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May 25, 2000

FILED²

MAY 25 2000

Missouri Public
Service Commission

Dale Hardy Roberts
Executive Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

Re: In the Matter of the Joint Application of GTE Arkansas Incorporated and CenturyTel of
Northwest Arkansas, LLC; Case No. TM-2000-471
- Revised Tariff Filing

Dear Mr. Roberts:

At the request of Staff, enclosed for substitution regarding the above referenced tariff filing, please find three copies of the following revised tariff sheets:

PSC Mo. No. 1, Section 1, Original Sheets 1 through 13
PSC Mo. No. 1, Section 2, Original Sheets 1 through 2
PSC Mo. No. 1, Section 3, Original Sheets 1 through 14
PSC Mo. No. 1, Section 4, Original Sheets 1 through 21
PSC Mo. No. 1, Section 5, Original Sheets 1 through 58
PSC Mo. No. 1, Section 6, Original Sheets 1 through 13
PSC Mo. No. 1, Section 7, Original Sheets 1 through 72
PSC Mo. No. 1, Section 8, Original Sheets 1 through 5
PSC Mo. No. 1, Section 9, Original Sheets 1 through 13
PSC Mo. No. 1, Section 10, Original Sheets 1 through 3
PSC Mo. No. 1, Section 11, Original Sheets 1 through 5
PSC Mo. No. 1, Section 49, Original Sheets 1 through 5

If you have any questions regarding this filing, please contact me at (573) 635-7166.
Thank you for your attention to this matter.

Sincerely yours,

BRYDON, SWEARENGEN & ENGLAND P.C.

By: *Sandra Morgan*

Sondra B. Morgan

Enclosures

cc: Office of Public Counsel
Lisa Mahaney - PSC
Pam Donovan

200000999

GENERAL AND LOCAL EXCHANGE TARIFF

TITLE SHEET

Schedule of

GENERAL RULES, REGULATIONS, RATES, CHARGES AND CONDITIONS

Applying to the Intrastate
Services and Facilities
in all listed Properties
(Seligman and Jacket -
Jacket, Mo. is served out
of the Pea Ridge, Ar. exchange)

of

CenturyTel of Northwest Arkansas, LLC (Missouri)

in the State of

MISSOURI

Issued: May 1, 2000

Effective: June 1, 2000

By: G. Clay Bailey, Vice President Government Relations
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL AND LOCAL EXCHANGE TARIFF

TARIFF REVISION SYMBOLS

Explanation of Symbols

The following symbols will be utilized to identify all changes of material within the General Exchange Tariff:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment, or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a move of text from one area of the tariff to another, but no change in rate, treatment or regulation.
- (N) Signifies a new rate, treatment, or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rate.
- (T) Signifies a change in text but no change in rate, treatment, or regulation.

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CenturyTel of Northwest Arkansas, LLC (Missouri)

PSC NO. NO. 1
SECTION 1
Original Sheet 3.1

GENERAL AND LOCAL EXCHANGE TARIFF

UTILITY INFORMATION

G. Clay Bailey,
Vice President Government Relations
PO Box 4065,
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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL REGULATIONS

CenturyTel of Northwest Arkansas, LLC (Missouri) concurs with the General Regulations of the GTE Midwest Incorporated - Missouri, PSC MO. NO. 1, together with any amendments or successive issues thereof, for service provided to customers within the State of Missouri.

CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of CenturyTel of Northwest Arkansas, LLC (Missouri), subject to the jurisdiction of the Missouri Public Service Commission.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL REGULATIONSSPECIAL ASSEMBLIES FOR SPECULATIVE PROJECTS

- A. Special assemblies of equipment or speculative projects for which provision is not otherwise made in this Tariff may be provided where practicable if not detrimental to any of the services furnished by the Company.
1. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided:
 - Maintenance expense
 - Depreciation expense--including reusable and nonrecoverable items
 - Administration expense
 - Taxes--including federal income tax
 - Any other specific items of expense that may be associated with the facility provided
 - A reasonable return on investment
 2. The estimated installation cost used in the derivation of the various expense items shall include the following: *
 - Material
 - Material overhead
 - Installation labor
 - Installation labor overhead
 3. The Company will provide an estimate of actual rates and/or charges to the customer prior to installation.
- B. In connection with marketing and sales studies and marketing and sales programs, the Company reserves the right to waive Service Charges within specified areas for such periods of time as designated by the Company and approved by the Missouri Public Service Commission.

- * Loaded labor includes costs which are direct in nature, and also includes indirect overhead costs which cannot be specifically assigned to projects. These indirect overhead costs include supervision, vehicle, house services, pension and payroll tax expenses. Other indirect costs such as vacation, sick time and meetings are also included. These costs are accumulated in a pool of costs and then are distributed as actual hours are worked.

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GENERAL AND LOCAL EXCHANGE TARIFF

DEFINITIONS

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DEFINITIONS

ACCESSORIES - Denote devices which are mechanically attached to, or used with, the communicating devices furnished by the Company and which are independent of, and not electrically connected to the conductors in the communications path of the telecommunications system.

APPLICATION - A request made verbally or in writing for telephone service and including a request for a change in existing service.

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

BASE RATE - A scheduled rate for any class of exchange service available within the base rate area.

BUILDING - The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures connected by an enclosed passage way in which the wires or cables of the Company may be placed without exposure to outside electrical circuits or the weather. In no case can a conduit be considered an enclosed passage way.

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

CENTRAL OFFICE LINE - A circuit directly connecting an individual or party line main station, PBX switchboard, or an intercommunicating system with a central office.

CHANNEL - An electrical path provided by the Company between two or more stations or central offices for the transmission of information or intelligence. A channel may be furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof.

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DEFINITIONS

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

COIN TELEPHONE SERVICE - See "PUBLIC TELEPHONE."

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 - CenturyTel of Northwest Arkansas, LLC (Missouri).

CONNECTING ARRANGEMENT - Denotes the equipment used to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating a toll line or one or more central offices and with whom the Company interchanges traffic.

CONNECTION CHARGE - See "SERVICE CHARGES."

CONSTRUCTION CHARGE - A separate initial charge for the construction of facilities in excess of that contemplated under the rates quoted in the exchange tariffs.

CONTINUOUS PROPERTY - The plot of ground, together with any building thereon, occupied by the customer which is not divided by public highways or separated by property occupied by others.

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DEFINITIONS

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

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

CUSTOMER-PROVIDED TERMINAL EQUIPMENT - Devices, apparatus and/or their associated wiring provided by a customer, which are used with the network control signaling unit, data set or other station equipment furnished by the Company.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DIAL SWITCHING EQUIPMENT - A unit of electromechanical or electronic switching used in a central office or in connection with a PBX/PABX system.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic or inductive coupling.

DIRECTORY LISTING - A publication in the Company's alphabetical directory and/or directory assistance records, of information relative to a customer's number, by which telephone users are able to ascertain the call number of a desired station.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and the point of demarcation on or at the building in which the station or switchboard is located.

