

**This tariff, Missouri Tariff No. 3 filed by Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Operator Services cancels and replaces, in its entirety, the current tariff on file with the Commission, originally issued by Consolidated Communications Operator Services, Inc. and adopted by Consolidated Communications Network Services, Inc. as its Missouri Tariff No. 3, effective January 1, 2009.**

TITLE PAGE

MISSOURI TELECOMMUNICATIONS TARIFF

OF

Consolidated Communications Enterprise Services, Inc.

d/b/a

Consolidated Communications Operator Services

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunication services provided by Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Operator Services, with principal offices located at 350 S. Loop 336 West, Conroe, Texas 77304. This tariff applies for services furnished within the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Operator Services operates as a competitive telecommunications company in the state of Missouri.

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By:

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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (D) - Delete or Discontinue
- (I) - Change Resulting in an Increase to a Customer's Bill
- (M) - Moved from another Tariff Location
- (N) - New
- (R) - Change Resulting in a Reduction to a Customer's Bill
- (T) - Change in Text or Regulation but no Change in Rate or Charge.

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**TARIFF FORMAT**

**A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

**B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the MO PSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the MO PSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff pages in effect. Consult the check sheet for sheet currently in effect.

**C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 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).

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### WAIVER OF RULES AND REGULATIONS

Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Operator Services is classified as a competitive telecommunications company in the state of Missouri for which the following statutory and regulatory requirements are waived.

#### STATUTES

392.210.2	-	uniform system of accounts
392.240(1)	-	just and reasonable rates
392.270	-	valuation of property
392.280	-	depreciation accounts
392.290	-	issuance of securities
392.300.2	-	acquisition of stock
392.310	-	stock and debt issuance
392.320	-	stock dividend payment
392.330	-	issuance of securities, debt and notes
392.340	-	reorganization(s)

#### COMMISSION RULES

4 CSR 240-10.020	-	depreciation
4 CSR 240-30.010(2)(C)	-	rate schedules
4 CSR 240-30.040	-	uniform system of accounts
4 CSR 240-33.030	-	informing customers of lowest priced services

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.1 Abbreviations**

The following abbreviations are used herein only for the purposes indicated below:

C.O.	-	Central Office
Corp.	-	Corporation
EAEA	-	Equal Access Exchange Area
FCC	-	Federal Communications Commission
IXC	-	Interexchange Carrier
LATA	-	Local Access and Transport Area
LEC	-	Local Exchange Carrier
MO PSC	-	Missouri Public Service Commission
MTS	-	Message Telecommunications Service
PBX	-	Private Branch Exchange

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.2 Definitions**

**Access Line** - An arrangement which connects the Customer's location to Company's designated point of presence or network switching center.

**Authorized User** - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services. An authorized user also may be a consumer as defined herein.

**Calling Card** - A billing convenience whereby the charges for a call may be billed to an approved telephone company-issued calling card or valid commercial credit card where accepted. The terms and conditions of the local telephone company will apply to payment arrangements.

**Casual Calling** – A service whereby the Customer accesses the Company's service by dialing a Company-provided access code prior to placing the call, such as 101XXXX + 1 + area code + destination number.

**Collect Calling** - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**Commission** – The Missouri Public Service Commission.

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued***

**1.2 Definitions, *continued***

**Company** - Used throughout this tariff to refer to Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Operator Services unless otherwise clearly indicated by the context.

**Consumer** – A person who is not a Customer initiating any telephone calls using operator services.

**Customer Dialed Calling Card Call** - A service whereby the End User dials all of the digits necessary to route and bill the call without any operator assistance.

**Customer** - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service or is responsible for the payment of charges and/or compliance with tariff regulations.

**Customer Premises Equipment** - Terminal equipment, as defined herein, which is located on the Customer's premises.

**Operator Station Call** - A service whereby caller places a non-Person-to-Person call with the assistance of an operator (live or automated).

