

**KNOLOGY OF THE PLAINS, INC  
TELEPHONE TARIFF NO. 1**

**Filed April 18, 2008  
with the Iowa Utilities Board**

**CHECK SHEET**

The sheets of this tariff are effective as of the date shown at the bottom of the respective sheets. Original and revised sheets as named below comprise all changes from the original tariff that are currently in effect as of the date at the bottom of this sheet.

<b><u>SHEET REVISION NUMBER</u></b>		<b><u>SHEET REVISION NUMBER</u></b>		<b><u>SHEET REVISION NUMBER</u></b>	
1	Original	24	Original	46	Original
2	Original	25	Original	47	Original
4	Original	26	Original	48	Original
5	Original	27	Original	49	Original
6	Original	28	Original	50	Original
7	Original	29	Original	51	Original
8	Original	30	Original	52	Original
9	Original	31	Original	53	Original
10	Original	32	Original	54	Original
11	Original	33	Original	55	Original
12	Original	34	Original		
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18	Original	40	Original		
19	Original	41	Original		
20	Original	42	Original		
21	Original	43	Original		
22	Original	44	Original		
23	Original	45	Original		

\*Indicates new or revised  
sheet submitted with this filing.

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

Qwest Corporation  
MCI Telecommunications Corporation  
AT&T Communications of the Midwest, Inc.  
Sprint Communications Company, L.P.  
Wiltel, Inc.

**OTHER PARTICIPATING CARRIERS**

None

### **TARIFF FORMAT**

Sheet Numbering. Sheet numbers appear in the upper right hand corner of the sheets. Sheets are numbered sequentially. From time to time new sheets may be added to the tariff. When a new sheet is added between existing sheets, a decimal is added to the preceding sheet number. For example, a new sheet added between sheets 5 and 6 would be numbered 5.1.

Sheet Revision Numbers. Revision numbers also appear in the upper right corner of sheets. These numbers are used to determine the most current sheet version on file with the Board. For example, the 4th Revised Sheet No. 14 cancels the 3rd Revised Sheet No. 14.

Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level, as shown by the following example:

2  
2.1  
2.1.1  
2.1.1.A  
2.1.1.A.1  
2.1.1.A.1.(a)  
2.1.1.A.1.(a).I  
2.1.1.A.1.(a).I.(i)  
2.1.1.A.1.(a).I.(i).(1)

Check Sheets. When a tariff filing is made with the Board, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross-reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current one on file with the Board.

Explanation of Symbols. When changes are made in any tariff sheet, a revised sheet will be issued replacing the tariff sheet affected. Changes will be identified on the revised sheet through the use of the following symbols:

- (C) - Identifies a changed regulation.
- (D) - Identifies a discontinued rate or regulation.
- (I) - Identifies an increase in rate.
- (N) - Identifies a new rate or regulation.
- (R) - Identifies a reduction in rate.
- (T) - Identifies a change in text only.

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0.1 Application

This tariff contains the rates and regulations applicable to regulated local services provided by Knology between and among points within the state of Iowa.

0.2 Scope

Knology services are provided in Iowa subject to the availability of facilities and subject to the terms and conditions of this tariff. All services within the jurisdiction of the Board provided by Knology between and among points in Iowa are governed by this tariff.

0.3 Interconnection with Other Carriers

Service provided by Knology may be connected with services or facilities of other carriers or may be provided over facilities provided by carriers other than Knology. However, service provided by Knology is not a part of a joint undertaking with any other carrier providing telecommunications channels, facilities, or services.

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1.0 Explanation of Terms and Abbreviations

1.1 Definitions of Terms

Advanced In-Only Trunk with DID and Hunting

In only trunk with Direct-Inward-Dialing (DID) feature. Requires a DID trunk circuit termination.

Advanced Out-Only Trunk with Answer Supervision

Out-only trunk with supervision feature. This feature passes answer back signaling from the central office switch to the customer's PBX when a PBX call has been either completed or answered.

Basic Two-Way

Trunk which allows traffic originating in the PBX to be transmitted to the central office switch.

Basic Out-Only

One-way trunk which only allows traffic originating in the PBX to be transmitted to the central switch.

Board

The Iowa Utilities Board.

Calls

Telephone messages completed by Customers.

Central Office

A facility that provides service to the general public and has the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and trunks or trunks only.

Charges

Monthly recurring and nonrecurring amounts billed to Customers for services.

Customer

Any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity responsible by law for payment of rates and charges and for compliance with the regulations of Knology.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Customer Class

Business: Central Office access line service furnished to customer where obvious use is of a business, professional or occupational nature.

Residential: Telecommunication service furnished to customer when its use is for domestic purposes.

Customer Contract

A written agreement between the Customer and Knology containing or referring to the rates and regulations applicable to the service being provided.

Customer Premises Equipment

All terminal equipment normally used on the Customer's premises. This equipment may be Customer-owned, or may be owned by Knology or another supplier and leased to the Customer.

Delinquent or Delinquency

An account for which an uncontested bill or payment agreement for regulated services has not been paid in full on or before the last day for timely payment. This term may also apply to a contested bill for which the Board finds the Customer's complaint to be without merit.

Depositor

The Customer from whom a deposit is received.

DID

(Direct Inward Dialing) is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

Disconnect or Disconnection

The disabling of circuitry to prevent outgoing and/or incoming calls.

Due Date

The last day for payment of a bill without unpaid amounts being considered delinquent or subject to additional collection efforts. The due date may be designated by "due by," "pay by," "if paid by," or other such language on the Customer's bill.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Exchange

A unit established for the administration of local communication services.

Exchange Service

A local communications service furnished by means of local exchange plant and facilities.

Extended Area Service or EAS

Telephone service, offered at a flat local rate, between customers located within an exchange area and all customers in an additional exchange area or areas.