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GENERAL AND LOCAL EXCHANGE TARIFF

DEFINITIONS

EXCHANGE ACCESS LINE - The serving central office line equipment, and all outside plant facilities needed to connect the serving central office with the customer premises.

EXCHANGE LINE - Any circuit connecting an exchange station with a central office.

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GENERAL AND LOCAL EXCHANGE TARIFF

DEFINITIONS

EXCHANGE SERVICE - Telephone service rendered in accordance with tariff provisions. Exchange service is a general term describing the facilities provided for local intercommunication together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

- (a) **Access Line:** A telephone facility which permits access to and from both the customer's premises and the telephone exchange or serving central office.
- (b) **Flat Rate Service:** A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- (c) **Foreign Central Office Service:** A classification of exchange service furnished to a customer in a multioffice exchange from a central office other than the one from which service would normally be furnished.
- (d) **Foreign Exchange Service:** A classification of exchange service furnished to a customer from an exchange other than the one from which he would normally be served.
- (e) **Individual Line Service:** A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

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GENERAL AND LOCAL EXCHANGE TARIFF

DEFINITIONS

EXCHANGE SERVICE - (Continued)

- (f) **Message Rate Service:** A classification of non-coin box exchange service which is charged for on the basis of amount of use.
- (g) **Party Line Service:** A classification of exchange service which provides that two or more customers may be served by the same central office circuit.
- (h) **Semipublic Service:** A classification of coin box exchange service furnished for use at locations, which in the opinion of the Company, are generally not suitable for the installation of public telephones.
- (i) **Public Service:** A classification of coin box service established for use at locations chosen or accepted by the Company as suitable and necessary for furnishing service to the general public.

EXCHANGE STATION - A station connected by means of an individual line or party line with a central office.

EXTENDED AREA SERVICE - Interexchange telephone service furnished at a flat rate between one or more exchange areas.

EXTENSION BELL - A bell on the same circuit and operating in connection with the signaling device at the station location.

EXTENSION LINE - A circuit connecting an additional telephone or extension bell with the telephone circuit to which the main telephone is connected or a Private Branch Exchange telephone with a Private Branch Exchange Switchboard.

FLAT-RATE SERVICE - See "EXCHANGE SERVICE."

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GENERAL AND LOCAL EXCHANGE TARIFF

DEFINITIONS

FOREIGN ATTACHMENT - Equipment or facilities not owned or furnished by the Company which are attached or connected to, and used with, exchange telephone service.

FOREIGN CENTRAL OFFICE - SEE "EXCHANGE SERVICE."

FOREIGN EXCHANGE MILEAGE - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's point of demarcation, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - See "EXCHANGE SERVICE."

FOUR PARTY LINE - See "EXCHANGE SERVICE."

GRANDFATHERED EQUIPMENT - Equipment listed by the FCC which may be connected to access services of the Company.

HARM - Harm consists of hazards to personnel, damage to Company facilities, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE - See "EXCHANGE SERVICE."

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DEFINITIONS

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).

INSIDE WIRE - All wire or cable located on the customer's side of the demarcation point that connects customer premises equipment (CPE) to the telephone network.

INSTALLATION CHARGE - A nonrecurring charge which may apply in place of or in addition to Service Charges and other applicable charges for the installation of service or equipment.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

INTERCONNECTION - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

KEY TELEPHONE SET - A telephone set equipped with keys or buttons in the mounting.

LIMITED SERVICES - Service and equipment grandfathered to existing customer at existing locations.

LOCAL CHANNEL - Denotes the element of a private line service required for connecting customer premises to its serving wire center.

LOCAL MESSAGE - See "MESSAGE."

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LOCAL SERVICE - A type of localized calling whereby a customer can complete calls from his station to other stations within a specified area without the payment of long-distance charges.

LOCAL SERVICE AREA - The area within which telephone service is furnished customers under a specific schedule of rates without toll charges. A local service area may include one or more exchange areas under extended area service rates.

LONG DISTANCE MESSAGE - See "MESSAGE."

MAIN TERMINAL - The initial termination of a central office line on a customer's premises.

MESSAGE - Messages may be classified as follows:

- (a) Local Message: A communication between telephone instruments located within the same local service area.
- (b) Toll Message: A communication between two station instruments in different exchange areas for which a toll charge is applicable.

MILEAGE - The measurement upon which charges are computed for foreign exchange, foreign central office, extension, tie line and private line services.

MINIMUM CONTRACT 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).

MOBILE TELEPHONE SERVICE - A communication service provided by means of radio frequencies through a land radiotelephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

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DEFINITIONS

MOVE - A change in the location on the same premises of the customer's equipment, which does not involve a change in the class or grade of service, the rate charged for service furnished or a break in the continuity of the contract under which the service is furnished.

NETWORK CONTROL SIGNALING - The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect, and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE - A standard registration program jack or equivalent provided by the Company as a part of exchange access, WATS or Private Line Service. All premises services will connect to the telecommunications network through the Network Interface.

NONLISTED SERVICE - A telephone number associated with an exchange station which, at the request of the customer, has the listing omitted from the telephone directory but is on records available to the general public upon request.

NONPUBLISHED SERVICE - A telephone number which, at the customer's request is not listed in the telephone directory and the telephone number is not released by the directory assistance operator.

NONRECURRING CHARGE - A one-time charge associated with certain installations, charges or transfers of services either in lieu of or in addition to recurring monthly charges.

NOTICE - See "SUSPENSION NOTICE."

PARTY LINE - See "EXCHANGE SERVICE."

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PORTABLE TELEPHONE - A telephone instrument equipped with plug-ended cord for use with a jack terminated circuit.

PREMISES - The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)

- (a) A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other customers.
- (b) Any communications system or its component which has the capability to automatically select or direct a line from a group or groups of lines in a predetermined fashion shall be classified as a PBX/PABX System.
- (c) Lines (circuits) equipment and facilities ordinarily furnished in connection with PBX service include the following:
 - 1. PBX Trunk: A circuit connecting a PBX system with a central office.
 - 2. PBX Main Station: Any station connected with a PBX switchboard or dial PBX switching equipment.
 - 3. PBX Extension Station: A station which is bridged to the same station line as the PBX main station.
 - 4. TIE Line: A circuit connecting two PBX systems.

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DEFINITIONS

PRIVATE BRANCH EXCHANGE TRUNKS - See "PRIVATE BRANCH EXCHANGE SERVICE."

PRIVATE LINE - A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PUBLIC TELEPHONE - An exchange station, either attended or equipped with a coin-collecting device, designed and placed for use by the public in general at locations chosen or accepted as suitable by the Company.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment registered in accordance with the FCC Rules and Regulations.

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

RURAL SERVICE - Service furnished to customers outside the Base Rate Area but within the Exchange Area.

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SCHOOL-TO-HOME - An arrangement provided to permit education of handicapped students unable to attend classes. It may be furnished in other cases where the service will meet the requirements of the customer.

SERVICE CHARGES - Charges applicable for the establishment of customer service.

SPECIAL RATE AREA - A portion of an exchange area in which special base flat rates apply.

STATION - A unit of service, complete with a station instrument and line, so arranged as to permit sending and receiving messages through the exchange and long-distance network.