**Person-to-Person Call** - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached, or an agreed upon alternate.

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued***

**1.2 Definitions, *continued***

**Subscriber** - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of transient third party Consumers. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber may also be a Customer when the Subscriber uses services of the Company. See also Traffic Aggregator.

**Switched Access** - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

**Third Party Billing** - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

**Terminal Equipment** - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

**Traffic Aggregator** - A Subscriber that in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for telephone calls using a provider of operator services.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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**SECTION 2.0 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Operator Services is a resale common carrier providing automated and live intrastate operator assisted, direct dialed telecommunications and directory assistance services to Customers within the state of Missouri.

Service is provided twenty-four (24) hours per day, seven (7) days per week.

**2.2 Applicability of Tariff**

This tariff is applicable to telecommunications services provided by the Company within the state of Missouri.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.3 Payment and Credit Regulations**

**2.3.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Missouri PSC. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this tariff.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.3 Payment and Credit Regulations, *continued***

**2.3.2 Deposits**

The Company does not require a deposit from the Customer or Subscriber. If, in the future, the Company does require deposits, it will comply with the requirements as set forth in 4 CSR 240-33.050, which pertains to deposits and guarantees of payment for residential customers.

**2.3.3 Advance Payments**

The Company does not require an Advance Payment from the Customer or Subscriber.

**2.3.4 Late Payment Charge**

All bills are due upon receipt. Any bill outstanding and unpaid more than thirty (30) days after the date the bill is postmarked, shall be considered past due. A late fee of 1.5% per month will be charged on any past due balance.

**2.3.5 Return Check Charge**

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Missouri law and Commission regulations.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.4 Taxes and Fees**

The Company reserves the right to bill any and all applicable taxes, fees, governmental or quasi-governmental assessments in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Universal Service Funds and Gross Receipts Tax.

All state and local taxes (i.e. gross receipts tax, sales tax, municipal tax) are listed as separate line items and are not included in the quoted rates for services paid for in arrears. All state and local taxes are included in the quoted rates for prepaid services. All charges and fees subject to the Missouri Public Service Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.5 Refunds or Credits for Service Outages or Deficiencies**

**2.5.1 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer or Subscriber, or to the failure of channels, equipment and/or communications systems provided by the Customer or Subscriber, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided, Subscriber-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via LEC access. For purposes of credit computation every month shall be considered to have 720 hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than two hours. For message rated toll services, credits will be limited to, at maximum, the price of the initial period of individual call that was interrupted.

**2.5.2 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.6 Liability of the Company**

- 2.6.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.6.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.6.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this Tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by gross negligence of the company.
- 2.6.4** The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's gross negligence.

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**SECTION 2.0 – RULES AND REGULATIONS, *continued***

**2.6 Liability of the Company, *continued***

- 2.6.5 The Company will provide credit on charges disputed by customer, verbally or in writing, that are verified as incorrect by Company. If oral or written objection is not received by Company within a reasonable period of time after bill is rendered (as determined by current law and regulatory policy), the account shall be deemed correct and binding upon the customer.
- 2.6.6 The Company's liability for gross negligence or intentional misconduct is not limited by this tariff.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.7 Refusal or Discontinuance by the Company**

**2.7.1** The Company may refuse or discontinue service under the following conditions. Unless otherwise specified, the Customer or Subscriber will be given ten (10) days written notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- A.** For failure of the Customer to pay a bill for service when it is due, provided that suspension or termination of service shall not be made without ten (10) days written notice to the Customer, except in cases where a Customer engages in fraud.
- B.** For failure of the Customer to meet the Company's payment and credit requirements as described in Section 2.3 of this tariff.
- C.** For failure of the Customer to make proper application for service.
- D.** For Customer's violation of any of the Company's rules on file with the Commission, provided ten (10) days' written notice is given before termination.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.7 Refusal or Discontinuance by the Company, *continued***

