

SECTION 6.0 - ADDITIONAL SERVICES

6.1 Directory Assistance

Local Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA.

National Directory Assistance - National Directory Assistance is a service where customers may request listing information for areas outside their LATA or home NPA.

Call allowances are as stated below:

1. A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

2. Exemptions

1. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
2. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from being charged a Directory Assistance charge, and shall not be included in the ten call allowance.

Local Directory Assistance, per call	<b>\$1.25</b>	(I)
National Directory Assistance, per call	<b>\$1.25</b>	(I)

6.2 Local Operator Services

Operator Assisted Surcharges - The following surcharges will be applied on a per call basis.

	Rate per Call
Station to Station	<b>\$1.50</b>
Third Number Billing	<b>\$1.50</b>
Collect Calling	<b>\$1.50</b>
Person to Person	<b>\$3.35</b>

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.3 Number to Number Referral Service**

Number to Number Referral Service provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed business line number.

The basic referral period is for a minimum of thirty (30) days or the life of the directory, whichever is greater.

	<u>Monthly Recurring Charges</u>	<u>Non-Recurring Charges</u>
Basic Referral Service, per number	N/C	N/C
DID Basic Referral		
Per individual number (charges apply for period selected)		
Up to 90 days	N/C	\$20
91 to 180 days	N/C	\$40
181 to 365 days	N/C	\$60
Per block of sequential numbers (charges apply for period selected)		
Up to 90 days	N/C	\$160
91 to 180 days	N/C	\$220
181 to 365 days	N/C	\$330

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## SECTION 6.0 - ADDITIONAL SERVICES

### 6.4 Busy Verification and Interrupt Service

#### 6.4.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

#### 6.4.2 Rate Application

- a) A Verification Charge will apply when:
  1. The operator verifies that the line is busy with a call in progress, or
  2. The operator verifies that the line is available for incoming calls.
- b) Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- c) No charge will apply when the calling party advises that the call is from an official public emergency agency.

#### 6.4.3 Rates

	<u>Rate Per Call</u>
Verification Charge, each request	\$1.55 (I)
Interrupt Charge, each request	\$2.35 (I)

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## SECTION 6.0 - ADDITIONAL SERVICES

### 6.5 Directory Listing Services

#### 6.5.1 Directory Listing Definitions

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group and with each Joint User service.

Non-Listed Number (Private Directory Service) - A Non-Listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for a Non-Listed Number are specified in Section 6.5.2.

Non-Published Number (Semi-Private Directory Service) - A Non-Published Number will be furnished at the Customer's request. A Non-Published Number is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Number is not available to the general public. Charges for a Non-Published Number are specified in Section 6.5.2.

Secretarial Listing - Applies to a customer engaged in furnishing service of a secretarial nature who may contract for telephone secretarial listings for the benefit of patrons.

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## SECTION 6.0 - ADDITIONAL SERVICES

### 6.5 Directory Listing Services

#### 6.5.1 Directory Listing Definitions (Cont'd)

Foreign Listing - Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

Extra/Alternate Call Listing - Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls. Charges for Alternate Call Listings are specified in Section 5.5.2, as Additional Listing.

Additional Listing - Where a customer is served by two or more lines in a series completion group arranged for a hunting operation.

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.5 Directory Listing Services**

6.5.2 Directory Listing Rates

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Primary Listing	N/C	N/C
Non-Listed Number	\$1.40 (I)	\$6.00
Non-Published Number	\$1.85	\$6.00
Extra Listing	\$2.85 (I)	\$9.50
Additional Listing	\$3.45	\$9.50
Foreign Listing	\$2.85 (I)	\$9.50
Secretarial Listing	\$3.65	\$9.50
Cross Reference Listing	\$2.45	\$9.50
Caption Listing	N/C	N/C

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.6 Blocking Service**

**6.6.1 General**

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to Customers:

- a) 900 and 976 Blocking - Allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.
  - 1. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.
  - 2. The Company may charge a nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service.
  - 3. A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
  - 4. Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.
- b) Involuntary Blocking of 900 and 976 Numbers - Involuntary blocking of 900 and 976 numbers may be implemented by the telephone company for failure to pay legitimate charges.
- c) Toll Restriction (1+ and 0+ Blocking) - Provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+ 8XX (Toll Free), and operator assisted toll calls.

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.6 Blocking Service**

6.6.2 Regulations

1. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
2. Blocking Service is available where equipment and facilities permit.