Individual Case Basis

The application of a rate, charge, or condition of the tariff as determined by individual circumstances.

Inside Station Wiring or Inside Wiring

Wiring on the premises beyond the demarcation point.

IntraLATA Service

The completion of calls between points within the boundaries of a Local Access Transportation Area.

Interexchange Service

The provision of intrastate telecommunications services and facilities between local exchanges, excluding EAS.

InterLATA Service

The completion of calls between Local Access Transportation Areas.

Knology

Knology is Knology of the Plains, Inc.

Local Access Transportation Area or LATA

A geographic area within which Bell Operating Companies are permitted to offer interexchange service. These areas were established as a result of the break-up of the former Bell System.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Local Exchange Utility or Local Utility

A telephone utility that provides local service under a tariff filed with the Board. The utility may also provide other services and facilities.

Local Service

Telephone service furnished between points located within an area where there is no toll charge.

Message

A telephone call made by a Customer.

Month

For billing purposes, a month is considered to have thirty (30) days.

Public Safety Answering Point

A communications facility operated on a twenty-four (24) hour basis and serving participating jurisdictions that initially receives 911 calls and either directly dispatches emergency response services or relays the calls to the appropriate public safety agency.

Rates

The usage amounts billed to customers for regulated services and/or equipment.

Re-routing of Numbers

Provides the option of re-directing telephone numbers from one T1 facility to another or from other local lines to the T1 facility. Typically utilized with DID trunking service.

Signaling

Represents the type of signaling format utilized to maintain a T1 level digital transmission from the Central Office to the customer premise. Signaling options include: AMI, ESF, SF, B8ZF.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Suspend or Suspension

To disconnect or impair a service temporarily in order to disable either outgoing or incoming calls or both.

Dynamic Local T1

Includes In-Only Trunk with DID and Hunting, Out-Only Trunk with Answer Supervision or Two-Way Trunk with DID, Hunting and Answer Supervision.

Timely Payment

A payment of the Customer's account made on or before the due date shown on a current bill for rates and charges or by an agreement between the Customer and Knology for a series of partial payments to settle a delinquent account.

10XXX Access

A dialing method that enables a Customer to reach the long distance carrier of the Customer's choice even if the Customer is not a regular customer of that long distance carrier. For example, to reach AT&T Communications of the Midwest, Inc., the Customer dials "10288."

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.2 Explanation of Acronyms and Trade Names

BOC = Bell Operating Company

DA = Directory Assistance

EAS = Extended Area Service

NPA = Numbering Plan Area, more commonly known as Area Code

SNI = Standard Network Interface

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2.0 General Rules and Regulations

2.1 Undertaking of Knology

2.1.1 General

Pursuant to this tariff, Knology undertakes to provide within the service area described in Section 5.0, the regulated intrastate intraLATA interexchange services and the local services described in Section 3.0.

2.1.2 Limitations

(A) Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff in compliance with limitations set forth in the Board's rules. Knology reserves the right to refuse or discontinue service in cases where a customer's use of the service would interfere with or degrade service to other Knology customers.

(B) Knology reserves the right to discontinue service when the Customer is using the service in violation of the provisions of this tariff, signed contract, or the law, with notice as required by the rules of the Board.

(C) Knology does not undertake to transmit messages, but offers the use of its facilities, when available, for that purpose.

2.2 Use

2.2.1 Lawful Purpose

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service.

2.0 General Rules and Regulations (cont'd)

2.2 Use (cont'd)

2.2.2 Use of Service for Unlawful and/or Fraudulent Purposes

Knology services are provided subject to the condition that they will not be used for any unlawful and/or fraudulent purpose. Services will not be furnished if any law enforcement agency, acting within its jurisdiction, advises Knology that such services are being used or are likely to be used in violation of the law and/or in a fraudulent manner. If Knology receives other evidence giving reasonable cause to believe that such services are being used or are likely to be used for unlawful and/or fraudulent purposes, it may either discontinue or deny the services and/or refer the matter to the appropriate law enforcement agency in accordance with law and/or Board rules.

2.2.3 Unauthorized Use

Any individual who uses or receives Knology services other than under the provisions of an accepted application for service and a current Customer relationship shall be liable for the appropriate rates and charges for the service received and for Knology costs of investigation and collection.

2.2.4 Recording Devices

Knology services are not designed for the use of recording devices, and customers who use such devices to record two-way telephone conversations do so at their own risk.

2.2.5 Use of Service Mark

No Customer shall use any service mark or trademark of Knology or refer to Knology in connection with any product, equipment promotion, or publication of the Customer without the prior written consent of Knology.

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2.0 General Rules and Regulations (cont'd)

2.3 Liability

Except for granting credit allowances for interruptions of service as provided in the last paragraph of this section, Knology shall not be liable for any claim or loss, expense or damage, for any failure of performance due to failure or malfunction of Customer-supplied equipment, acts of God, storms, fires, floods or other catastrophes, power failure, natural emergencies, insurrections, riots or wars, or any law, order, regulation, or other action of any governmental authority or agency thereof.

Knology shall not be liable for, and shall be fully indemnified and held harmless by, Customers against any claim or loss, expense or damage, for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, service mark, or proprietary or creative right, or any other injury to any person, property, or entity arising out of the material, data, or information transmitted.

No agent or employee of any other carrier shall be deemed to be an agent or employee of Knology.

Knology=s liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call.

Knology shall not be liable for damages arising out of the use of Knology services for the transmission of anything other than voice grade service.

Knology will provide a customer=s correct name and telephone number to a calling party either upon request to or interception by Knology in the event there is an error or omission in the customer=s directory listing. Knology=s liability for any errors or omissions in any directory listings is limited to the charges made for the listing itself. Knology shall not be liable to Customers or others for any incidental, indirect, special or consequential damages of any kind, including loss of use, loss of business, or loss of profit, arising from errors or omissions in directory listings.