**2.7.1 *continued***

- E.** For failure of the Customer to provide the Company reasonable access to its equipment and property.
- F.** For Customer's breach of the contract for service between the Company and the Customer.
- G.** For a failure of the Customer to furnish such service, equipment, and/or rights-of-way necessary to serve said Customer as shall have been specified by the Company as a condition of obtaining service.
- H.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.7 Refusal or Discontinuance by the Company, *continued***

**2.7.2** The Company may refuse or discontinue service without notice to the Customer for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

**2.7.3 Customer Notification of Complaint Procedures**

The Company shall provide with each bill to Customers a toll-free telephone number and address to which complaints may be addressed. The accompanying message shall include the following sentences: "If you remain dissatisfied with our resolution of your complaint, you may contact the Missouri Public Service Commission at P.O. Box 360, Jefferson City, Missouri 65102. The Commission may also be reached at (573) 751-3234."

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.8 Limitations of Service**

- 2.8.1** Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.
- 2.8.2** The Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer or Subscriber is using the service in violation of the provisions of this tariff, or in violation of law.
- 2.8.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.8.4** The Company reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.9 Use of Service**

Service may be used for any lawful purpose for which it is technically suited. Customers or Subscribers reselling or rebilling the Company's Illinois intrastate service must have a Certificate of Authority as an interexchange carrier from the Illinois Commerce Commission.

**2.10 Terminal Equipment**

The Company's facilities and service may be used with or terminated in Customer-provided or Subscriber-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer or Subscriber, except as otherwise provided. The Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.11 Cost of Collection and Repair**

The Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer or the Subscriber is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

**2.12 Other Rules**

**2.12.1** The Company reserves the right to refuse to process Third Party Billed, Credit Card or Calling Card billed calls when authorization for use is denied or cannot be validated.

**2.12.2** The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers or Customers as required to meet changing regulations, rules or standards of the Commission.

**2.12.3** Operator services will be provided consistent with 4 CSR 240-33.130 and 392.515 RSMo, as amended from time to time.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.13 Operator Services for Casual Callers and Traffic Aggregators**

The Company's services are available to Consumers for a fee as described in the Rates section of this tariff, for direct dial, credit card, and automated collect operator assisted calls.

**2.13.1 Incomplete Calls**

The Company does not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification, or (ii) Company's knowledge. The Company utilizes answer supervision to determine completeness of calls.

**2.13.2 Carrier Identification**

The Company identifies itself to the Caller at the time the caller accesses its services. The Company will identify itself to the billed party, if different from the caller, at the time of initial contact.

**2.13.3 Rate Information**

Upon request, the Company quotes all rates and charges for its services to the End User accessing its system at no charge. The Company will also disclose billing method and complaint resolution procedures upon request.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.13 Operator Services for Casual Callers and Traffic Aggregators *continued***

**2.13.4 Notice**

When the Company provides its operator assisted calling to the public or transient Consumers, the Subscriber is required to post a notice in plain view at each telephone location which automatically accesses the Company's network. The notice shall include the following information:

- A. the Company's name and address;
- B. a toll-free telephone number for bill and service dispute information;
- C. a statement that The Company will quote rates upon request at no charge via the 800 number;
- D. a statement informing Consumers that they may access another interexchange telecommunications company from the traffic aggregator's location;
- E. instructions on how to reach the nearest emergency services provider at no charge;
- F. a statement that the Customer has the right to appeal any disputes concerning intrastate telephone calls to the Commission.

**2.13.5 Non-Blocking of other Carriers**

The Company will not take any action or enter into any arrangement which restricts Consumer selection among competing interexchange telephone corporations or which restricts Consumer access to competing providers of intrastate operator assisted communications services. Any entity which the Company knows to be engaged in such action or arrangement will be considered in violation of contract.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.13 Operator Services for Casual Callers and Traffic Aggregators *continued***

**2.13.6 LEC Billing**

The Company shall be listed on the local exchange company billing if the LEC has multicarrier billing ability.

