Customer request for temporary suspension, either full or partial, of Centrex Service is not permitted.
3. Centrex Service is not available on public pay telephone service, semi-public pay telephone service, or other shared services.
4. Connections from the customer premises to the central office must be provided by the Company.
5. Centrex Service may not be resold.

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GENERAL EXCHANGE SERVICES

CENTREX SERVICE (Continued)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
Month-to-Month flat station line, extension station line, non-blocked, each ⁽¹⁾⁽²⁾		
1 - 20 station lines	(1)	\$50.40 ⁽²⁾
21 - 50 station lines	(1)	\$49.50 ⁽²⁾
51 station lines and over	(1)	\$21.60 ⁽²⁾

Discounts may be offered when long term arrangements are contracted.

⁽¹⁾ - First station line installed	\$74.70
- Each additional station line installed on same order	\$16.20

⁽²⁾ In addition, the End User Common Line Charge applies to each Common Line facility.

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BY: General Manager Groton, South Dakota 57445

SERVICE CHARGES

A. GENERAL

1. Service charges apply to connect, move or change telephone service and facilities according to the components of work required.

B. CHARGES

	<u>Initial</u>
1. <u>Line Activation Charge</u>	
a. Line activation new or move, per line ⁽¹⁾	\$35.00
2. <u>Feature/CLASS Change Charge</u>	
a. Feature change charge, per line ⁽¹⁾⁽²⁾	\$10.00

⁽¹⁾ New line activation charge may be waived with Senior Management approval.

⁽²⁾ Feature change charge does NOT apply to features added to an existing NVC account.

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SERVICE CHARGES

C. CONDITIONS

1. Service Charges are in addition to the other applicable rates and charges located in other parts of this filed catalog.
2. When business, residence service, or pay telephone 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.
3. Service Charges apply for:
 - a. Establishing service.
 - b. Reconnections of service for nonpayment when a service order had been issued for due bill.
 - c. Move of service from one premise to another.
 - d. Number change made at the request of the customer.
 - e. Rearrangement or relocation of facilities at customers request.
4. Service Charges do not apply:
 - a. When any change is made and initiated by the Company.
 - b. For customer name change with no lapse in billing or change in service.
 - c. When central office access line service is re-established at a secondary location immediately following the rendering of the customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, the same telephone number may be used.

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BY: General Manager Groton, South Dakota 57445

LOW INCOME CONNECTION ASSISTANCE PROGRAM

A. LINK UP AMERICA SERVICE CONNECTION PROGRAM

1. The Link Up America Service Connection Program (Link Up) is a plan which assists qualified low income applicants with reduced service connection charges. The assistance applies for a single telephone line at the applicant's principal place of residence. A reduction of fifty percent of all service connection charges, or \$30.00, whichever is less, will be provided to qualified applicants.
2. The consumer shall receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Link Up assistance was provided previously.
3. Eligibility Requirements

To be eligible for assistance, an applicant must participate in one of the following:

- a. Medicaid (e.g. Title XIX/Medical, state supplemental assistance);
 - b. Food stamps
 - c. Supplemental Security Income (SSI);
 - d. Federal public housing assistance;
 - e. Low-Income Home Energy Assistance Program (LHEAP);
4. Application for Assistance

An applicant shall request telephone connection assistance through completion of a form provided by the Company.
 5. Charges and Deferred Payments
 - a. All tariffed service connection charges for installing basic residential telephone service, except security deposits, shall be reduced by 50% or \$30.00, whichever is less.
 - b. An applicant may defer payment of the service connection charges. Payment may be deferred up to 12 months with a payment schedule of 12 equal monthly payments. Interest will not be charged on deferred payments.

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CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

A. GENERAL

1. 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 as specified in this catalog.
2. If customer-premise equipment is used in violation of the provisions of this catalog, the Company will take such action as it deems necessary for the protection of the telecommunications network.
3. After notification by the Company of such violation, the customer shall discontinue such use and confirm in writing to the Company within ten days that such violation has ceased. Failure of the customer to conform to this requirement may result in suspension of service.
4. Customer-premise equipment will be directly connected in accordance with Part 68 of the FCC Rules and Regulations.
5. 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.

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CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

B. COMPANY RESPONSIBILITY-LIMITATIONS

1. The telecommunications network is not represented as being adapted to the use of 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 system.
2. 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.
3. The Company shall not be responsible to the customer if changes in criteria in this catalog or changes in any of the facilities or operations or procedures of the Company render any customer-premise equipment obsolete, or require modification or alteration of such equipment, or otherwise affect its use or performance. The Company reserves the right to change the standards of its equipment as the requirements of the telephone business may direct.