- (a) **Company Station:** A communication device for which the central office equipment, access line and station equipment are owned and maintained by the Company and provided as a part of the telecommunications service function, and which is connected for exchange toll service.
- (b) **Exchange Station:** A Company station instrument used for exchange service and is directly or indirectly connected with a central office.

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DEFINITIONS

STATION - (Continued)

- (c) **Extension Station:** An additional station instrument connected on the same circuit as the main station and subsidiary thereto.
- (d) **Main Station:** A station, directly connected by means of an individual line or party line circuit or by a toll circuit with a central office or toll operating units.
- (e) **Private Branch Exchange Station:** For purposes of accounting, each operator's set used in connection with a Private Branch Exchange switchboard is considered a Private Branch Exchange station instrument. There may be Private Branch Exchange main and extension station instruments connected to a Private Branch Exchange system, the relation being exactly the same as an extension station instrument from the main station instrument of an ordinary central office line. All station instruments connected to a Private Branch Exchange switchboard are accounted for as Private Branch Exchange station instruments, without separation as between operator's sets, main or extension station instruments.

SUBURBAN AREA - The territory outside of the Base Rate Area but within the exchange where Suburban and Rural Services are furnished at established rates.

SUBURBAN SERVICE - Service furnished to customers outside the Base Rate or Special Rate Area(s) but within the exchange area without mileage charges.

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DEFINITIONS

SUSPENSION NOTICE - The written notice sent to a customer notifying him that his service will be suspended.

SUPPLEMENTAL SERVICES OR FACILITIES - Services or facilities other than primary telephone service.

SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

TELEPHONE COMPANY - See "COMPANY."

TELETYPEWRITER - An electrically controlled form of typewriter upon which typewritten messages may be sent and received between similar typewriters when connected by a wire circuit.

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GENERAL AND LOCAL EXCHANGE TARIFF**DEFINITIONS**

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.

TIE LINE - A circuit connecting two PBX systems for the purpose of interconnection between the stations connected with such systems.

TIE LINE MILEAGE - The measurement on which the rates for tie lines connecting customers' switchboards are based.

TOLL CENTER - A telephone switching center at which the operations function (message timing, switching and recording) takes place in connection with the provision of toll message service.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

TOLL MESSAGE - A message between stations in different exchange areas and furnished under the provisions of the applicable Toll Tariff.

- (a) **Person-to-Person Toll Message:** A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.
- (b) **Station-to-Station Toll Message:** A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- (c) **Collect Message:** A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- (d) **Third Number Message:** A toll message in which associated charges are billed neither to the calling station nor to the called station but rather to a station not involved in the message.
- (e) **Calling Card Message:** A toll message in which associated charges are billed to a credit card number issued to either the called or calling party.

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DEFINITIONS

TOLL SERVICE - Toll service (long-distance service) is that part of the total telephone service rendered by the Company which is furnished between customers and different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices or between a central office and a PBX system.

TWO-PARTY LINE - See "EXCHANGE SERVICE."

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

WATS (WIDE AREA TELECOMMUNICATIONS SERVICE) - Inward or outward switched telephone communications service between a wide area service line and specified service areas or bands.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES

A. General

1. Local Exchange Service

The rates for Local Exchange Service, shown under B. Rates, are subject to the conditions set forth herein and the regulations which govern the provision of service. The regulations are set forth as stated in Section 2, GENERAL REGULATIONS, of this tariff and in the Commission's General Service Rules.

2. Local Exchange Rates

a. Schedule A Rate Group Classification is determined by the minimum grade of service offered in each exchange. (See 2.b)

b. The Local Exchange Rate Schedule are included herein; see Sheet 8.

1) Schedule "A" encompasses those exchanges in which the minimum class and grade of service offered are no less than the following:

(a) Within the Base Rate Area and Outside the Base Rate Area - Business Individual Line (B1) and Residence Individual Line (R1) Services.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

A. General (Continued)

2. Local Exchange Rates (Continued)

- c. Rates within Schedule "A" have specific monthly rates for the various classes and grades of service.
- d. The rate schedule into which each exchange has been classified by its minimum grade of service is shown in paragraph A.5.

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LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

A. General (Continued)

3. Service Upgrades

- a. At the option of the Company, multiparty services will be upgraded to Business Individual Line Service (B1) and Residence Individual Line Service (R1).
- b. As an exchange is upgraded, only Individual Line Service will be available.
- c. Upgrading of business and residence services may be accomplished by exchange or on a line-by-line basis, at the option of the Company.
- d. As an exchange becomes one party capable, it is considered an Improved Exchange and its customer will be charged from the appropriate rate schedule. Zone/Mileage Charges are no longer applicable.
- e. The Company shall notify the affected customers and the Missouri Public Service Commission when the service in an exchange is being upgraded as listed below:
 - 1) Notice of the change by publication in a newspaper in general circulation in the area and/or by personal or written notice to city officials and to officers of Chambers of Commerce or other similar organizations of the communities involved.

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LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

A. General (Continued)

3. Service Upgrades (Continued)

e. (Continued)

2) Notice of the change by letter to the Missouri Public Service Commission, explaining the changes to be made, together with an attachment showing complete information as to the exchange or exchanges affected and revised tariff sheets.

f. The service upgrade of an exchange will become effective with the approval of the tariff filing by the Missouri Public Service Commission.

4. Taxes

State, County and Local taxes apply in addition to the rates set forth in this tariff. (See also GENERAL REGULATIONS - Section 2.)

a. General

Municipal and County taxes legally imposed through approved ordinances or otherwise, shall be billed to the customers receiving service within the territorial limits. Such billing shall allocate the occupation tax, license tax, permit fee, franchise fee, or other similar charge among customers uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee or charge.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

A. General (Continued)

4. Taxes (Continued)

a. General (Continued)

The tax rates shall be subject to an increase or decrease in proportion to the amount of new or revised excise, license, privilege or franchise taxes (except ad valorem and income taxes) which the Company may hereafter have to pay, which are levied or imposed, or increased, or decreased by laws or ordinances. Such adjustments shall be recovered only from those customers within jurisdiction boundaries of the taxing bodies and shall be referenced on the face of the bill. Tax adjustments shall be collected monthly as a percentage of the total applicable revenue applied to each customer's regular bill and the total amount shown as a separate line item on the bill.

b. Over or Under Collection

If the Company over or under collects the fees due each municipality or county, the Company shall carry the overage or shortage over into the next year's collections.

c. Exempt Industrial Customers

Revenues from industrial customers are sometimes excluded when determining the Company's annual assessment. If such is the language of an ordinance establishing an assessment, then such fees shall only be collected from those customer classes as referenced in the supporting ordinance.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

A. General (Continued)

4. Taxes (Continued)

d. Calculation of the Tax

The Company shall determine the amount of the tax by calculating the amount of the tax for a specific period due each taxing authority in accordance with the language of the applicable ordinance or other enabling legislation instituting the tax. Once the total amount of the tax has been determined, the Company will convert that amount to a percentage of the total applicable revenue. The resulting factor will be applied to each customer's regular bill and the total amount shown as a separate line item on the bill. Applicable revenues for the Company shall be for basic local service excluding extension, terminal equipment, toll, yellow page and other miscellaneous equipment revenues.