**2.13.7 Calling Card Verification**

The Company will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards. In order to control fraud, the Company may refuse to accept calling cards which it determines to be invalid or cards it is unable to verify.

**2.13.8 Emergency Calls**

The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

**2.13.9 Transfer of Calls**

Upon request, the Company will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

**SECTION 3.0 - DESCRIPTION OF SERVICE**

**3.1 General**

The Company offers operator and directory assistance services to entities serving the transient public.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.2 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the industry-standard "V" and "H" coordinates.

Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.3 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call. Timing of each call begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. Call timing ends when either party hangs up.

**3.3.1** Unless otherwise described in the individual service description in this tariff, calls are measured and billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute.

**3.3.2** There is no billing applied for incomplete calls.

**3.3.3** When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.4 Applicable Rate Periods**

Unless otherwise indicated elsewhere in this tariff, usage-based rates may be subject to the following time-of-day, day-of-week, and holiday rate periods:

- 3.4.1** Day Rate Period - Applies to that portion of a call occurring from 8:00 AM to, but not including, 5:00 PM Monday through Friday.
- 3.4.2** Evening Rate Period - Applies to that portion of a call occurring from 5:00 PM to, but not including, 11:00 PM Sunday through Friday.
- 3.4.3** Night/Weekend Rate Period - Applies to that portion of a call occurring from 11:00 PM to, but not including 8:00 AM all days, all day Saturday, and Sunday to, but not including 5:00 PM.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.5 Pay Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings**

**3.6.1 Operator Services**

Operator Services is the furnishing of services for the completion of calls by Consumers and Customers presubscribed to Company made with the assistance of a company operator within the state including aggregator sites and locations. Aggregator sites include, but are not limited to hotels/motels, hospitals, business, military establishments; and locations of public, semi-public, or private pay telephones. Commercial credit cards are only accepted for payment for calls from pay telephone locations.

Usage charges apply to all operator service calls. Additionally, appropriate service charges are billed on a per call basis. The following per call service charges apply individually or in combination as described herein.

**A. Calling Card Charge**

This charge applies to an operator assisted or automated call placed by a Customer or Consumer where the call charges are billed to a local telephone company issued authorization code rather than to the originating or terminating telephone number. Three levels of assistance are available, depending on the extent of operator involvement in placing the call. See rate schedule following

**B. Operator Station Charge**

This charge applies to a service whereby the Customer or Consumer places a non-Person to Person call with the assistance of an operator (live or automated).

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings, *continued***

**3.6.1 Operator Services, *continued***

**C. Collect Call Charge**

This charge applies to a billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**D. Third Party Billing Charge**

This charge applies to a billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

**E. Sent Paid Charge**

This charge applies when the Consumer requests the operator to bill back to the number from which they are calling. The operator can only do this if the Consumer is calling from a non-restricted number.

**F. Person to Person Charge**

This charge applies to a service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings, *continued***

**3.6.1 Operator Services, *continued***

**G. Operator Dialed Surcharge**

A surcharge applies to Operator Station and Person-to-Person rated calls when the Customer or Consumer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to: 1) calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the Company network or, 2) calls in which a Company operator places a calls for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings, *continued***

**3.6.1 Operator Services, *continued***

**H. Busy Line Verification and Interrupt**

**1. Busy Line Verification**

Busy Line Verification and Interrupt services are offered in areas where the service is available. With Busy Line Verification (BLV), the Company operator will determine if the called number or line is in use. Only one BLV will be made per telephone call and an associated charge will apply whether or not conversation was detected on the line. The operator will not complete the call for the Customer initiating the verification request.