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## 2.0 General Rules and Regulations (cont'd)

### 2.3 Liability (cont'd)

Notwithstanding anything to the contrary in this section, if Knology service is interrupted and remains out of service for more than twenty-four (24) hours after the earlier of being reported to Knology or being found by Knology to be out of order, and if the interruption is not the result of a negligent or willful act by the Customer, a malfunction of Customer-owned equipment, Knology inability to gain access to the Customer's premises, or causes beyond Knology's control as described in the first paragraph of this section, Knology will make appropriate adjustments. Such adjustments, in the form of direct payments or bill credits, will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report to Knology, or discovery by Knology, of the interruption.

### 2.4 Equipment

#### 2.4.1 Inspection, Testing, and Adjustment

Knology may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this tariff are being complied with in the installation, operation, or maintenance of the Customer's equipment. Knology may interrupt the service at any time, without penalty to itself, unless interruption exceeds twenty-four (24) hours.

#### 2.4.2 Interference and Hazard

The operating characteristics of Customer premises equipment or communications systems connected to Knology services must not interfere with, or impair, any of the services offered by Knology. Additionally, connected Customer premises equipment must not endanger the safety of Knology's employees or the public, damage or interfere with the proper functioning of Knology equipment, or otherwise injure the public in its use of Knology services.

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2.0 General Rules and Regulations (cont'd)

2.4 Equipment (cont'd)

2.4.3 Maintenance and Repair

2.4.3.A Customer Liability

The Customer shall be responsible for damages to Knology facilities used in the provision of regulated services caused by the negligence or willful act of the Customer or those using Knology service through the Customer. The Customer may not physically modify or intrude upon, rearrange, disconnect, remove, or attempt to repair any of Knology facilities except upon written consent of Knology.

2.4.3.B Leased or Owned Facilities

The Customer's obligation to Knology is the same whether the facilities involved are Knology facilities or are facilities leased by Knology from another party. If Knology incurs expenses due to the Customer's actions that result in damage or impairment of Knology owned or leased facilities, Knology will pass on to the Customer any and all expenses to repair Knology facilities or that the owner imposes on Knology for leased facilities.

2.5 Contract for Service

Service is installed upon contractual agreement between a Customer and Knology. The contractual agreement specifies the terms and conditions of service not covered by this tariff. The contract does not alter the obligations of Knology to Customers as described in this tariff.

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2.0 General Rules and Regulations (cont'd)

2.6 Application for Service

2.6.1 Information Required

When applying for service, each prospective Customer will be required to furnish Knology with the following information:

- (A) The name of the party who will be responsible for payment for the service provided.
- (B) The address or addresses or exact location of the premises where service is to be provided and billed.
- (C) Any information required to make a proper determination of appropriate creditworthiness.

2.6.2 Initiation of Service

Service shall be deemed to be initiated upon the service activation date specified in the Customer contract.

2.7 Deposits

2.7.1 Deposit Requirements

Knology may require from any Customer or prospective Customer a deposit to be held as a guarantee for the payment of charges. Any applicant who is either not a previous Customer having an established prompt payment record or whose credit record is not satisfactory may be required to pay a deposit. In its calculation of a Customer's creditworthiness, Knology will use trading banking references, credit reports, and any other information pertinent to a Customer's credit. Any deposit required shall be confirmed in writing to the Customer not later than the time of the next billing. Such confirmation shall, in separate columns, itemize deposits for abnormal toll usage and regulated services and identify deposits for other services, and shall state that no deposit other than for toll and regulated services is required to obtain basic local service.

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2.0 General Rules and Regulations (cont'd)

2.7 Deposits (cont=d)

2.7.2 Amount of Deposit

The amount of the deposit for Local Exchange Service shall not be more than the maximum charge of two (2) months of local exchange service. A deposit will also be determined on long distance usage. The amount of deposit may exceed this total when services are provided for shorter periods of time or special occasions.

2.7.3 New or Additional Deposit

A new or additional deposit may be required to cover the amount provided in Section 2.7.2 above when a deposit has been refunded or is found to be inadequate by virtue of abnormal toll usage or nonpayment. Written notice shall be mailed advising the Customer of any new or additional deposit requirement, and the Customer shall have twelve (12) calendar days from the date of mailing to comply. The new or additional deposit is payable at the address specified in Section 2.7.4.

2.7.4 Handling of Deposits

Deposits shall be sent or delivered to: Knology, 5100 S Broadband Lane, Sioux Falls, SD 57108. Knology will maintain records that show the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

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2.0 General Rules and Regulations (cont'd)

2.7 Deposits (cont'd)

2.7.5 Receipts

A receipt of deposit will be furnished to each Customer from whom a deposit is received. Upon request, duplicate receipts will be provided to Customers who have lost their receipts if the deposits are substantiated by Knology records.

2.7.6 Customer Obligations

The existence of a deposit in no way relieves the Customer of the obligation to comply with Knology regulations for the prompt payment of bills.

2.7.7 Refund

The deposit shall be refunded or credited to the Customer after not more than twelve (12) consecutive months of prompt payment (which may be eleven (11) timely payments and one automatic forgiveness of late payment). The account shall be reviewed after twelve (12) months of service, and if the deposit is retained, it shall again be reviewed at the end of Knology's accounting year or on the anniversary date of the account.

2.0 General Rules and Regulations (cont'd)

2.8 Billing

2.8.1 Monthly Billing

Bills to Customers will be issued monthly unless Knology is authorized by the Board to bill at other than monthly intervals because of unusual circumstances. Local service charges, including installation charges, are billed in advance. Toll charges are billed in arrears.