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CONNECTIONS WITH CUSTOMER-PREMISE EQUIPMENT

C. OBLIGATIONS OF THE CUSTOMER

1. The customers will at their expense:
 - a. Provide power to operate their equipment in conformity with Company specifications.
 - b. Maintain their equipment to assure proper operation within standards of the Company.
 - c. Replace or modify their equipment if requested by the Company if it becomes obsolete or incompatible because of changes in standards or operating procedures.
 - d. Disconnect equipment upon notification that it is causing or is likely to cause interference or hazard to the network or company personnel, or to other customers of the Company.
 - e. Pay a service check charge for visits to their premises when the service difficulty is caused by the customer-premise equipment as specified in Part VI, Service Check Charges.
 - f. It shall be the customers responsibility to modify any Customer Provided Equipment (CPE) to be compatible with multiparty Central Office Access Line service.

D. BASIS OF CONNECTION

Network connections may be made in accordance with General Rules and Regulations Part II, Network Connections.

E. NETWORK PROTECTION CRITERIA

To protect the network and services furnished to the public by the Company, the customer-premise equipment must comply with minimum network protection criteria which shall be prescribed by the Company, or Companies with which this Company connects.

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CONNECTIONS WITH CUSTOMER -PROVIDED EQUIPMENT

PUBLIC AND SEMI-PUBLIC SERVICE

PUBLIC ACCESS LINE SERVICE (PAL)

A. GENERAL

1. Public Access Line Service will apply for use with customer-provided coin-operated or noncoin-operated telephones at locations accessible to the public, e.g., stores, business places, including boarding or rooming houses and school or college buildings, where desired by the owner of the premises.
2. In exchanges where neither measuring or metering capabilities exist, service will be offered on a flat rate basis with no usage. A customer shall be required to convert to the measured/metered catalog when the Central Office is converted to accommodate measured/metered service, if requested to do so by the telephone company.
3. Directory listings may be provided under the regulations governing the furnishing of listings for business main line subscribers. However, listings (not indicating a business or profession) provided in connection with Public Access Line Service furnished at boarding or rooming houses or at other locations where the party desiring the additional listings resides, are furnished under the regulations covering the furnishing of listings in connection with residence main line service.

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CONNECTIONS WITH CUSTOMER -PROVIDED EQUIPMENT

PUBLIC AND SEMI-PUBLIC SERVICE

PUBLIC ACCESS LINE SERVICE (PAL) (Continued)

B. RESPONSIBILITY OF THE CUSTOMER

1. The customer shall be responsible for the installation, operation, and maintenance of any customer-provided coin-operated or noncoin-operated telephones used in connection with this service.
2. The customer shall be responsible for the payment of a Trouble Isolation Charge for visits by a Telephone Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided coin-operated or noncoin-operated telephones. The Owner of the pay station or responsible party will be contacted prior to sending an employee out to find the problem.
3. The customer shall be responsible for payment of charges for all toll messages originating from or accepted at this type of service.
4. Customer-provided coin-operated telephones and noncoin-operated telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind on FCC registered coupler and have the following operational characteristics:
 - a. Must be able to access the Telephone Company Operator at no charge and without using a coin.
 - b. Must be able to access 911 Emergency Service, where available, at no charge and without using a coin.
 - c. When access to long distance is provided, must be able to access all interexchange carriers.
 - d. Must comply with all applicable federal, state, and local laws and regulations concerning the use of these telephones by disabled persons.
 - e. The owner of a customer-owned pay station may restrict his pay phone to local only calls if he so chooses. That is, the owner may block the long distance call paid for by cash (1+).

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CONNECTIONS WITH CUSTOMER -PROVIDED EQUIPMENT

PUBLIC AND SEMI-PUBLIC SERVICE

PUBLIC ACCESS LINE SERVICE (PAL) (Continued)

B. RESPONSIBILITY OF THE CUSTOMER (Continued)

5. Each customer-owned pay telephone must prominently display the name of the owner of such instrument, the procedure for reporting service difficulties and obtaining customer refunds, and the percentage or range of percentages by which the cost of long distance service is increased to the user of such equipment.

C. VIOLATION OF REGULATIONS

1. Where any customer-provided coin-operated or noncoin-operated telephone is in violation of this Catalog, the Telephone Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Telephone Company employees.
2. The customer shall discontinue use of the customer-provided coin-operated or noncoin-operated telephone or correct the violation and notify the Telephone Company in writing within 5 days after receipt of such notice that the violation has been corrected.
3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this catalog.