- e. The Company shall file with the Missouri Public Service Commission, a new list of municipal tax collected by city when the tax levied by the municipality, or the amount paid or due the municipality is changed.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

A. General (Continued)

4. Taxes (Continued)

f. Municipal Tax Rate by Town (Continued)

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

A. General (Continued)

5. Exchange/Property Listing

<u>Exchange/ Property Name</u>	<u>Loc. Code</u>	<u>EAS Rate Sched.</u>	<u>Rate Group</u>	<u>EAS Points</u>
Seligman, MO	1261	A	1	Garfield, AR; Pea Ridge, AR (Jacket, MO)
Jacket, MO (Jacket, MO is served out of the Pea Ridge, AR exchange)	1655	A	1	Garfield, AR; Gateway, AR; Seligman, MO

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICELOCAL RATE SCHEDULES (Continued)

B. RATES

1. Local Exchange Rates - Schedule "A" - Improved Exchanges (1-Party)

<u>Class of Service</u>	<u>GSEC</u>	<u>RATES</u>
Business Service		
Individual Line/Centrex	B1/CEN MLNM	\$16.00
Business Trunk	TRK	16.00
Key Business Line	KBL	16.00
Residence Service		
Individual Line/Centrex	R1/RCM	8.00
Residence Lifeline Service Credit		
Individual Line	LLR1	(5.25)
Semipublic Service	PCSPBR	24.00
Customer Owned Pay Telephone Service	COPT	16.00

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

B. RATES (Continued)

3. Extended Area Service Rates(1)

Rates listed below are in addition to the Local Exchange Rates for those exchanges having Extended Area Service. See Exchange Listing (A.5 preceding) for applicable Local Exchange Rate Schedules and Extended Area Service Rate Groups.

	<u>Rate Groups</u>		
	<u>1 to 3,000</u>	<u>3,001 to 18,000</u>	<u>18,001+</u>
	<u>1</u>	<u>2</u>	<u>3</u>
Extended Area Service	\$2.10	\$2.75	\$4.15

(1) The EAS Rates specified are applicable to EAS Routes in place as of June 1, 1995. If any EAS Routes are added after June 1, 1995, new EAS Rates will be established.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LOCAL RATE SCHEDULES (Continued)

B. RATES (Continued)

4. Telecommunications Relay Services

CenturyTel of Northwest Arkansas, LLC (Missouri) concurs with procedures established within and by the state of Missouri for Telecommunications Relay Service.

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LOCAL EXCHANGE SERVICE

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE ASSISTANCE SERVICE

A. General

1. Lifeline Assistance Service is a basic single line residential service that provides voice grade access to the public switched network and includes touch calling, a standard white page listing, access to emergency services (e.g., E911), access to operator services, access to interexchange services, access to directory assistance, and toll blocking services. Lifeline Assistance Service waives a federal charge and applies a credit to the basic local exchange service monthly recurring access line rate for qualifying residential customers.

B. Application

1. The customer eligible for Lifeline Assistance Service must be a participant in at least one of the following programs:
 - a) Medicaid;
 - b) Food Stamps;
 - c) Supplementary Security Income (SSI);
 - d) Federal Public Housing Assistance or Section 8;
 - e) Low Income Home Energy Assistance Program (LIHEAP); or
 - f) Is income qualified as found in Missouri Statute 660.105.
2. Lifeline Assistance Service applies a baseline credit amount of \$3.50 to offset the federal End User Subscribe Line Charge as specified in the National Exchange Carrier Association tariff F.C.C. No. 5.
3. A supplemental reduction in the amount of \$1.75 per month will be made to the basic single line residential rate of qualifying Lifeline Assistance Service customers.

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE**LIFELINE ASSISTANCE SERVICE** (Continued)

B. Application (Continued)

4. The customer, who is requesting Lifeline Assistance Service, must provide to the Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified in 1, preceding, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Company when they no longer participate in the program or programs. The same document can be used for Link-Up eligibility.
5. Lifeline Assistance Service can only be associated with the primary residential connection.
6. Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Lifeline Assistance Service customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700 calls, 976 calls, and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "*/#" (e.g. *66, *69) is also allowed. Upon customer request, some Service activation Codes may be blocked at no charge, where conditions and facilities permit.
7. Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Toll Blocking Service.
8. Lifeline Assistance Service may not be disconnected for non-payment of toll charges.
9. Funding for Lifeline Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

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GENERAL AND LOCAL EXCHANGE TARIFFLOCAL EXCHANGE SERVICELIFELINE ASSISTANCE SERVICE (Continued)

C. Rates and Charges

1. A total credit amount applies to Lifeline Assistance Service customers monthly bill as follows:

	ISOC	Monthly Rate
Baseline Amount (waiver to offset EUSLC)	30040	\$ 3.50
Supplemental Amount (credit to basic service monthly rate)	30041	1.75
Total Credit Amount		\$ 5.25

2. With the exception of the initial installation charges, refer to Link-Up Service (Section 5), all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.
3. When a customer is no longer eligible for Lifeline Assistance Service, the Lifeline credit amount specified in 1. preceding, will be discontinued and regular tariffed rates and charges will apply.

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GENERAL SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

COIN TELEPHONE SERVICE

Public Telephone Service

A. General

Public Telephone Service is furnished for the use of the general public at the option of the Company and is not a substitute for business service.

B. Rates

Each local message \$.10

Toll messages are charged to the public at established toll rates.

C. Conditions

1. Booths may be furnished at the option of the Company.
2. Directory listings will not be provided for Public Telephone Service.
3. The Company retains the option of furnishing and placing such signs as may be necessary. Permits or fees for such signs are the responsibility of the customer with whom arrangements are made for installation of the service.
4. The Company will continue to install and maintain inside wire for Company owned coin sets.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

COIN TELEPHONE SERVICE (Continued)

Public Telephone Service (Continued)

C. Conditions (Continued)

5. It is expected that the agent or responsible customer will exercise reasonable caution to prevent usage of fraudulent coins or malicious damage to the equipment. The coin telephone instrument may be removed or relocated when in the opinion of the Telephone Company, the telephone instrument, associated equipment or its contents may be subject to theft or damage or when slugs, mutilated, or foreign coins are deposited in the collection device or when the telephone does not meet the revenue objectives of the Telephone Company.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESCOIN TELEPHONE SERVICE (Continued)

Semipublic Telephone Service (1)

A. General

Semipublic Telephone Service may be furnished where there is a shared use of the service by the customer and the general public.

B. Rates and Charges

1. Service Charges as specified in Section 6 of this tariff apply to Semipublic Telephone Service.
2. Monthly rate for local exchange service - See Section 4.
3. An installation charge shall apply for each Semipublic Telephone Service installed, in addition to the applicable service charges specified in Section 6.