**2. Busy Line Verification - Interrupt**

Busy Line Verification - Interrupt (BLVI) allows the Company operator to interrupt a telephone conversation in progress, upon the caller's request and after a Busy Line Verification occurs. Upon the caller's request, the Company operator will interrupt the busy line and inform the called party that there is a call waiting from the caller. The Operator will not complete the call, but will only inform the called party of the request. If the call is released the Company operator will offer to complete the call for the Customer initiating the interrupt request. An applicable service charge and applicable per minute charges will apply to the completed call. Only one BLVI attempt will be made per telephone call and a charge will apply whether or not the called party releases the line.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings, *continued***

**3.6.1 Operator Services, *continued***

**I. General Assistance Charge**

This charge applies when the Customer or Consumer obtains information such as time of day, day of the week, area codes, international and/or city codes.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings, *continued***

**3.6.2 Directory Assistance**

**A. General**

Directory Assistance is available to all Customers for the purpose of obtaining telephone numbers. Charges for Directory Assistance are not applicable to inquiries received from handicapped persons who have to rely on Directory Assistance as the only practical means of obtaining a telephone number. Such persons must contact the Company for credit on directory assistance calls.

Directory assistance is offered to all Customers. When operator assistance is provided to complete or bill the directory assistance charges appropriate operator service charges apply in addition to the directory assistance usage charge.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Service Offerings, *continued***

**3.6.2 Directory Assistance *continued***

**C. [Reserved for Future Use]**

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.7 Nonsubscriber Service Charge**

A Service charge is applicable to intrastate Operator Station, Person-to-Person or Real Time rated calls billed to all lines which are presubscribed to an interexchange carrier other than the Company, or not presubscribed to any interexchange carrier. This charge is in addition to the initial period and additional period charges applicable to calls from points within the state.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.8 Institutional Collect-Only Calling Service**

The Company processes one type of institutional collect calls: automated collect. Automated Collect Calls are billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance. The call processing system collects the billing information of the called party and routes the call through terminating facilities. The called party must accept the charges for the call, or the connection will be dropped.

Calls are measure as described in Sections 3.2, 3.3, and 3.4 of this tariff and rated based on time of day, call duration and mileage. Per-minute usage sensitive charges, as well as per-call automated operator surcharge apply.

Service may be limited or restricted at the request of the Institution administration. Restrictions include, but are not limited to: call duration limits, call-to number blocking, emergency call blocking, blocked access to a live operator and to alternate carriers, collect or person to person collect only, service availability hours, or other restrictions deemed necessary for the welfare of the institution and safety of the public. All services are offered in conjunction with interstate services.

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**SECTION 4.0 - RATES**

**4.1 General**

Each Customer is charged individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.2 of this tariff.

Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration.

Customers are billed based on their use of the Company's long distance service. No installation charges or fixed monthly recurring charges apply.

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services**

**4.2.1 Rate Plan 1**

**A. General**

Rate Plan 1 is available to Customers for outbound interLATA toll calling. All calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. When the call is originated from a pay telephone the applicable charges are specified in paragraph C of this section. Calls are not time of day sensitive.

**B. Rates**

**1. Usage Rates**

	<u>InterLATA</u>
Per Minute Usage Rate	\$0.89

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.99
Operator Must Dial Calling Card	\$ 4.99
Operator Dialed Calling Card	\$ 5.50
Collect - Automated	\$ 4.99
Collect – Operator Handled	\$ 6.50
Third Party - Automated	\$ 4.99
Third Party Operator Handled	\$ 9.99
Sent Paid - Non Coin - Automated	\$ 4.99
Sent Paid - Non Coin - Operator	\$ 9.99
Person-to-Person	\$ 9.99
Operator Dialed Surcharge	\$ 1.00
Busy Line Verification	\$ 6.50
Busy Line Verification – Interrupt	\$13.00
General Assistance	\$ 0.99

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.1 Rate Plan 1, *continued***

