

Great Lakes Communication Corp.

Telephone Tariff

Local Services Rules and Regulations

**Filed With
Iowa Utilities Board**

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Replacement tariff - supercedes local service tariff on file prior to the effective date of this tariff.

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EXPLANATION OF SYMBOLS

- (C) Change in regulation or condition, which affects a rate or charge
- (D) Discontinued regulation, condition, rate, or charge
- (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
- (Z) Correction
- (NA) Not available at this time

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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 Great Lakes Communication Corp. hereinafter referred to as the Company. Customers who fail to observe these Rules and Regulations of the Company, after due notice of such failure, may have their service discontinued, per Iowa Utility Board (Board) rules.
- b. The Company provides intrastate services and facilities to businesses and residences in Lake Park, Iowa and Milford, Iowa.
- c. This tariff is being filed pursuant to the Board's Order of May 27, 2005.
- d. Nothing in this tariff shall restrict the company's right to offer lines or services to governmental and business entities by special contract.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain suitable facilities and rights for such facilities. This provision is intended to be consistent with and shall be construed to comply with the Board's Order of May 27, 2005 in TCU-05-6 and Iowa Code Section 476.29(5).

2. Allowance for Failure of Service

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

3. Adjustment of Charges

- a. In the adjustment of charges for over billing 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 over billing cannot be fixed from available records, the maximum refund will not exceed an estimated amount equal to such over billing for a five-year period.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (cont'd.)

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.
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 roles, regulations, and conditions specified in this tariff.
6. Use of Connecting Company Lines
 - a. Facilities of other companies may be used in establishing connections to points not reached by this Company's lines.
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 customer's property resulting from the existence of the Company's instruments, apparatus, and associated wiring on such property, or from 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.

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment
 - a. Customer premises equipment may be connected to facilities of the Company in accordance with Part 68 of the FCC Rules and Regulations.

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GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (cont'd.)

2. Unauthorized Attachments or Connections
 - a. In case any unauthorized attachment or connections are 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.
Customer premises equipment not connected in accordance with Part 68 of the FCC Rules and Regulations shall be considered an unauthorized attachment or connection.
3. Use of Customer Service
 - a. Customer telephone service is furnished only for use by the customer, his/her 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.

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 nonrecurring charges and service charges (if any) may be required in advance. Any change in rates, rules, or regulations shall act as a modification of the application/contract to that extent, without further notice.
 - b. Requests from customers for additional service may be made orally. No advance payment will be required. A move from one geographic location to another (outside move) within the same exchange will not terminate the contract. Orders for such moves may be made orally.
 - c. "Minimum contract periods" and "termination of service" are covered elsewhere in Part II of this tariff.

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GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd.)

2. Telephone Numbers
 - a. The customer may change local service providers without changing telephone numbers and with as little loss of functionality as is feasible using available technology. The customer does not have 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. For customers who 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 sixty (60) days or until the issuance of a new directory. No new number information shall be provided if the customer so requests.
3. Alterations
 - a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him/her necessitate changes in the Company's facilities; the customer agrees to pay the Company's charges for such changes.
4. Payment for Service
 - a. The customer is required to pay all rates and charges for exchange services and facilities.
5. Maintenance and Repairs
 - a. All expenses associated with 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 unless due to an act of God. Customers may not rearrange, disconnect, or remove, or permit others to rearrange, disconnect, or remove, any Company-owned facility installed by the Company unless provided elsewhere in this tariff.
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.

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GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd.)

7. Service Interruption

a. When facilities in a given area are interrupted, service to existing customers shall be reestablished 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, 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 specially 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) Category 6 - All Other Facilities Not Covered Above.

E. TELEPHONE DIRECTORIES

1. Directory Listings

- a. Directory listings remain the property of the Company and are not to be reproduced without the permission of the Company.
- b. The Company will provide its Directory listings to the incumbent local exchange carrier (ILEC) for inclusion with the ILEC's listings in its Directory.

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GENERAL RULES AND REGULATIONS

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. Applicants for telephone service who are required to make a deposit may be required to pay the service connection, installation and/or construction charges in advance of installation. In order to insure the payment of all charges due for its service, the Company may require a customer to establish credit in one of the following ways:
 - (1) By furnishing credit references acceptable to the Company.
 - (2) By means of a cash deposit.
2. Amount of Deposits
 - a. The amount of deposit required shall not be more than the maximum charge for two months' local exchange service plus two months' estimated regulated toll service or as may reasonably be required by the Company in cases involving service for short periods or special occasions. The Company may require the customer to increase the amount of the deposit at any time if the charges billed against the customer are found to warrant such an increase per Board rules.

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GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (cont'd.)