	<u>RATE</u>
Installation Charge per Semipublic Telephone	\$70.00

C. Conditions

1. Semipublic Telephone Service is furnished only on an individual line basis.
2. Only one semipublic telephone will be installed on a premises except when, in the judgement of the Company, additional semipublic telephones are warranted.
3. One directory listing per semipublic telephone may be provided without additional charge.
4. The customer may access the coin receptacle of the telephone. The customer may retain all local coin, as a concession to the Company for collection of the station, but will be responsible for all toll charges including taxes billed against the station number in addition to the rates for local exchange service.

- (1) In those exchanges equipped with Touch Tone capability, rotary service is limited to existing customers at existing locations.

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GENERAL SERVICES

COIN TELEPHONE SERVICE (Continued)

Semipublic Telephone Service (1) (Continued)

C. Conditions (Continued)

5. The Company will continue to install and maintain inside wire for Company owned semipublic telephone sets.
6. Bridged telephone sets without dials, for answering incoming calls only, may be provided if located within view of the semipublic telephone.

(1) In those exchanges equipped with Touch Tone capability, rotary service is limited to existing customers at existing locations.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

COIN TELEPHONE SERVICE

Customer Owned Pay Telephone Service

A. General

Customer Owned Pay Telephone Service (COPTS) is an exchange line service provided at the request of a certified COPTS provider for telecommunication use.

Customer Owned Pay Service Telephone is provided for use with Individual Line Service.

The carriage and completion of local and intraLATA toll messages are provided by the Company.

Customer Owned Pay Telephone Service (COPTS) is provided subject to the condition that telephone messages (local and long-distance) placed from stations which are accessible to the public are completed over COPTS lines (or other Public or Semipublic lines). Where COPTS is provided, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use by the particular establishment.

Customer owned pay telephone instruments may not be attached to other types of access lines. A subscriber must use a separate COPTS line for each customer owned pay telephone installed except for inmate telephone service as specified on Sheet No. 3.4. Off-premises extensions to customer owned pay telephones are not permitted.

B. Responsibility of the Customer

The customer shall be responsible for the installation, operation, and maintenance of any customer owned pay telephone instruments used in connection with this service. In addition, the customer is responsible for meeting all federal, state, and local statutes with respect to the provision of customer owned telephone instruments in accordance with all hearing-impaired and handicapped person requirements.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESCOIN TELEPHONE SERVICE (Continued)

Customer Owned Pay Telephone Service (Continued)

B. Responsibility of the Customer (Continued)

Customer owned pay telephone instruments must be connected to the Company network in compliance with Part 68 of the FCC Rules and Regulations and have the following operational characteristics except as specified for Inmate Service on Sheet No. 3.4.

- 1) Must be capable of providing access to all locally available long-distance companies where provisions for interexchange calling is provided.
- 2) Must be able to access the "Operator" where 911 is not available at no charge to the calling party.
- 3) Must be able to access 911 Emergency Service, when available, at no charge to the calling party.
- 4) Must be able to access 1411 Directory Assistance at no charge to the calling party.
- 5) The appropriate emergency number (Operator, 911) must be clearly posted at each location of a customer owned pay telephone.
- 6) Must clearly indicate procedures for obtaining a refund from the customer and that the customer owned pay telephone is not being provided by the Company. (The Company is not responsible for refunds of coins deposited in customer owned public pay telephones).
- 7) Must be equipped to return the coins to the caller in the case of an incomplete call.
- 8) The telephone number of the line must be displayed on each instrument.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

COIN TELEPHONE SERVICE

Customer Owned Pay Telephone Service (Continued)

C. Violations of Regulations

Where any customer owned pay telephone is used and/or connected in violation of this Tariff, the Company will promptly notify the customer of the violation.

D. Optional Service Features

Where facilities permit, the customer may subscribe to Call Screening at the rates in this Section of the tariff.

Outgoing Call Screening provides customers with a choice of originating call screening options when an operator services system is involved in the processing of a call. Options include screening toll calls to be billed to a credit card, a third number or collect to prevent operator assisted sent-paid calls from being processed.

Incoming Call Screening prevents the billing of incoming collect and/or third number billed calls to the customer's telephone number.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESCOIN TELEPHONE SERVICE (Continued)

Customer Owned Pay Telephone Service - Continued

E. Rates and Charges

Customer Owned Pay Telephone Service will be offered for business individual line service at the rates shown in Section 4 of this tariff for Business Service, Individual Line. (See Note 1.)

Service charges as shown in Section 6 of this tariff are applicable.

Listings in connection with Customer Owned Pay Telephone Service are furnished under the same rates and regulations as other business service.

Directory Assistance charges are applicable as specified in Section 5 of this tariff.

F. COPTS Inmate Telephone Service

The customer has the option to connect customer provided line concentrator terminal equipment to this service. Customer Provided Line Concentrator Terminal equipment are interconnect devices which provide the customer with the capability to connect more than one customer owned pay telephone to a single Customer Owned Pay Telephone access line. This type of terminal equipment is to be connected to the Customer Owned Pay Telephone access line in accordance with the provisions of Section 2, Connection with Customer-Premises Equipment and Facilities found in this tariff.

Subject to other applicable provisions of this tariff, the following provisions also apply to COPTS Inmate Telephone Service:

- May be arranged by the administrator to restrict or block incoming calls, block access to certain telephone numbers, limit the telephone numbers inmates may call, and limit the duration of the calls.
- May be arranged to block Directory Assistance (1411) and 911 calls.
- Shall be programmed to allow only "0+" collect calls for local, and intraLATA and interLATA toll calls and to block all other calls.

Note 1 - Billing GSEC - COPT

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESCUSTOM CALLING SERVICES (Continued)

A. General

Custom Calling Services are optional telephone service arrangements which provide customer-controlled communications features on individual service lines. Custom Calling Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as:

1. Call Forwarding - Variable

Permits a customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

2. Call Forwarding Busy - Fixed

This feature, permanently activated, provides customers the ability to redirect incoming calls to a preselected line number when such incoming calls encounter a normal busy line condition.

3. Call Forwarding No Answer - Fixed

This feature, permanently activated, provides customers the ability to redirect incoming calls to a preselected line number when such incoming calls encounter a no answer condition after a specific number of rings.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

4. Call Forwarding Busy/No Answer - Fixed

This feature, permanently activated, provides customers the ability to redirect incoming calls to a preselected line number when such incoming calls encounter either a normal busy line condition or a no answer conditions.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

5. Call Forwarding Busy/No Answer - Variable

This feature allows calls to either a party who does not answer or a busy line to be routed to an alternate specified directory number. The alternate specified directory number may be in the same switching office or may be reached via local toll trunks.

6 Call Forwarding - Variable - Multipath

Allows a Call Forwarding - Variable customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group, to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forwarded to" number must be in a hunt group.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

7. Call Screening

Enables the customer to restrict outgoing operator handled and direct dialed toll calls from the service point to only those calls which are charged to the called number, a third number or to a calling card account. Incoming screening prevents collect or third number calls from being billed to the line.

8. Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the hookswitch "holds" the first call while the second is answered. The customer can alternate between calls by flashing the hookswitch.