**C. Pay Telephone Calls**

**1. Usage Rates**

	<b><u>InterLATA</u></b>
Per Minute Usage Rate	\$0.59

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.99
Operator Must Dial Calling Card	\$ 4.99
Operator Dialed Calling Card	\$ 5.50
Collect - Automated	\$ 4.99
Collect – Operator Handled	\$ 6.50
Third Party Automated	\$ 4.99
Third Party Operator Handled	\$ 9.99
Person-to-Person	\$ 9.99
Busy Line Verification	\$ 6.50
Busy Line Verification - Interrupt	\$13.00
Operator Dialed Surcharge	\$ 1.00

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.2 Rate Plan 2**

**A. General**

Rate Plan 2 is available to Customers for outbound interLATA toll calling. All calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. When the call is originated from a pay telephone the applicable charges are specified in paragraph C of this section. Calls are not time of day sensitive.

**B. Rates**

**1. Usage Rates**

	<b><u>InterLATA</u></b>
Per Minute Usage Rate	\$0.801

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.49
Operator Must Dial Calling Card	\$ 4.49
Operator Dialed Calling Card	\$ 4.95
Collect - Automated	\$ 4.49
Collect – Operator Handled	\$ 5.85
Third Party - Automated	\$ 4.49
Third Party – Operator Handled	\$ 8.99
Sent Paid – Non Coin - Automated	\$ 4.49
Sent Paid – Non Coin - Operator	\$ 8.99
Person-to-Person	\$ 8.99
Operator Dialed Surcharge	\$ 0.90
Busy Line Verification	\$ 5.85
Busy Line Verification – Interrupt	\$11.70
General Assistance	\$ 0.89

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.2 Rate Plan 2, *continued***

**C. Pay Telephone Calls**

**1. Usage Rates**

	<b><u>InterLATA</u></b>
Per Minute Usage Rate	\$0.69

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.99
Operator Must Dial Calling Card	\$ 4.99
Operator Dialed Calling Card	\$ 5.50
Collect - Automated	\$ 4.99
Collect – Operator Handled	\$ 6.50
Third Party Automated	\$ 4.99
Third Party Operator Handled	\$ 9.99
Person-to-Person	\$ 9.99
Busy Line Verification	\$ 6.50
Busy Line Verification - Interrupt	\$13.00
Operator Dialed Surcharge	\$ 1.00

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.3 Rate Plan 3**

**A. General**

Rate Plan 3 is available to Customers for outbound interLATA toll calling. All calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. When the call is originated from a pay telephone the applicable charges are specified in paragraph C of this section. Calls are not time of day sensitive.

**B. Rates**

**1. Usage Rates**

	<b><u>InterLATA</u></b>
Per Minute Usage Rate	\$0.4450

**2. Per Call Charges**

Customer Dialed Calling Card	\$2.50
Operator Must Dial Calling Card	\$2.50
Operator Dialed Calling Card	\$2.75
Collect - Automated	\$2.50
Collect – Operator Handled	\$3.25
Third Party - Automated	\$2.50
Third Party – Operator Handled	\$5.00
Sent Paid – Non Coin - Automated	\$2.50
Sent Paid – Non Coin - Operator	\$5.00
Person-to-Person	\$5.00
Operator Dialed Surcharge	\$0.90
Busy Line Verification	\$3.25
Busy Line Verification – Interrupt	\$6.50
General Assistance	\$0.50

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.3 Rate Plan 3, *continued***

**C. Pay Telephone Calls**

**1. Usage Rates**

	<b><u>InterLATA</u></b>
Per Minute Usage Rate	\$0.790

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.99
Operator Must Dial Calling Card	\$ 4.99
Operator Dialed Calling Card	\$ 5.50
Collect - Automated	\$ 4.99
Collect – Operator Handled	\$ 6.50
Third Party Automated	\$ 4.99
Third Party Operator Handled	\$ 9.99
Person-to-Person	\$ 9.99
Busy Line Verification	\$ 6.50
Busy Line Verification - Interrupt	\$13.00
Operator Dialed Surcharge	\$ 1.00

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.3 Rate Plan 4**

**A. General**

Rate Plan 4 is available to Customers for outbound interLATA toll calling. All calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. When the call is originated from a pay telephone the applicable charges are specified in paragraph B of this section. Calls are not time of day sensitive.

