

MASSENA TELEPHONE COMPANY

TERMS OF SERVICE

LOCAL EXCHANGE SERVICE

About These Terms and Conditions: Massena Telephone Company (the “**Company**”) provides regulated local exchange services and facilities (“**Service**”) pursuant to our “**Terms of Service**,” inclusive of this cover page and the additional terms and conditions attached to or referenced herein. Previously, the Company provided Service pursuant to a Local Services Tariff filed with and approved by the Iowa Utilities Board. As a result of recent changes to applicable law and regulations, the Company no longer files a Local Services Tariff with the Iowa Utilities Board. We now provide Service pursuant our Terms of Service, which include the following documents, each as may be applicable to your specific Services and as may be amended or modified from time to time. The tariff will be available until the effective date on the Iowa Utilities Board website at <https://efs.iowa.gov/efs/ShowDocumentSearch.do?searchType=tariff> :

- (a) Our Standard Agreement for Local Exchange Service;
- (b) Our Rules and Regulations for Local Exchange Service;
- (c) Our Service Guide – Local Exchange Service;
- (d) Our Service Guide – General Exchange Service; and
- (e) Our Rate Schedules.

Effective Date: These Terms of Service are effective as of October 31, 2014 (the “**Effective Date**”). These Terms of Service cancel and supersede (i) the Company’s Local Services Tariff previously filed with and approved by the Iowa Utilities Board and (ii) any terms and conditions of service published by the Company and effective prior to the Effective Date.

Changes to these Terms: Our Terms of Service are available at the Company’s office, on the Company’s website or by email or U.S. Mail upon request. We may change rates, terms and conditions or other Terms of Service at any time by giving you notice as required by law. The notice may be provided on your monthly bill, as a bill insert, by email, on our website, or by other written communication or notice as permitted or required by applicable law or regulation. If you elect not to cancel your Service and continue to use Service after the communicated effective date of any such changes, your continued use of Service will constitute acceptance of the modified Terms of Service.

Additional Services: These Terms of Service apply to local exchange services regulated by the Iowa Utilities Board. The Company may also offer or provide other products and services, including unregulated telecommunications or communications services. Such products and services are not covered by these Terms of Service, but may be subject to other service contracts or terms and conditions of service provided or made available to customers in connection with those products and services.

PLEASE READ THESE TERMS OF SERVICE CAREFULLY. BY ORDERING AND USING SERVICE, YOU AGREE TO COMPLY WITH OUR TERMS OF SERVICE. IF YOU DO NOT ACCEPT OUR TERMS OF SERVICE, PLEASE NOTIFY US PRIOR TO INSTALLATION OR ACTIVATION OF SERVICE, AND WE WILL CANCEL YOUR SERVICE ORDER OR DISCONNECT YOUR SERVICE.