6.6.3 Rates and Charges

1. Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	<u>Non- Recurring</u>	<u>Monthly Recurring</u>
900 and 976 Blocking (per line/Trunk) (subsequent requests for blocking and unblocking pay per call service, waived for 60 days following establishment of local exchange service)	\$18.25	N/C
Toll Restriction (per line)	\$8.25	\$20.00

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
5th Revised Index Sheet 1  
Replacing 4th Revised Index Sheet 1

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Section 7  
4th Revised Index Sheet 2  
Replacing 3rd Revised Index Sheet 2

7. AT&T LOCAL EXCHANGE SERVICES

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Section 7  
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7. AT&T LOCAL EXCHANGE SERVICES

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## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.1 Description

AT&T Local Exchange Services provide a Customer with an analog, voice grade telephonic communications channel that can be used to originate or terminate one call at a time. Business lines (main or additional) are provided for connection of Customer-provided key system or single-line terminal equipment such as station sets or facsimile machines to the Company's network.

AT&T Local Exchange Services also provide Customers with the option to select analog trunks, which are designed to handle high traffic volumes associated with connection to Customer-provided Private Branch Exchange (PBX) equipment or capable key system. The Customer may opt to utilize business trunks for outgoing calls only (DOD), incoming calls to an attendant (One-way In Local Trunk), incoming calls without utilizing an attendant (DID) or a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo-Attendant Trunk). Direct Inward Dialing (DID) service allows incoming calls to be terminated directly to an end user behind a PBX or capable key system. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. AT&T Local Exchange Services are available where facilities and operating systems exist. AT&T Local Exchange Services include Touch Tone.

Customers utilizing AT&T Local Exchange Services must subscribe to a sufficient number of lines/trunks to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of access lines required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of lines/trunks cause interference, the Company shall have the right to discontinue service without prior notification to the Customer.

AT&T will provide Local Exchange Services either on its own facilities or facilities leased from other carriers, and may be offered in conjunction with an associated long distance service offering provided by AT&T. Number portability will be offered to our customers.

## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.2 Monthly Recurring Charges

AT&T Local Exchange Services are subject to monthly recurring charges on a per-line or per-trunk basis. Customers who order AT&T Local Exchange Services associated with any of the following long distance services will be charged the Monthly Recurring charges as shown in the Price List: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, OneNet Option, AT&T Business Network or ACC Business. All other AT&T Local Exchange Services customers will be charged as shown in the Price List.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers as shown in the Price List.

### 7.3 Non-Recurring Charge

#### 7.3.1 Installation Charge

AT&T Local Exchange Services are subject to a non-recurring Installation Charge on a per-line or per-trunk basis unless otherwise specified. The standard installation charge will be waived for new AT&T Local Exchange Services Customers.

#### 7.3.2 Service Order Charge

Requests for ordering, connecting, installing, changing or moving of telecommunications services that relate to AT&T Local Exchange Services under this offer are subject to non-recurring Service Order Charges on a per order basis. Service Order Charges do not apply to disconnection of service. The Service Order Charge will be waived for new AT&T Local Exchange Services Customers.

#### 7.3.3 Line/Trunk Move or Add with Dispatch

Adds and moves to an existing Local Service line or trunk that require dispatch of Company personnel to a Customer location are subject to non-recurring charges on a per-site, per-hour basis, with an one hour minimum charge per-site, beginning from the time when the Company's employee or contractor enters the Customer's location. Should the service call exceed one hour, the customer will be assessed charges in 15-minute increments until the service call is completed. Such dispatch services may include, but are not limited to, work with Company on-premise equipment, the demarcation point, or the facilities, which is done after the initial installation of service.

(MT) Material previously displayed on this sheet now appears on Sheet 37.

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7. AT&T LOCAL EXCHANGE SERVICES

7.3 Non-Recurring Charge (Cont'd)

7.3.4 Feature Change Charge

Feature Change Charges are applied to an existing Local Service line when the customer requests to add or change a feature. This charge is assessed per-line and for each occurrence. In addition, a Service Order Charge will apply on a per-order basis with any feature change charges.

7.3.5 Record Order Charge

A Record Order Charge is applied to existing Local Service Customers who initiated a change to their billing records, including but not limited to a suspension of services, change in mailing address of billing party, change in name of billing party, or an addition or change of calling card or intraLATA calling plan services. A Service Order Charge is not charged with a Record Order Charge. For changes applied to Directory Listings, see non-recurring directory listing charges in Price List.

7.3.6 Pre-Installation Cancellation Charge

Pre-Installation Cancellation Charge is assessed when a Customer, after accepting a customer-concurred due (CCD) date from the service provider, cancels the entire local service order prior to completed installation. This charge also applies when the Customer accepts only partial installation of the local service order at the accepted CCD date and further installation must be scheduled for a later date.