Cancel Call Waiting which provides the customer the ability to disable the Call Waiting feature for the duration of one call will also be provided as an adjunct feature where available. The feature is activated by dialing a special code prior to placing a call or during an established call. It is automatically deactivated when the customer disconnects from the call. When Cancel Call Waiting is activated, anyone calling the number will receive the normal busy treatment.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

A. General (Continued)

9. Remote Call Forwarding

Allows calls placed to a customer's telephone number in one central office to automatically be forwarded by Company central office equipment to another customer designated line located outside that central office's serving area.

10. 800 Ring

This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and "800 Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for Directory Listings set forth in this tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "800 Ring" number, regardless of the class of service.

11. Speed Calling

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Customer may subscribe to only one of either the 8-Code capacity or 30-Code capacity on the same line.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESCUSTOM CALLING SERVICES (Continued)

A. General (Continued)

12. Three-Way Calling

Permits a customer to add a third party to an existing conversation. When a customer is on a call and wishes to call a third party, he depresses the hookswitch. This places his first call on hold and three short tones are heard signifying the Three-Way Calling mode has been accessed. The customer will receive dial tone and may dial the telephone number of the desired third party. When the third party answers, the second party remains on hold, permitting private conversation between the customer and the third party. The three-way connection can then be established by flashing the hookswitch once, permitting the customer, the second party and the third party to converse.

The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

13. Toll Control

Prevents unauthorized persons from making calls to toll points. The Toll control feature will not be able to access any "1+" numbers or operator assisted numbers ("0+" and "0-"). The Toll Control feature is offered with Tel-Teen Service only.

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GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

B. Rates

1. Service Charges apply in addition to any listed nonrecurring charges, except that the Company may waive certain applicable service charges during promotions as follows:
 - a. Special promotions in all exchanges equipped with available facilities.
 - b. Introductory promotions in exchanges where Custom Calling Services become available because of technological changes.
 - c. Company will file notification with the Missouri Public Service Commission 30 days in advance of any introductory promotions.
2. Service Charges are not applicable when provided in conjunction with the original installation of another service.

	<u>GSEC</u>	<u>Monthly Rate</u>
Individual Services		
a. Call Forwarding - Variable, per line		
Business	CFB	\$2.50
Residence	CFR	2.50
b. Call Forwarding - Variable - Multipath, per calling path		
Business	SCCFAB	2.50
Residence	SCCFAR	2.50

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B. Rates

	<u>GSEC</u>	<u>Monthly Rate</u>
<u>Individual Services (Continued)</u>		
c. Call Screening, per line		
1) Incoming		
a) Third number		
Business	BR3	\$2.50
Residence	BR3	2.50
b) Collect Call		
Business	BRC	2.50
Residence	BRC	2.50
c) Third Number and Collect Call		
Business	BRC3	4.00
Residence	BRC3	4.00
2) Outgoing**		
Business	TRLF	7.50
Residence	TRLA	7.50

** Calls to Company repair service and public emergency service will be permitted from an outgoing screening number.

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B. Rates (Continued)

2. (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
d. Call Forwarding Busy - Fixed per line		
Business	FCF-BY	\$1.25
Residence	FCF-BY	1.25
e. Call Forwarding No Answer - Fixed, per line		
Business	FCF-NA	1.25
Residence	FCF-NA	1.25
f. Call Forwarding Busy/ No Answer - Fixed, per line		
Business	FCF-AC	1.50
Residence	FCF-AC	1.50

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESCUSTOM CALLING SERVICES (Continued)

B. Rates

2. (Continued)

<u>Individual Services</u> (Continued)	<u>GSEC</u>	<u>Monthly Rate</u>
g. Call Forwarding Busy/No Answer - Variable, per line		
Business	CFBNA B	\$3.50
Residence	CFBNA R	3.50
h. Call Waiting, per line		
Business	CWB	3.50
Residence	CWR	3.50
i. Remote Call Forwarding, per line(1)		
Business	RCF FAP	16.00
Residence	RCF FAP	16.00
j. Remote Call Forwarding, Additional path		
Business	RCF AAP	16.00
Residence	RCF AAP	16.00
k. 800 Ring, per line		
Business	800 Ring B	6.00
Residence	800 Ring R	6.00

(1) A three (3) month minimum service period applies

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESCUSTOM CALLING SERVICES (Continued)

B. Rates (Continued)

2. (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Individual Services (Continued)		
1. Speed Calling		
1) 8-number capacity, per line		
Business	SC 8 B	\$2.50
Residence	SC 8 R	2.50
2) 30-number capacity, per line		
Business	SC 30 B	3.50
Residence	SC 30 R	3.50
m. Three-Way Calling, per line		
Business	TWCB	3.50
Residence	TWCR	3.50
n. Call Waiting, Call Forwarding, Three-Way Calling and Speed Call 30, per line (1)		
Business	SC130B	9.95
Residence	SC130R	9.95

(1) Restricted to existing customers only.

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GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

B. Rates (Continued)

Calling Plan I Services

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Calling Plan II PAK (1)		
Call Waiting, Cancel Call Waiting, Call Forwarding, Speed Call 8, 3-Way Calling, per line		
Business, per line	SMARTER BUS	\$6.00
Residence, per line	SMARTER RES	5.00
2. 800 Ring with a PAK, per line (2)		
Business	SCSRPKB	3.00
Residence	SCSRPKR	3.00

(1) Includes the touch call feature.

(2) Applicable 800 Ring rate when the customer has a Calling Plan I Service PAK.

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GENERAL SERVICESCUSTOM CALLING SERVICES (Continued)

C. Conditions

1. Custom Calling Services may be provided on individual lines, Private Branch Exchange trunks and key business lines and may not be provided in conjunction with Coin Telephone Services.
2. The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls, therefore, the normal grade of end-to-end transmission cannot be guaranteed on such calls.
3. When the Remote Call Forwarding customer requests a number change for the call forwarding location, the number to which calls are forwarded to or both, Service Order Charges as specified elsewhere in this tariff apply.
4. Remote Call Forwarding may not be terminated in a coin telephone.
5. Identification of the originating telephone number will not be provided to Remote Call Forwarding customers.
6. Transmission quality may vary depending on the routing required, thus Remote Call Forwarding is not represented as suitable for transmission of data or for being forwarded again at the distant location.
7. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient facilities to adequately handle calls without interfering or impairing services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding facilities are needed to avoid interference with or impairment of services offered, the customer will be required to subscribe to such additional facilities.
8. The Remote Call Forwarding terminating telephone may not be equipped with the Call Forwarding Feature.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

C. Conditions (Continued)

9. Call Charges

- a. The originating station is responsible for all charges on calls placed to the Remote Call Forwarding number as specified elsewhere in these tariffs.
- b. The calling party is responsible for toll charges associated with calls between the originating telephone and the call forwarding location. The Remote Call Forwarding customer is responsible for the applicable customer dialed station-to-station charges associated with messages between the call forwarding location and the terminating telephone. On local calls, the Remote Call Forwarding customer is responsible for the payment of applicable measured service usage charges, the local area calling message charge, or extended area service rates referred to in other sections of this tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

CUSTOM CALLING SERVICES (Continued)

Tel-Teen Service

A. General

Tel-Teen Service is a flat rate second residential line which includes flat rate local usage, directory listing, and a choice of one of four custom feature packages.