2.8.2 Bill Contents

The bill form or a bill insert will provide the following information: the dates at the beginning and end of the billing period; the last date for timely payment, which shall not be less than twenty (20) days after the bill is rendered; the amount of the net charge, stated by category, for local service, ancillary services and equipment, toll service, information service, sales tax and excise tax, and of any late payment charge, together with the gross amount of the bill, with separate entries for total amounts current or in arrears. Knology will also comply with reasonable requests for bill detail.

2.9 Payment for Service

2.9.1 Late Penalty Charge

Each account will be granted one complete forgiveness of a late payment charge each calendar year. On one monthly bill in each period of eligibility, the net amount of such bill will be accepted as full payment for the month after expiration of the net payment period. The Customer will be notified by mailed written notice that the eligibility has been used. Such forgiveness of late payment charges will have no effect on the credit rating of the Customer.

2.0 General Rules and Regulations (cont'd)

2.9 Payment for Service (cont'd)

2.9.2 Partial Payment

If a Customer makes a partial payment in a timely manner and does not designate the service for which payment is made, the payment shall first be applied to the undisputed balance for local service, with the remainder applied on a pro rata basis to regulated utility services and toll service. Any remainder will then be applied to deregulated and unregulated services other than toll. Any late payment penalty charge will be applied only to the outstanding balance for utility services, except interstate toll and related taxes.

2.9.3 Timely Payment for Residential Customers

Each residential Customer is permitted to have a last day for timely payment changeable for cause in writing.

2.9.4 Collection

No collection efforts other than the rendering of the bill shall be undertaken until the delinquency date.

2.9.5 Taxes and Fees

Any governmental assessments, fees, licenses, or other similar taxes or fees imposed upon Knology on a per-call basis shall be charged to Customers receiving Knology service within the territorial limits of the governmental authority imposing such taxes and fees. Such taxes and fees will be allocated among such Customers uniformly on the basis of Customers' monthly charges for the types of service made subject to the taxes or fees. Such taxes and fees will be separately stated on bills.

2.0 General Rules and Regulations (cont'd)

2.10 Disputes and Complaints

2.10.1 Disputed Bills

In the event of a dispute concerning the bill, Knology will 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 complaint procedures in Section 2.10.2 shall continue, and for not less than forty-five (45) days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45-day period may be extended by up to sixty (60) days if requested of Knology by the Board in the event the Customer files a written complaint with the Board. If a Customer does not give Knology written notice of a dispute with respect to Knology charges within five (5) years from the later of the date of the bill or the date of the discovery of the dispute, the bill shall be deemed correct and binding upon the Customer.

2.0 General Rules and Regulations (cont'd)2.10 Disputes and Complaints (cont=d)2.10.2 Complaint Procedures

Inquiries, general questions, or complaints may be directed informally to Knology by telephone, in person or in writing. Business and residential customers can reach Knology's customer service department by dialing toll-free: 1-877-633-4567. Knology's customer service department accepts calls on a twenty-four-hour-a-day basis. Complaints concerning the charges, practices, facilities, or services of Knology can be directed to 5100 S Broadband Lane, Sioux Falls, SD 57108 and will be investigated promptly and thoroughly. Knology will keep records of each complaint showing the name and address of the complainant, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint that will enable Knology to review and analyze its procedures and actions. The records maintained by Knology under this tariff will be available for inspection by the Board or its staff upon request. Within thirty (30) days of the receipt of a written complaint, Knology will provide written notice to the Customer of the status of the complaint. Each Customer may file with the Board for resolution of disputes. Each complainant will be mailed a statement of the complainant's right to contact the Board at:

Iowa Utilities Board  
350 Maple Street  
Des Moines, Iowa 50319-0069

2.0 Genera

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2.10 Disputes and Complaints (cont=d)

2.10.3 Bill Insert or Notice

Knology shall notify Customers, by bill insert or notice on the bill form, of the address and telephone number where a Knology representative qualified to assist in resolving the complaint can be reached. The bill insert or notice shall also include the following statement: "If Knology does not resolve your complaint, the service may be subject to state regulation. You may contact the Utilities Division, Department of Commerce, 350 Maple Street, Des Moines, Iowa 50319-0069, Voice: (877) 565-4450 or Fax: (515) 281-5329." The bill insert or notice on the bill will be provided no less than annually.

2.11 Service Refusal, Disconnection, and Suspension

2.11.1 Notice of Pending Disconnection

Prior to the disconnection of service, Knology shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than five (5) calendar days with respect to an unpaid bill, and no less than twelve (12) days with respect to an unpaid deposit, after the notice is rendered. 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 notice will specify (877-257-7171) as a toll-free number at which a Knology representative can be reached to provide additional information about the disconnection.

2.0 General Rules and Regulations (cont'd)

2.11 Service Refusal, Disconnection, and Suspension (cont'd)

2.11.2 Reasons for Service Refusal, Disconnection, and Suspension

Service may be refused, disconnected, or suspended:

- (1) Without notice if a condition on the Customer's premises is determined by Knology to be hazardous.
- (2) Without notice if the Customer uses the service in such a manner as to adversely affect Knology equipment or Knology's service to others.
- (3) Without notice if equipment furnished, leased, or owned by Knology is subject to tampering.
- (4) Without notice if there is unauthorized use. Unauthorized use includes, without limitation, use or attempted use for an unlawful purpose and/or use or attempted use in any fraudulent manner.
- (5) If there are reasonable grounds to believe there is a violation of or noncompliance with Knology regulations on file with the Board, municipal ordinances, or law.
- (6) If the Customer or prospective Customer fails to furnish service equipment, permits, certificates, or rights-of-way specified to be furnished in Knology regulations filed with the Board as conditions for obtaining service, or withdraws such equipment or terminates those permissions or rights, or fails to fulfill the contractual obligations imposed upon the Customer as conditions of obtaining service. However, no service shall be disconnected for this reason on the day preceding or day on which Knology's office at the address specified in Section 2.7.4 is closed.