7.3.7 25 Pair Termination Block Charge

A 25 Pair Termination Block Charge is assessed if the Customer requires an RJ21X hand-off device to be installed in order to obtain AT&T Local Exchange Services from the Company.

7.3.8 PIC Change Charge

A PIC Change Charge applies to existing Local Service Customers who request a change in their PIC designation for presubscription of interLATA service. The charge is applied on a per-line or per trunk basis. The charge does not apply to intraLATA PIC changes. Service Order Charges and Record Order Charges do not apply to PIC changes.

Section 7  
Original Sheet 3.1

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## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.4 Features

Optional features are available with AT&T Local Exchange Services. Customers may order features individually or as part of a Feature Package, as shown below. (Feature Packages are not available for ACC Business.) Monthly Recurring Charges associated with features are applied on a per-line basis, and are in addition to any other applicable charges. Customers who order AT&T Local Exchange Services associated with any of the following services will be charged the Monthly Recurring Charges shown in the Price List: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, OneNet Option, AT&T Business Network or ACC Business. All other AT&T Local Exchange Services Customers will be charged as shown in the Price List. Usage charges also apply to some features. The Company is not responsible for the compatibility of products and services of outside vendors. The following optional features and feature packages may be ordered.

#### 7.4.1 Call Forward Busy

This feature allows the Customer to designate a telephone number to which their calls will be forwarded to in the event that their number is already in use. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

#### 7.4.2 Call Forward No Answer

This feature allows the Customer to designate a telephone number to which their calls are forwarded to after a predetermined time with no answer. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

#### 7.4.3 Call Forward Variable

This feature enables a customer to program their telephone to forward their calls to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.



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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.4 Call Waiting/Cancel Call Waiting

The Call Waiting feature enables a Customer already on a call to be notified of another call by the sound of a Call Waiting tone. The Customer depresses the switchhook to answer the new call, placing the original call on hold. The Cancel Call Waiting feature enables a Customer to deactivate the Call Waiting feature. There is no additional charge for the Cancel Call Waiting feature.

7.4.5 Caller ID

This feature permits the display of a caller's telephone number on a Customer Premise Equipment display unit. Calling party information may indicate the directory number of the calling party or that the number of the calling party is private or unavailable.

Refer to Price List

7.4.6 Caller ID Blocking-Per Line

Per-Line Blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to AT&T: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability.

Per-Line Blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unlock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.7 Caller ID Blocking-Per Call

Caller ID blocking is also available on a per call basis. Caller ID Blocking-Per Call is automatically enabled for all customers with AT&T Local Exchange Services. The purchase of Caller ID is not required.

Caller ID Blocking-Per Call is activated by dialing a special code (\*67) prior to placing a call. Blocking will be activated for that outgoing call only.

Caller ID Blocking-Per Call is provided without charge.

7.4.8 Speed Dialing 8

This feature allows the Customer to use 1-digit speed calling to complete calls. Up to 8 numbers can be stored in memory.

7.4.9 Three-Way Calling

This feature allows the customer to connect a third party call to an existing call. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.10 Feature Packages

A. Feature Package 1 includes:

Call Forward Variable, Three-Way Calling

B. Feature Package 2 includes:

Call Forward Variable, Three-Way Calling, Call Waiting/Cancel Call Waiting

C. Feature Package 3 includes:

Call Forward Variable, Three-Way Calling, Call Waiting/Cancel Call Waiting, Call Forward Busy, Speed Dialing 8

D. Small Business Feature Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Transfer, Call Waiting/Cancel Call Waiting, Distinctive Ring, Speed Dial 30, Three-Way Calling

(AT)

E. Small Business Basic Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Waiting/Cancel Call Waiting, Remote Access to Call Forwarding, Three-Way Calling

F. Small Business Basics Plus Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Waiting/Cancel Call Waiting, Remote Access to Call Forwarding, Three-Way Calling, Basic Voice Mail (201), Inside Wire Maintenance

G. Small Business Complete Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Transfer, Call Waiting/Cancel Call Waiting, Distinctive Ring, Selective Call Rejection, Remote access to Call Forwarding, Speed Dial 30, Three-Way Calling, Basic Voice Mail (201), Inside Wire Maintenance

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.11 Anonymous Call Rejection (ACR)

(MT)

This feature allows the subscriber to automatically reject calls from callers who block delivery of their name or telephone number. Customers activate Anonymous Call Rejection by pressing \*77. Customers cancel ACR by pressing \*87. It does not block calls from numbers that are unavailable.