The four custom feature packages include:

- A. Three-Way Calling, Speed Call 8, and Toll Control
- B. Call Waiting, Speed Call 8, and Toll Control
- C. Three-Way Calling, and Toll Control
- D. Call Waiting, and Speed Call 8

Tel-Teen Service will be offered where facilities and operating conditions permit.

In order to subscribe to Tel-Teen Service, there must be primary residential service at the same location and the Tel-Teen Service will be billed to the primary customer.

Tel-Teen Service may not be converted to a regular residential one party line for six months after establishment of the service.

Normal toll charges are applicable for Tel-Teen Service without Toll Control. The primary customer will be responsible for all third party and collect calls charged to the Tel-Teen Service which includes Toll Control.

All normal tariff restrictions on provision, availability of service, and liability of the Telephone Company will apply.

Substitutions of other than the offered custom calling features will not be permitted; however, other custom calling features are available for use with this service at the rates and charges specified in this tariff.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESCUSTOM CALLING SERVICES (Continued)

Tel-Teen Service (Continued)

B. Rates

Tel-Teen Service is offered at the residential one party rate (plus the Extended Area Service rate if applicable) for the exchange in which the service is located. Tel-Teen Service includes one of the following custom feature packages.

<u>Tel-Teen Service Custom Feature Package</u>	<u>GSEC (1)</u>	<u>Monthly Rate</u>
Three-Way Calling, Speed Call 8, Toll Control (2) (3)	TEEN TC TWC SC8 TLC	\$3.50
Call Waiting, Speed Call 8, Toll Control (2) (3)	TEEN TC CW SC8 TLC	3.00
Three-Way Calling, Toll Control (2) (3)	TEEN TC TWC TLC	2.00
Call Waiting, Speed Call 8 (2)	TEEN TC CW SC8	3.00

- (1) Service Orders must include the GSEC Code for the R1 and the Custom Feature Package.
- (2) Applicable Service Charges apply.
- (3) The Toll Control Code option is offered at no additional charge in offices where available.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES**DIRECT INWARD DIALING (DID) SERVICE****A. General**

1. Direct Inward Dialing Service to customer-premises located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and toll network directly to the demarcation point associated with switching equipment located at the customer's premises.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. The rates and charges for the service, as provided in B. following, are in addition to all applicable charges for PBX service with which this service is associated and the applicable network access line and connecting arrangement charges.
5. The operational characteristics of the interface signal between the Company provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
6. The Company shall not be responsible to the customer or authorized user if changes in protection criteria, facilities, or Company operating procedures render the customer's facilities obsolete or otherwise affect its use or performance.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Continued)

A. General (Continued)

7. Directory listings will be provided in accordance with the regulations for PBX trunks. DID numbers furnished herein are not entitled to free directory listings.
8. The customer-premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
9. The rates and charges for this service contemplate the use of standard Company equipment and serving arrangements. When equipment or service arrangement of a special type is requested and provided, rates and charges are based on the costs incurred to meet the individual requirements of the customer.
10. The minimum contract period for DID Service is one year. In the event of discontinuance of DID Service, a termination charge equal to the monthly rate for the remainder of the minimum contract period is due.
11. In addition to the rates and charges specified in B., appropriate service connection, move, change and installation charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing DID Service.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESDIRECT INWARD DIALING (DID) SERVICE (Continued)

B. Rates and Charges

	<u>GSEC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
DID Trunk Terminations, per trunk	DIDTERM	\$25.00	\$150.00
DID Station Numbers			
Block of 20 numbers(1)	DIDNC20	8.00	
Block of 100 numbers(2)	DIDNC100	22.00	

- (1) Blocks of 20 DID numbers are only available when served by a digital central office.
(2) Blocks of 100 DID numbers are available when served by a nondigital central office.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES**DIRECTORY ASSISTANCE SERVICE (DA)****A. General**

The Company furnishes local Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers.

The rates set forth below apply when customers request assistance in determining the telephone numbers of customers located in the local calling area.

B. Application of Charges

1. Charges for Directory Assistance Service are not applicable to calls received from Public and Semipublic Telephone Service, hospitals, customers who have been certified as unable to use a directory because of a visual or physical handicap or the group or agency having the authority to certify such handicaps.
2. A customer is allowed one Directory Assistance call per billing period for each basic local exchange main telephone, PBX trunk and main mobile telephone service. Call allowances are not transferable between separate accounts of the same customer.
3. A chargeable call is one which has been answered by the Directory Assistance Operator. The charge applies whether or not the Directory Assistance Operator provides the requested telephone number(s). Credit will not be given for requested telephone numbers that are not found in the directory.
4. A maximum of two requested telephone numbers will be processed per call to Directory Assistance Service.

C. Rates

1. Where the customer direct dials the Directory Assistance number 1 + 411 or 1 + 555 - 1212, the charge for each call (maximum of two requested telephone numbers per call) is \$.40.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESDIRECTORY ASSISTANCE SERVICE (DA) (Continued)

C. Rates (Continued)

2. The following surcharges apply, in addition to the direct dial rate, when the customer places a call to Directory Assistance via an operator:

	<u>Per Call</u>
Customer Dialed Calling Card	\$.35
All others (including Operator Assisted sent-paid, third number and credit card) (1)	.90

- (1) Customers identifying themselves as being disabled and unable to dial the call will not be required to pay the surcharge for sent-paid station-to-station calls to DA.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESDIRECTORY LISTINGS

A. General

1. The rates and regulations specified herein for Directory Listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service.
2. Listings are regularly provided in connection with all classes of exchange service, except public telephone service, unless the customer subscribes to nonpublished or nonlisted service.
3. The alphabetical listing of names does not contemplate special prominence or arrangement.
4. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service.
5. The length of a listing is limited to one line by the use of abbreviations, when in the opinion of the Telephone Company the clearness of the listing and the identification of the customer is not impaired thereby.
6. Directory Listings must conform to the Company's specifications.
7. The contract period for directory listings (where the listings actually appear in the telephone directory) is the directory period except in case the contract for main service is terminated, or in case the listed party moves to a new location or quits business, or in case of the death of the listed party. The contract period for listings not printed in the directory is one month.
8. Directory listing charges date from the time the listing is posted on the information records (except nonpublished service). The customer may subscribe to any of the listing offerings at directory issuance time or between issues of directories, at which time the listing appears on information records only.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

A. General (Continued)

9. The Company, in accepting listings from customers or prospective customers, will not be a party to controversy arising from the publication of such listings in its directories.
10. The customer assumes full responsibility for making sure that the listing conforms to all applicable laws and licensing requirements. The Company does not undertake to determine the legal, contractual or any other right to the use of a name or trade name. Nor does the Company undertake to determine whether a customer is required to have a valid occupational or business license, permit or registration from any licensing authority in order to engage in the business listed.
11. The customer agrees to indemnify and hold the Company harmless from any claims, losses, damages or liabilities which arise out of or results from the use of a listing containing a name, address, trade name or any other such similar designation.