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CONNECTIONS WITH CUSTOMER –PROVIDED EQUIPMENT

PUBLIC AND SEMI-PUBLIC SERVICE

PUBLIC ACCESS LINE SERVICE (PAL) (Continued)

D. RATES

1. Service Charges apply in addition to other charges specified for Public Access Line Service.
2. The "local message" from Public Access Line Service served by a given exchange is a completed local call, originating at such service and terminating at any service which may be called, without toll charge, from all other service served by the exchange concerned.
3. The subscriber to Public Access Line Service may charge users of their telephones for call to Directory Assistance.

E. COIN SUPERVISION SERVICE

The Telephone Company will provide Coin Supervision Service in conjunction with PAL Service to Payphone Service Providers (PSPs) who order local exchange service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchange service lines requires central office coin supervision capability. The local exchange service lines used for the provision of pay telephone service are obtained from and subject to the terms and conditions under the Telephone Company's general and/or local catalogs.

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CONNECTIONS WITH CUSTOMER -PROVIDED EQUIPMENT

PUBLIC AND SEMI-PUBLIC SERVICE

PUBLIC ACCESS LINE SERVICE (PAL) (Continued)

MONTHLY RATES

<u>Rate</u> <u>Group</u>	<u>Public Access Line Service</u>
All	\$32.00
<u>COIN SUPERVISION SERVICE</u>	
Per Line Equipped	<u>Monthly Recurring Charge</u> \$ 2.21

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DIRECT INWARD DIALING

A. DESCRIPTION

DID Service, and the numbers associated with it, is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX (Private Branch Exchange) station directly without an attendant's assistance.

B. REGULATIONS

1. Direct Inward Dialing (DID) services will be provided as facilities permit.
2. Specially computed charges based upon the costs incurred may apply where the Company must add facilities to provided DID service to meet customer(s) needs where in the judgement of the Company, it would not otherwise be economical to provide such facilities.
3. The charges applicable to Direct Inward Dialing services contemplate the use of standard Telephone Company equipment and serving arrangements. When equipment or service of a special type is requested and provided, rates and charges based on the additional costs involved to meet the requirements of each case will apply.
4. Direct Inward Dialing will be provided only on central office trunks arranged for inward service.
5. One primary directory listing will be furnished with Direct Inward Dialing Service. Additional listings of departments, locations, titles and individuals may be provided at the charges and in accordance with the regulations set forth in this catalog.
6. The rates and charges specified are in addition to the rates and charges for other services or facilities with which this service is associated.
7. The Telephone Company will assign station numbers for Direct Inward Dialing in blocks of 20 numbers. When additional station numbers are required, they will be made available as soon as the Telephone Company has equipment available for this purpose. The Telephone Company does not guarantee that station numbers will be made available in all cases.

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DIRECT INWARD DIALING

B. REGULATIONS (Continued)

8. Subscribers to Direct Inward Dialing shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.

Existing subscribers are grandfathered (that is, allowed to retain existing service, which service quantities may not be expanded). At such time as existing subscribers to this service discontinue this service, the grandfathering provision no longer applies; i.e., any new DID services ordered are subject to then current rules.

C. RATES AND CHARGES

The rates and charges specified for DID Service are in addition to rates and charges for other services or facilities with which this service is associated.

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
1. DID Service		
a. DID Trunk, each ⁽¹⁾	\$45.00	\$31.50
2. DID Telephone Numbers		
a. Nonsequential telephone number, each	0.90	0.14
b. DID block of 20 sequential telephone numbers, per block	18.00	2.70

⁽¹⁾ In addition, a PBX or DSS trunk is required.

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ADSL SERVICES

	<u>Monthly Rate</u>
BUSINESS RATES	
- 256kbs	\$ 94.95
- 512kbs	149.95
- 768kbs	179.95
- 1500kbs	259.95

All Business ADSL services include 5 E-mail addresses.

RESIDENTIAL RATES

- 256kbs	\$ 54.95
- 512kbs	69.95

All Residential ADSL services include 2 E-mail addresses.

Business and Residential ADSL services include COMPLETE installation, NVC NET, as well as DUAL LINE FUNCTIONALITY.

All ADSL services are subject to a \$200 termination penalty if services are terminated in less than 24 months.

ISSUED: December 27, 1999 **EFFECTIVE:** January 1, 2000

BY: General Manager Groton, South Dakota 57445

WOWNet (without wire high speed Internet)

	<u>Monthly Rate</u>
BUSINESS RATES	
- 256kbs	\$119.95
- 768kbs	209.95
- 1500kbs	349.95

All Business WOWNet services include 5 E-mail addresses.

Installation Charge..... \$495.00 one time charge

RESIDENTIAL RATES

- 128kbs	\$ 45.95
- 256kbs	65.95

All Residential WOWNet services include 2 E-mail addresses.

Installation Charge..... \$285.00 one time charge

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