2.0 General Rules and Regulations (cont'd)

2.11 Service Refusal, Disconnection, and Suspension (cont'd)

2.11.2 Reasons for Service Refusal, Disconnection, and Suspension (cont=d)

- (7) If the Customer fails to permit Knology reasonable access to its equipment. However, no service shall be disconnected for this reason on the day preceding or day on which Knology's office at the address specified in Section 2.7.4 is closed.
- (8) With notice, if the Customer routinely makes unwarranted calls to any Knology business office or customer service using foul or profane language in conversations with Knology personnel. During such calls, Knology personnel will warn the Customer that such action may be taken. However, no service shall be disconnected for this reason on the day preceding or day on which Knology's office at the address specified in Section 2.7.4 is closed.

2.11.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill or Deposit

Except as restricted by Section 2.11.4, service may be refused based on the credit history of the applicant. In all such cases, the applicant will be advised of the reasons for the denial of credit. Service may also be refused, disconnected, or suspended for nonpayment of a bill or deposit if Knology has made a reasonable attempt to effect collection and:

- (1) Knology provided the Customer with five (5) days' prior written notice with respect to an unpaid bill and twelve (12) days' prior written notice with respect to an unpaid deposit. However, disconnection may take place prior to the expiration of the 5-day unpaid bill notice period if Knology determines from verifiable data that usage during the 5-day notice period is so abnormally high that a risk of irreparable revenue loss is created.

2.0 General Rules and Regulations (cont'd)

2.11 Service Refusal, Disconnection, and Suspension (cont'd)

2.11.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill or Deposit (cont'd)

- (2) Knology is prepared to reconnect the same day if disconnection is scheduled for a weekend, holiday, or after 2:00 p.m.
- (3) In the event of a dispute concerning the bill, Knology will 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 complaint procedures in Section 2.10.2 shall continue, and for not less than forty-five (45) days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45-day period may be extended by up to sixty (60) days if requested of Knology by the Board in the event the Customer files a written complaint with the Board.

However, in no event shall service be disconnected for nonpayment of a bill or deposit on the day preceding or day on which Knology's local business office or local authorized agent is closed.

2.11.4 Insufficient Reasons for Refusal, Suspension, or Discontinuance of Service

The following reasons are not sufficient cause for refusal, suspension, or discontinuance of service to a present or prospective Customer:

- (1) Delinquency in payment for service by a previous occupant of the premises to be served.
- (2) Failure to pay for terminal equipment, new inside station wiring, or other merchandise purchased from Knology.

2.0 General Rules and Regulations (cont'd)

2.11 Service Refusal, Disconnection, and Suspension (cont'd)

2.11.4 Insufficient Reasons for Refusal, Suspension, or Discontinuance of Service (cont=d)

- (3) Failure to pay for a different type or class of public utility service.
- (4) Failure to pay the bill of another Customer as guarantor thereof.
- (5) Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.
- (6) Failure to pay for information service not regulated by the Board.

2.11.5 Medical Emergency

Notwithstanding any other provision of this tariff, Knology will postpone the disconnection of service to a residential Customer for a reasonable time, not to exceed thirty (30) days, if the Customer produces verification from a physician or a public health or social services official stating 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 Knology within five (5) days.

2.11.6 Temporary Service

When Knology renders temporary service to a Customer, the Customer may be required by Knology to bear the entire cost of installing and removing the service facilities in excess of any salvage realized.

2.0 General Rules and Regulations (cont'd)2.12 Cancellations, Deferments and Termination of Service

When a Customer cancels or defers an order for service before the service is activated, a charge applies that will allow Knology to recover its unrecovered costs, including but not limited to outside vendor charges, engineering, labor, materials, and equipment. Charges apply as follows:

2.12.1 Cancellation

In a cancellation situation, the charge is equal to the unrecoverable costs incurred prior to the request for cancellation and the costs of removal, restoration, and disposal, if any, to comply with the cancellation. Those costs include, but are not limited to, costs of outside vendors, engineering, labor, non-recoverable materials, and equipment expense.

2.12.2 Termination

The minimum initial period for service and provisioning of facilities is one month at the same location, unless otherwise specifically provided for by tariff or contract. Termination of service for any reason within this initial service period will result in customer liability for the full month's charges.

Services furnished with service periods of more than one month shall be subject to a termination charge for termination prior to the end of the term of service agreed to by the customer. The early termination charge shall be computed to include the cost of installing and removing the service, the amounts of any discounts or credits received, the amount of any installation charges waived, the cost of any company equipment not returned in as new condition. This early termination charge is in addition to any amounts due for services already received.

2.13 Special Promotions

From time to time Knology may engage in special service offerings of limited duration. These promotions may be in the form of waived or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new customers or to increase existing Customer awareness of a particular service. For jurisdictional services, Knology shall seek Board approval prior to engaging in Iowa-specific promotions, and these shall be included in this approved tariff prior to their commencement.

2.14 Information Service Access Blocking

Where facilities are available, Customers have the option to block access to all "900" and "976" prefix numbers, without charge for the first block. Knology will comply with all applicable rules of the Board concerning such blocking.

2.0 General Rules and Regulations (cont'd)

2.15 Emergency Call Handling Procedures

Emergency 911 calls are placed by dialing the digits "911." Such calls are routed to the appropriate public safety answering point.

2.16 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.

3.0 Description of Services Offered

3.1 Local Service

3.1.1 Nature of Service

Local Service is a telephone service that allows customers to originate calls at locations within the service area described in Section 5.0 and terminate calls within the local calling area and EAS area of those locations, and within the LATA in which the call originates.