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GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

B. Primary Listings

1. One primary listing will be provided without charge, as follows:
 - a. For each separate customer service. When two or more main station lines or PBX trunks are in a hunting arrangement, only the first number of the group is considered the primary listing. Where two or more main station lines or PBX trunks are not consecutively operated, a primary listing may be made for each line or trunk.
 - b. For each customer that has Telecommunications for the Speech and/or Hearing Impaired (TDD) Service and request that their listing be identified by adding "TDD Only" or "TDD and Voice" next to the number.

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

B. Primary Listings (Continued)

1. (Continued)

c. For each Semipublic Telephone Service.

2. The primary listing must be the actual name of the customer to whom service is rendered or:

- a. In the case of residence service, the name of a member of the customer's family or household. Also, a dual primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. Each given name for purposes of this tariff, is defined as a surname and any combination, not to exceed, two of the following: first name, middle name, initial, nickname or maiden name.
- b. A customer with residence service may request that part or all of the address information which would otherwise be listed in the directory be omitted by the Telephone Company. Such omission will be continued in successive directories without further request by the customer until the customer requests publication of part or all of the omitted address information.
- c. In the case of a business enterprise, the name of the business or the name of a member, officer, employee, representative thereof, or the name of another business which the customer owns, controls or represents.
- d. When a business enterprise is represented in the community by a division, branch or department of the business, the primary listing may include the name of the division, branch or department.

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GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

B. Primary Listings (Continued)

2. (Continued)

- e. Where the service is contracted by one party for the use of a second party, the listing may be in the name of the second party.
- f. When the Telephone Company publishes a separate section in its directory for telephone numbers of government offices, the primary listing of the government office will be placed in this section. Additional listings may be purchased by the government office for inclusion in the alphabetical section in which business listings regularly appear.
- g. At the request of the customer, the primary listing may be omitted from the directory (nonlisted service) or from both the directory and directory assistance records (nonpublished service). Nonlisted and nonpublished services are furnished subject to the regulations and rates specified herein. The omission of the primary listing does not entitle the customer to an additional listing without charge in connection with other services which he may subscribe.

C. Additional Listing

- 1. Business additional listings may be the names of partners or members of the firm; if the customer is a partnership or firm, the names of officers of the corporation; if the customer is a corporation, and; for any business establishment; the names of associates or employees of the customer. Business additional listings may be bonafide names of firms or corporations which the customer owns, controls or is duly authorized to represent.
- 2. Residence additional listings may be the names of members of the customer's family or other persons residing in the customer's household.

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DIRECTORY LISTINGS (Continued)

C. Additional Listing (Continued)

3. Regular additional listings are allowed with Semipublic Telephone Service under certain conditions:
 - Permanent guests or tenants at the location of a semipublic telephone may subscribe to residence additional listings at the residence additional listing rate.
 - Business additional listings are furnished under the regulations as specified in Paragraph C.1 above.
4. Permanent guests or tenants of hotels, motels, retirement complexes or boarding houses with Private Branch Exchange Service may subscribe to residence additional listing service at the business additional listing rate, provided approval is obtained from the hotel or motel involved. However, separate billing will not be issued for these instances.
5. Ordinarily, additional listings must show the same address and telephone number as the primary listing. When in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing using the telephone number of the primary listing and the customer premises address at which the customer's extension or private branch exchange station is located may be permitted.

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GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

D. Special Types of Additional Listings

1. Alternate Listing

- a. An alternate listing refers a calling party to another telephone number during certain periods or under certain circumstances (e.g., after business hours, weekends and holidays, or if there is no answer on the primary listed number).
- b. The listing, when necessary, may include both the alternate call number and a phrase directing the method of calling.
- c. When the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

2. Cross Reference Listing

- a. Cross reference listings may be furnished to customers who change their names, absorb other businesses, or subdivided their business and have authority to continue the use of the old name and when, in the judgement of the Company, they are considered necessary and not intended for advertising purposes.

3. Duplicate Listing

- a. Duplicate listings (i.e., listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangement of names) are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer.
- b. The intent of a duplicate listing is not to secure a preferential position in the directory or to advertise a service or commodity.

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GENERAL SERVICES

DIRECTORY LISTINGS (Continued)

D. Special Types of Additional Listings (Continued)

4. Extra Line of Information

- a. Extra line of information may include supplementary address information, hours of operation, or call instructions such as, a phrase directing the method of calling when a PBX operator is not on duty.
- b. An extra line of information listing will only be provided when, in the opinion of the Telephone Company, it facilitates the use of telephone service. It must not be designed for advertising.

E. Nonpublished Service

1. Nonpublished service is the omission of a customer's primary listing from the directory and the Company's information records.

Customers who desire their telephone numbers to be omitted from the Company's directory and directory assistance records may subscribe to nonpublished service.

2. Incoming calls to a customer subscribing to nonpublished service will be completed only when the calling party places the call by the telephone number. The Company will not connect a call to a nonpublished customer on behalf of a caller when the caller does not furnish the telephone number to the Company's operator. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present.

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GENERAL SERVICES**DIRECTORY LISTINGS** (Continued)**E. Nonpublished Service** (Continued)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private telephone number in the directory or disclosing said number to any person shall attach to the Company. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone number or disclosing of said number to any person.

Where such a listing is published in the telephone directory, the Company's liability shall be limited to the monthly rate for the charge period during which the error continues.

4. Nonpublished telephone numbers may be released to law enforcement authorities or other agencies in cases involving security, criminal investigations and public safety.
5. The rate for nonpublished service will not apply to the following:
- When the customer has another published number for the same class of service in the same exchange.
 - Public Telephone Service.
 - Foreign Exchange/Zone Service.
 - Temporary Service (service provided for a period of not more than 30 days).
 - Local Exchange Service for customers living in hotels, hospitals, retirement complexes, apartments, boarding houses or clubs provided the customer is listed under the telephone number of the establishment.

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DIRECTORY LISTINGS (Continued)

F. Nonlisted Service

1. Nonlisted service is the omission a customer's listing from the Company's telephone directory. The listing is, however, maintained on directory assistance records and will be furnished upon request to the calling party.
2. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the listing which the customer requested be omitted from the telephone directory. Where such a listing is published in the directory, the Company's liability shall be limited to the monthly rate for the charge period during which the error continues.

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DIRECTORY LISTINGS (Continued)

G. Foreign Listing

1. Listing appearing in the alphabetical list of a directory of an exchange other than the exchange in which the listed service is furnished.
2. Foreign listing includes a maximum of two lines; normally, the two lines contain the name, address and telephone number of the customer. If additional listings are required, the additional listing rate applies per line.
3. The minimum contract period for which charges will apply will be the life of the directory payable annually in advance. Foreign listing will be disconnected and a refund made based on the months remaining for the duration of the directory period after the primary service has been discontinued.
4. For the listing of CenturyTel of Northwest Arkansas, LLC (Missouri) customers in directories of other telephone companies, the tariff of the other company shall apply.

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