3. Deposits and Collection Practices
 - a. A deposit may be made at any Company business office or authorized agent.
 - b. The Company will maintain records that show the name, 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 the law.
 - c. 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.
 - d. 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 does the fact that a deposit has been made constitute a waiver or modification of the regular practices of the Company. The Company may discontinue service to any customer failing to pay current bills regardless of the fact that such customer has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing for such bills.
4. Interest to be Paid on Deposits
 - a. Interest compounded annually shall be 5% per annum.
5. Reserved
6. Service Charge for Reconnection
 - a. Where service has been discontinued for failure to establish or maintain credit, as set forth in F.1, the applicable service charges shall apply.
7. Deposit Refunds
 - a. The deposit shall be refunded or credited to the customer after not more than twelve (12) consecutive months of prompt payment, or eleven (11) timely payments and one automatic forgiveness of late payment, unless the Company has documented information which indicates the deposit is necessary to insure payment.
8. Criteria for Procurement of Deposits
 - a. Unknown credit.
 - b. False credit information.
 - c. Unsatisfactory credit history.

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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/herself, members of his/her household, or his/her guests, or parties calling him/her, 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.
 - 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 churches where business listings are not provided.
 - c. In private apartments of hotels, rooming houses, 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 fewer than five rooms for roomers or which furnish meals to fewer than ten boarders, provided business listings are not furnished.
 - d. In the place of residence of a clergyman or nurse, and in the residence of a physician, surgeon or other medical practitioner, dentist, or veterinarian provided the customer does not maintain an office in the residence.
 - e. In college fraternity or sorority houses where individual access line service is provided.

H. CONSTRUCTION AND INSTALLATION CHARGES

1. General
 - a. All rates, charges, and initial service periods specified elsewhere contemplate the provision of telephone service and facilities to the extent available or to the extent that such items can be made available without incurring disproportionately high costs or risks. Provisioning will occur (except in the case of foreign central office or foreign area service) for any related exchange telephone service from the central office normally serving the premises involved. This paragraph is intended to be consistent with and shall be construed to comply with the Board's Order of May 27, 2005, in TRU-05-6 and Iowa Code Section 476.29(5).

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H. CONSTRUCTION AND INSTALLATION CHARGES (cont'd.)

1. General (cont'd.)

b. Special charges in the form of installation charges, monthly rates, or both, are applied in addition to the usual service charges and monthly rates when the nature of the service is sporadic or occasional. Examples include:

- (1) The facilities are provided in remote or undeveloped areas.
- (2) Conditions require unusual methods of plant construction, installation or maintenance.

(3) The customer's location requires the use of costly private rights-of-way.

(4) The establishment of services may be of a speculative or temporary nature.

This paragraph is intended to be consistent with and shall be construed to comply with the Board's Order of May 27, 2005 in TCU-05-6 and Iowa Code Section 476.29(5).

c. Title to all construction, as specified in H.2 below, provided wholly or partly, at a customer's expense, is vested in the Company.

d. "Cost" is defined as labor and materials, including loaded overheads, and may include contribution to cover the cost of doing business not explicitly associated with direct cost.

2. Special Types of Construction

a. If a special type of construction is desired by a customer, or if unusual requirements of a customer make the installation cost 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 typical average cost of construction.

I. MINIMUM CONTRACT PERIODS

1. Minimum Contract Period

a. Except as specified elsewhere in this tariff, the minimum contract period is one month from the date service, or an addition to service, is established. The minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.

b. The Company may require a contract period longer than one month at the same location when unusual construction is necessary to meet special demands that involve extra costs.

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J. DISCONNECTION OR REFUSAL OF SERVICE

1. By the Company without Notice
 - a. The Company may disconnect or refuse the service without notice:
 - (1) In the event a condition on the customer's premises is determined by the Company to be hazardous.
 - (2) In the event a customer's use adversely affects the Company's facilities or the Company's service to others, including, but not limited to, impersonation of another with fraudulent intent.
 - (3) In the event a customer tampers with facilities furnished and owned by the Company.
 - (4) In the event of unauthorized use.
2. By the Company after Prior Written Notice
 - a. In addition to the reasons set forth in subparagraph a. above, the Company may disconnect or refuse service after providing at least five days' or, in the case of deposits, 12 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) Use of foul or profane language.
 - (3) Nonpayment of bills for local or miscellaneous services, consistent with the Board rules.
 - (4) Failure of the customer or prospective customer to furnish permits or certificates of rights-of-way specified to be furnished in the Company's rules filed with the Board as conditions for obtaining service, or the termination of those permissions or rights, or for the failure of the customer or a prospective customer to fulfill the contractual obligations imposed upon him/her as conditions of obtaining service by a contract.
 - (5) Failure of the customer to permit the Company reasonable access to its facilities.
 - (6) Any other violation of the Company's rules and regulations on file with the Board, the requirements of municipal ordinances, or laws pertaining to the service.
 - (7) 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. Despite the prior written notice provisions, as contained in these rules, disconnection may take place prior to the expiration of the notice period if the Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.
 - c. Only one written notice will be provided to the customer if multiple violations occur under subparagraph a. above.