3.1.2 Availability

Knology offers this service in the service area described in Section 5.0.

3.1.3 Specific Local Service Options

The following services comprise Local Service.

3.1.3.A Local Line Service

Local line service will allow Customers to make local calls from the Customer=s telephone station.

3.1.3.B Custom Calling Features

The following custom calling features may be added where available. Not all features are available for both Business and Residential Customers. Rates and charges for these features are specified in Rate Tables 1 and 3.

3.1.3.B.1 Caller ID

Caller ID indicates the name and phone number of the caller on your machine while phone is ringing and kept in memory.

3.0 Description of Services Offered (cont'd)

3.1 Local Service (cont'd)

3.1.3.B. Custom Calling Features (cont'd)

3.1.3.B.2 Call Forwarding/Busy Line/Don't Answer/Don't Answer-Busy Line/Variable  
ACall Forwarding@ is the ability to automatically forward your calls to another number programmed into your telephone. ACall Forwarding/Busy Line@ is the ability for incoming calls to be automatically forwarded if your line is busy. ACall Forwarding/Don't Answer@ is the ability for incoming calls to be automatically forwarded after a designated number of rings. ACall Forwarding/Don't Answer-Busy Line@ is the ability for incoming calls to be automatically forwarded if your line is busy or after a designated number of rings. "Call Forwarding/Variable" will forward the call regardless of the status of the called station. This feature is not available from all central offices.

3.1.3.B.3. Call Transfer  
Call Transfer allows a customer to dial a 3<sup>rd</sup> party and transfer the caller through to another extension or location without staying on the line.

3.1.3.B.4. Call Waiting  
Call Waiting is indicated by 2 short tones if you are on the phone when a call comes in.

3.1.3.B.5. Consultation Hold  
Consultation Hold puts the calling party on HOLD.

3.0 Description of Services Offered (cont'd)

3.1 Local Service (cont'd)

3.1.3 Specific Local Service Options (cont'd)

3.1.3.B Custom Calling Features (cont'd)

- 3.1.3.B.6. Continuous Redial  
Continuous Redial allows you to re-dial the last busy number dialed from your phone for up to 30 minutes.
- 3.1.3.B.7. Customer Originated Trace  
Customer Originated Trace allows a trace to be run on the previous call. The print out is run in the Viborg or Marshall CO and given to law enforcement upon request.
- 3.1.3.B.8. Hot Line  
Hot Line is the ability of your phone to automatically dial a predesignated number immediately after you take it off the hook.
- 3.1.3.B.9. Last Call Return  
Last Call Return allows you to find out the number of the last incoming call from an automated message
- 3.1.3.B.10. Number Block  
Number Block allows you to suppress your phone number so that any person you call who has Caller ID receives only a Aprivate@ message rather than your number.

3.0 Description of Services Offered (cont'd)

3.1 Local Service (cont'd)

3.1.3 Specific Local Service Options (cont'd)

3.1.3.A Custom Calling Features (cont'd)

- 3.1.3.B.11. Number Referral  
Number Referral refers callers to your new number when your service is disconnected.
- 3.1.3.B.12. Selective Call Acceptance  
Selective Call Acceptance allows you to create a list from which you are willing to accept calls from - they will hear a message when calling.
- 3.1.3.B.13. Selective Call Forwarding  
Selective Call Forwarding allows phone calls from a predefined list to be forwarded to a designated remote telephone number.
- 3.1.3.B.14. Selective Call Rejection  
Selective Call Rejection allows certain telephone numbers to be blocked from calling your number.
- 3.1.3.B.15. Selective Toll Restriction  
Selection Toll Restriction restricts callers from your telephone number to dial LD numbers unless they input code.
- 3.1.3.B.16. Six-Way Conference Calling  
Six-Way Conference Calling allows you and five other parties to connect for a simultaneous conversation.

3.0 Description of Services Offered (cont'd)

3.1 Local Service (cont'd)

3.1.3 Specific Local Service Options (cont'd)

3.1.3.B Custom Calling Features (cont'd)

3.1.3.B.17. Speed Calling

Speed calling is the ability to place calls to a list of numbers by dialing a speed code.

3.1.3.B.18. Trunk Hunting

Trunk Hunting hunts for the next available line when the main line is busy.

3.1.3.B.19. Unidentified Call Rejection

Unidentified Call Rejection is the ability to reject calls from a non-published number. Callers will hear a message that informs them how to deactivate their non-published status to connect the call.

3.1.3.B.20. Warm Line

Warm Line is similar to a Hot Line, however with a 30 second delay after you take the phone off the hook.

3.1.3.C Directory Listing Service

This service will entitle the Customer to a one-line listing in both the "white" and the "yellow" pages of the applicable local telephone directory published by Incumbent Carrier.

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Sioux Falls, SD 57108

3.0 Description of Services Offered (cont'd)3.1 Local Service (cont'd)3.1.3 Specific Local Service Options (cont'd)3.1.3.C Directory Listing Service (cont'd)3.1.3.C.1 Additional Directory Listing Services

At a Customer's option, the Company will arrange for additional directory listing services at the following monthly, recurring rates. There will be a \$22.00 non-recurring charge per change request after initial order.

	<u>Monthly Recurring</u>
Additional Listing	\$ 6.00
Cross Reference Listing	\$ 6.00
Foreign Listing	\$ 6.00
Non-Published (Private)	\$ 4.00
Non-Listed (Semi-Private)	\$ 2.50

3.2 Conference Calling Service

Conference Calling is the ability to have multiple parties listen and participate in meetings via telephone. All conference calling customers must have local and/or long distance services with Knology.