**B. Pay Telephone Calls**

**1. Usage Rates**

	<b><u>InterLATA</u></b>
Per Minute Usage Rate	\$0.890

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.99
Operator Must Dial Calling Card	\$ 4.99
Operator Dialed Calling Card	\$ 5.50
Collect - Automated	\$ 4.99
Collect – Operator Handled	\$ 6.50
Third Party Automated	\$ 4.99
Third Party Operator Handled	\$ 9.99
Person-to-Person	\$ 9.99
Busy Line Verification	\$ 6.50
Busy Line Verification - Interrupt	\$13.00
Operator Dialed Surcharge	\$ 1.00

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.4 Rate Plan 5**

**A. General**

Rate Plan 5 is available to Customers for outbound intrastate toll calling. Customers access the Company's network to place a collect call or other call type requiring operator assistance by dialing a designated access code from a pay telephone. Calls are billed in one (1) minute increments with an initial period for billing purposes of one (1) minute. Calls are not mileage or time-of-day sensitive. Pay Telephone Surcharge does not apply to these calls.

**B. Rates for Pay Telephone Calls**

**1. Per Minute Usage Rates**

	<b>Day</b>		<b>Evening</b>		<b>Night/Weekend</b>	
	<b>1<sup>st</sup> Minute</b>	<b>Add'l Minute</b>	<b>1<sup>st</sup> Minute</b>	<b>Add'l Minute</b>	<b>1<sup>st</sup> Minute</b>	<b>Add'l Minute</b>
<b><u>Mileage</u></b> 0 - 99999	<b><u>\$0.3900</u></b>	<b><u>\$0.3900</u></b>	<b><u>\$0.3900</u></b>	<b><u>\$0.3900</u></b>	<b><u>\$0.3900</u></b>	<b><u>\$0.3900</u></b>

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.4 Rate Plan 5, *continued***

**B. Rates for Pay Telephone Calls, (cont'd)**

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.10
Operator Must Dial Calling Card	\$ 4.10
Operator Dialed Calling Card	\$ 4.10
Collect - Automated	\$ 4.10
Collect - Operator Handled	\$ 4.10
Third Party - Automated	\$ 4.10
Third Party - Operator Handled	\$ 4.10
Person-to-Person	\$ 4.10
Operator Dialed Surcharge - Person	\$ 1.99
Operator Dialed Surcharge - Station	\$ 1.99

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.5 Rate Plan 6**

**A. General**

Rate Plan 6 is available to Customers for outbound interstate toll calling. Customers access the Company's network to place a collect call or other call type requiring operator assistance by dialing a toll free number. Calls are billed in three (3) minute increments with an initial period for billing purposes of one (1) minute. Calls are not mileage or time-of-day sensitive. Pay Telephone Surcharge does not apply to these calls.

**B. Operator Service Rates**

**1. Per Minute Usage**

	<b>Day</b>		<b>Evening</b>		<b>Night/Weekend</b>	
	<b>1<sup>st</sup></b>	<b>Add'l 3</b>	<b>1<sup>st</sup></b>	<b>Add'l 3</b>	<b>1<sup>st</sup></b>	<b>Add'l 3</b>
<b><u>Mileage</u></b>	<b><u>Minute</u></b>	<b><u>Minutes</u></b>	<b><u>Minute</u></b>	<b><u>Minutes</u></b>	<b><u>Minute</u></b>	<b><u>Minutes</u></b>
0 - 99999	\$0.3900	\$1.1700	\$0.3900	\$1.1700	\$0.3900	\$1.1700