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GENERAL RULES AND REGULATIONS

J. DISCONNECTION OR REFUSAL OF SERVICE (cont'd.)

2. By the Company after Prior Written Notice (cont'd.)

d. The notice of pending disconnection required by these rules shall be a written notice setting forth all reasons for the notice and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for the service. The final date shall be not less than five days after the notice is rendered or, in the case of deposits, 12 days. The notice will include a toll-free or collect number where a customer can obtain additional information.

e. Where written notice is required, the Company will not disconnect service on the day preceding or day on which the utility's local business office or local authorized agent is closed. On any other day, the Company will not disconnect service after 2:00 p.m. unless the Company is prepared to reconnect service on the same day.

3. Disputes

a. In the event of a dispute concerning a bill, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using the Company's complaint procedures, shall continue. The Company will not disconnect service for nonpayment of the disputed amount for a period of not less than 45 days after the rendering of the disputed bill.

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J. DISCONNECTION OR REFUSAL OF SERVICE (cont'd.)

4. Emergency Medical Conditions

a. Notwithstanding any other provision of these rules, the Company shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of 30 days, for 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. Indicators of an especial danger to health include, but are not limited to: age; infirmity; mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstance which may indicate a severe or hazardous health situation. The customer must produce verification from a physician, a public health official, or a social services official, including the name of the person endangered, and a statement that the person is a resident of the premises in question.. 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 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. If the service has been disconnected within fourteen days prior to verification of illness for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provision. If the customer does not make payment during the thirty day period, the service is then subject to disconnection.

5. At Customer's Request

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

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K. PAYMENT FOR SERVICE AND FACILITIES

1. General
 - a. Generally all customers shall pay for services and facilities monthly, in advance, and shall pay for nonrecurring charges in arrears.
 - b. Billing to customers shall be scheduled monthly.
 - c. All bills for local or miscellaneous services are due not less than 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 reasons the service received deviates by more than 24 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 judgement of the Company, special toll bills may be rendered.
 - f. Failure to receive a bill does not relieve the customer of the responsibility for making payment.
2. Disconnection of Service by the Company
 - a. In the event of failure by the customer or those responsible to pay any bill on or before the due date, the Company may discontinue local, long distance, or miscellaneous services.
3. Service Charge for Reconnection
 - a. Where service has been discontinued for nonpayment of a bill due, applicable service charges, shall apply.
 - b. Where service has been discontinued for the nonpayment of a bill due, the customer may be required to reestablish credit, as defined in the Establishment and Maintenance of Credit section of this tariff.
 - c. The maximum payment for service restoration shall be the total past due amount, applicable nonrecurring charges, and, if appropriate, an Advance Payment and/or Deposit, as specified elsewhere in this tariff.
4. Returned Check Charge
 - a. A service charge will be charged on all returned checks.
5. Late Payment Charge
 - a. A late payment charge of 1.5% per month shall be applied to the past-due amount. The charge applies to all past-due amounts billed and remaining at the time the next bill is prepared.

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GENERAL RULES AND REGULATIONS

L. TAXES OR FEES TO BE BILLED TO CUSTOMERS

1. General

a. The Company may allocate any fee required by a municipality or political subdivision as, or in lieu of, compensation for the use of streets or rights-of-ways, or may allocate any fee as a charge to be billed to telephone customers within the municipality or political subdivision imposing such fee or charge. Such fees will be allocated to each customer within the municipality or political subdivision in a uniform manner on each customer's monthly bill.

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 FCC Rules.

c. Direct electrical connections at the protector or bypassing The Standard Network Interface shall constitute a violation of this Company's filed tariffs and the service may be disconnected in accordance with its filed Rules and Regulations.

N. CUSTOMER COMPLAINTS

1. General

a. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person, or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.

b. The customer may at any point during resolution of the complaint seek review by a Company Supervisor or Manager.

c. Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Iowa Utilities Board, to the extent the Board has jurisdiction, located at 350 Maple Street, Des Moines, Iowa 50319-0069 or toll free at 1-877-565-4450.

ISSUED: January 24, 2006

EFFECTIVE: February 24, 2006

BY: Steve Oleson, CEO
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