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3.0 Description of Services Offered (cont'd)

3.2 Reserved for Future Use (cont'd)

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3.0 Description of Services Offered (cont'd)3.3 Promotional Offerings

Knology may from time to time engage in special promotional service offerings designed to attract new customers or to increase existing customers' awareness of a particular tariff offering. These offerings may be limited to certain dates, times and/or locations. Terms and conditions of all promotions will be stated in this tariff

3.4 Intercept Services

Intercept Services provide new number or explanatory information to callers dialing changed or disconnected numbers for a period of up to 12 months. Extended durations may also be available. The services include messages delivered either mechanically or by operator. These services apply to temporary and permanently disconnected numbers.

Basic Intercept includes all intercept recordings that do not provide the new number information. New Number Referral Service includes all intercept recordings that provide the new number information.

Basic Intercept	\$ 0.00
New Number Referral	
per primary line & one additional line for 12 months	\$ 0.00
New Number Referral, 2 <sup>nd</sup> and subsequent additional lines	
- per number, 12 months	\$23.50
- after 12 months, per month	\$18.50

4.0 Rates and Charges

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5100 S Broadband Lane  
Sioux Falls, SD 57108

4.1 Annual and Nonrecurring Charges

4.1.1 Service Order Charges

Service Order Charge--\$25.00

This charge applies for work involved in receiving, recording, transmitting, and acting upon information to connect, move, or change telephone service. No service order charges will apply for company initiated work.

Central Office Line Charge--\$25.00 per line

This charge applies for work associated with the telephone line, extending from the central office to the customer's network interface.

4.1.2 Reconnect Fee

Reconnect Fee charge: \$25.00 per line

This charge applies to re-connection of service after dial tone has been suspended or service has been disconnected.

4.1.3 Nonsufficient Funds Charge (NSF Checks)

NSF check charge: \$30.00

This charge applies when a check has been returned by the bank for non-payment.

4.0 Rates and Charges (cont'd)

4.2 Usage Rates

4.2.1 Local Service

Local service is billed at flat monthly rates for calls within the local calling area. Rates for local line service are set forth in Rate Tables 1 Section 4.3.1.

4.0 Rates and Charges (cont'd)

4.3 Rate Tables

4.3.1 Rate Table 1: Local Service Monthly Rates

Knology Business Local Line Rates

A. Single Line

<u>Mo-Mo</u>	<u>18 Mo.</u>	<u>36 Mo.</u>	<u>60 Mo.</u>
\$26.45	\$25.95	\$24.95	\$23.95

B. Multi-Line

<u>Mo-Mo</u>	<u>18 Mo.</u>	<u>36 Mo.</u>	<u>60 Mo.</u>
\$26.45	\$25.95	\$24.95	\$23.95

Nonrecurring Charge: \$ 25.00 - service activation - no premise visit  
 \$100.00 - service activation - with premise visit

Taxes and surcharges will apply

Local Service Feature Options

	<u>Business</u>
Caller ID; Name & Number	\$ 7.95
Caller ID Call Waiting/Name & Number	\$11.95
Call Forwarding	
Busy	\$ 3.00
No Answer	\$ 4.00
Variable	\$ 5.00
Busy Line/No Answer	\$ 5.50
Call Waiting	\$ 5.50
Customer Originated Trace	\$ .97 per use
3 Way Calling	\$ 4.50
6 Way Conference Call	\$ 2.00
Selective Call Forwarding	\$ 3.50
Selective Call Rejection	\$ 3.50
Selective Toll Restriction	\$ 3.50
Speed Calling 8	\$ 2.50
Speed Calling 30	\$ 3.00
Trunk Hunting	\$ 5.62
Unidentified Call Rejection	\$ 1.00
Call Transfer	\$ 6.00
Anonymous Call Rejection	\$ 4.50
Continuous Redial	\$ .95 per use
Last Call Return	\$ .95 per use
Toll Deny	\$ 5.00

Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.1 Rate Table 1: Local Service Monthly Rates (cont'd)

Feature Packages – Business

3 for \$5 for Business

\$5.00 per line. Customer can choose any three calling features except caller id and voice mail and distinctive ring.

Note: Only one of the above feature packages can be added per line. In all feature packages, if more than the allowed features are chosen, the additional features will be charged at the ala carte rate.

4.3.2 Rate Table 2: Conference Calling Service

These rates are per minute, per leg, billed in 1 minute increments. Conference calling is only available to customers who have Knology local and/or long distance service.

Initial Minute	\$0.36
Additional Minute	\$0.36
Set-Up Charge	\$0.50 per leg

4.0 Rates and Charges (cont'd)

4.3.3 Rate Table 3: Residential Local Service

Residential Service is available as indicated in Section 5.0 and is limited to service at premises, which are strictly residential in nature and for which no business directory listing is provided. Certain non-recurring charges may be waived at time of upgrade. Customers who choose to cancel local service 60 days after the original installation date and before one year from the same date are subject to reimburse all or part of the previously waived charges.