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**SECTION 4.0 - RATES, *continued***

**4.2 Operator Services, *continued***

**4.2.5 Rate Plan 6, *continued***

**B. Operator Service Rates, (cont'd)**

**2. Per Call Charges**

Customer Dialed Calling Card	\$ 4.10
Operator Must Dial Calling Card	\$ 4.10
Operator Dialed Calling Card	\$ 4.10
Collect - Automated	\$ 4.10
Collect - Operator Handled	\$ 4.10
Third Party - Automated	\$ 4.10
Third Party - Operator Handled	\$ 4.10
Person-to-Person	\$ 4.10
Operator Dialed Surcharge - Person	\$ 1.99
Operator Dialed Surcharge - Station	\$ 1.99

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**SECTION 4.0 - RATES, *continued***

**4.3 Directory Assistance**

**4.3.1 General**

Directory Assistance is available to all Customers for the purpose of obtaining telephone numbers. A maximum of two (2) telephone numbers are allowed per request. Additional charges may apply for requests of more than two (2) telephone numbers, which will not exceed the existing tariffed rate.

**4.3.2 Rates and Charges**

Local Directory Assistance Charge, Per Call	\$0.75
Long Distance Directory Assistance Charge, Per Call	\$1.10

**4.3.3 [Reserved for Future Use]**

**4.4 Nonsubscriber Service Charge**

Nonsubscriber Service Charge, Rate Plans 1-4, Per Call:	\$3.50
Nonsubscriber Service Charge, Rate Plans 5-6, Per Call:	\$0.50

**4.5 Pay Telephone Surcharge**

Pay Telephone Surcharge, per Call	\$0.47
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**SECTION 4.0 - RATES, *continued***

**4.6 Exemptions and Special Rates**

**4.6.1 Emergency Call Exemptions**

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. The Company will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

**4.7 Individual Case Basis Rates (ICB)**

Private line services will be made available to customers in a nondiscriminatory manner. Rates for interexchange and local exchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

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**SECTION 4.0 - RATES, *continued***

**4.8 Institutional Collect-only Calling Service**

**4.8.1 Rate Plant #1**

**A. IntraLATA Institutional Per Minute Usage Rates**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	
Mileage	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-99999	\$0.4000	\$0.4000	\$0.4000	\$0.4000	\$0.4000	\$0.4000

**Automated Collect Call Service Charge, per call                      \$3.00**

**B. InterLATA Institutional Calls**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	
Mileage	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-99999	\$0.5000	\$0.5000	\$0.5000	\$0.5000	\$0.5000	\$0.5000

**Automated Collect Call Service Charge, per call                      \$3.00**

**C. Local Institutional Collect Calls**

The following charges apply per local collect call. These charges apply during all rate periods.

**1. Local Usage Charge**

A usage charge of \$0.50 applies to each local call placed by the End User using the services of the Company.

**2. Local Per Call Service Charges**

One of the following per-call charge applies to each local collect-only operator assisted call:

Local Automated Collect Call Service Charge:	<b>Per Call</b> \$2.51
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**SECTION 4.0 - RATES, *continued***

**4.8 Institutional Collect-only Calling Service**

**4.8.2 Rate Plant #2**

**A. IntraLATA Institutional Per Minute Usage Rates**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	
Mileage	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-99999	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

**Automated Collect Call Service Charge, per call                    \$3.9500**

**B. InterLATA Institutional Calls**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	
Mileage	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-99999	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

**Automated Collect Call Service Charge, per call                    \$3.95**

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**SECTION 5.0 - PROMOTIONS**

**5.1 Promotional Offerings - General**

Company 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. The Company will provide tariff notification to the Commission no less than seven (7) days prior to the beginning of each promotion identifying the promotion, the exchange(s) within which the promotion will be offered, and the start and end dates of the promotion. The Company will offer all promotions in a non-discriminatory manner.

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