\$25.00 Service Order Charge for New Service, Change, Reconnect, or Moves

A. Residential Local Line Rate

1. Local Line Rate  
 \$15.25 per month

Taxes and surcharges will apply

Local Service Features Options

	<u>Residential</u>
900 Number Blocking	N/C
Caller ID	\$ 6.95
Call Forwarding	\$ 3.00
Busy	\$ 3.00
No Answer	\$ 3.00
No Answer-Busy Line	\$ 3.00
Call Transfer	\$ 3.00
Call Waiting	\$ 3.00
Consultation Hold	\$ 3.00
Continuous Redial	\$ 3.00
Customer Originated Trace	\$ 1.55 each
Hot Line	\$ 3.00
Last Call Return	\$ .75 each
Number Block	N/C
Number Referral	N/C

(Certain information on this page has been moved to page 55)

- 4.0 Rates and Charges (cont'd)
- 4.3 Rate Tables (cont'd)
- 4.3.3 Rate Table 3: Residential Local Service (cont'd)

Local Service Features Options

Selective Call Acceptance	\$ 3.00
Selective Call Forwarding	\$ 3.00
Selective Call Rejection	\$ 3.00
Selective Toll Restriction	\$ 3.00*
Speed Calling 8	\$ 3.00
Speed Calling 30	\$ 3.00
Trunk Hunting	\$ 3.00
Unidentified Call Rejection	\$ 3.00
Warm Line	\$ 2.00

\*Selective Toll Restriction requires \$15.00 Installation Fee

Feature Packages

Big 3 - \$8.50

Includes Call Forwarding, Call Waiting and Caller ID Name

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.3 Rate Table 3: Residential Local Service (cont'd)

Feature Packages (cont'd)

Best 3 = \$9.00

Includes Caller ID, Call Waiting and Voice Mail

Directory Listing Service

This service will entitle the Customer to a one-line listing in the Awhite@ pages of the applicable local telephone directory published by Incumbent Carrier.

In addition to the one-line listing, at a Customer=s option, the Company will arrange for additional directory listing services at the following monthly, recurring rate.

	<u>Monthly Recurring Rate</u>
Additional Listing	\$0.35

4.0 Rates and Charges (cont'd)4.3 Rate Tables4.3.4 Rate Table 4: Advanced Digital Trunk Service4.3.4.A. Dynamic Local T1

Dynamic Local T1 (T1) terminate into a customer-provided PBX or hybrid system, via a customer-provided DT1 or channel bank. When DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

Trunks	Non-Recurring	18 Months	36 Months	60 Months
12	\$ 1,500.00	\$ 558.00	\$ 509.00	\$ 478.00
16	\$ 1,500.00	\$ 702.00	\$ 640.00	\$ 325.00
20	\$ 1,500.00	\$ 825.00	\$ 752.00	\$ 706.00
24	\$ 1,500.00	\$ 926.00	\$ 844.00	\$ 792.00

DID Charge (per trunk)	\$125.00
DID Charge (per number)	\$ .10
DID Charge (Per block of 20)	\$ 2.00

Each additional T1 within the same order is \$750.

EUCL, PICC & LNP charges will also apply per trunk.

\*\* In Only and 2 Way trunks include hunting

\*\*Volume Discounts for 28 or more Local T1 trunks available on an ICB basis.

\*\*\*Install can be waived on 36 and 60 month contract.

4.0 Rates and Charges (cont=d)4.3. Rate Tables (cont=d)4.3.4 Rate Table 4: Advanced Digital Trunk Service (cont=d)4.3.4.B Dynamic PRI

Knology's Dynamic PRI product is a facility-based ISDN product that is provided via our Class 5 switch. Dynamic PRI is an enhanced version of the Dynamic T1 product that will provide businesses with the ability to integrate voice, data (switched), and video services over the same T1 facility. The components of the Dynamic PRI are listed below.

Trunks	Non-Recurring	18 Months	36 Months	60 Months
12	\$ 1,500.00	\$ 818.00	\$ 695.00	\$ 621.00
16	\$ 1,500.00	\$ 1,060.00	\$ 901.00	\$ 806.00
20	\$ 1,500.00	\$ 1,288.00	\$ 1,094.00	\$ 979.00
24	\$ 1,500.00	\$ 1,500.00	\$ 1,275.00	\$ 1,140.00

Caller ID Number	N/C
Caller ID Name & Number	N/A
Caller ID Blocking	N/C
Call Transfer	N/A
DID Charge (per facility)	\$125.00
DID Charge (per number)	\$ .10 - non-sequential
DID Charge (per block of 20)	\$ 2.00

Each additional PRI within the same order is \$750.

EUCL, PICC & LNP charges will also apply per trunk.

\*\* In Only and 2 Way trunks include hunting.

\*\*Volume Discounts for 28 or more Local T1 trunks available on an ICB basis.

\*\*\*Install can be waived on 36 and 60 month contract.

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4.0 Rates and Charges (cont'd)

4.3. Rate Tables (cont'd)

4.3.4 Rate Table 4: Advanced Digital Trunk Service (cont'd)

4.3.4.C. PS ALI (Private Switch Automatic Line Identification for E911)

This product is offered only where supported by Knology facilities. The product enables subscribing customers to interface with the E911 database to provide address and location information for the stations that operate behind their switch, and to provide appropriate call back telephone number is provided to the PSAP.

Charges:

1. New Customers: Up to 10 numbers and associated addresses may be loaded in the ALI database at no charge. Additional blocks of 10 numbers and associated addresses may be loaded at a charge of \$25.00 per block or fraction of a block.
2. Existing Customers: A \$50.00 service order charge will apply, plus a charge of \$25.00 per block (or fraction of a block) of 10 numbers and addresses.

4.0 Rates and Charges (cont'd)

4.3. Rate Tables (cont'd)

4.3.5 Rate Table 5: Reserved for Future Use

4.4 Promotional Offerings

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5.0 Service Area

Service area is coextensive with the corporate boundaries of the communities listed below.

City

Storm Lake/Lakeside

EAS

Newell

Rembrandt

Alta

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6.0 Grandfathered Products/Services

6.1 Residential Local Service

**Effective April 1, 2005, the CAA and the \$10.71 local line rate are only available to current customers who have entered into the CAA through the end of the CAA contract date.**

A credit in the amount of \$10 will be issued after every 6 months of continued local line service within the same market with a 12, 24 or 36 month Customer Appreciation Agreement (CAA).

A. Residential Local Line Rate

1. Local Line Rate  
\$10.71 per month

Taxes and surcharges will apply

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