Blocked calls or calls marked private are routed to an announcement that will indicate that the called party is not accepting calls from parties with private numbers. Anonymous Call Rejections will be automatically provisioned (free of charge) to all AT&T Local Service Caller ID services customers.

(MT)

7.4.12 Caller ID with Name

This feature permits the display of a listed name associated with telephone number from which the call is being made. The name and number will be delivered to a customer-provided display device.

7.4.13 Caller ID with Call Waiting

This feature provides customers the ability to see the number or the name of the calling party while engaged in a telephone conversation. Customers must subscribe to both Caller ID and Call Waiting features. When customers subscribe to Caller ID with Call Waiting, they receive the functionality of both Call Waiting and Caller ID along with an alert signal indicating that another caller is attempting to call. There is no additional charge for Caller ID with Call Waiting.

7.4.14 Distinctive Ring Service

This feature enables the customer to have two telephone numbers assigned to a single analog line. Each telephone number will have a unique ringing pattern. Customers have the option of having the additional telephone number listed in the directory.

7.4.15 Remote Access to Call Forwarding (RACF)

This feature allows a customer to activate/deactivate the automatic transfer of their incoming calls to another telephone number. Users subscribing to RACF must also have or subscribe to Call Forward Variable feature. RACF requires a local dial-in telephone number be provided to the customer. Customer uses a four-digit PIN to access the call-forwarding feature. The user gains remote access to the Call Forward Variable feature from a touch-tone telephone at a remote location.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.16 Selective Call Rejection

This feature allows the Customer to prevent calls from an unwanted caller whose number has been added to the customer's selective call rejection list. Customers can activate Selective Call Rejection by pressing \*60. Customers can cancel Selective Call Rejection by pressing \*80. Once activated, unwanted telephone numbers are routed to a recorded message informing the caller that the called party does not wish to accept their call. Up to 31 telephone numbers may be stored.

7.4.17 Call Transfer

This feature allows a subscriber to transfer an established call to any other line without requiring the assistance of an operator or attendant. The user is responsible for all usage charges associated with the transferred call for the duration of the call.

7.4.18 Call Trace

This feature permits the user to activate an immediate trace of a prank or harassing call by hanging up and dialing \*57. When Call Trace is initiated, the Customer's telephone number and the telephone number of the last received calling party number are captured and made available to the Customer's local law enforcement agency. After dialing \*57, the Customer receives a recording indicating the trace was successful. The Customer may then call Customer's local law enforcement agency to pursue further action. The Company does not represent that any local law enforcement officials will take action with regard to the traced call. The charge for Call Trace is assessed on a per use basis. The Customer will be charged only for successful traces.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, other than for its gross negligence or willful misconduct, with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with the success or failure of Call Trace, shall not exceed the charge that the Customer incurred for Call Trace. Except as provided above, 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 use of Call Trace.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.19 Repeat Dial

This feature allows the user to redial the last number dialed. To activate this feature, the user dials \*66. The last number dialed will then be redialed for up to 30 minutes and the user will be signaled with a special ring if the called number becomes available. The user will be charged each time this feature is activated regardless of whether the called party answers. Calls completed with this feature will be subject to all appropriate local, local toll and/or long distance charges. The following limitations apply to the Repeat Dial function when used with other features:

- A. Repeat Dialing may be denied when used to call numbers with Call Forwarding features.
- B. 911, 411, 611, Busy Line Verification calls, Directory Assistance calls, Operator Assisted calls, and Partial dials will be denied when Repeat Dialing is initiated.
- C. 800, 900, and 20+ digit calls may be marked invalid.
- D. Repeat Dialing will only work for the first party called, not the second when 3-Way Calling is used.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.20 Call Return

This feature redials the number of the most recent incoming call to the Customer's telephone number. This feature is activated when the user dials \*69. The number of the most recent incoming call will then be dialed for up to 30 minutes and the user will be signaled with a special ring if the called number becomes available. The user will be charged each time this feature is activated, regardless of whether the called party answers. Calls completed with this feature will be subject to all appropriate local, local toll and/or long distance charges. This feature cannot be activated when the number of the most recent incoming call has call or line blocking or is otherwise unavailable. The following limitations apply to the Call Return function:

- A. Call Return will only work for the first party called, not the second when 3-Way Calling is used.
- B. Call Return will not work to call a customer who has Call Forwarding Variable, or to call a toll-free, 900 or private number.
- C. Repeat Dialing cannot be used right after Call Return is used, unless the user dials an outgoing call.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.21 Remote Call Forwarding

Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). Calls forwarded with this feature will be subject to all appropriate local, local toll and/or long distance charges from the call forwarding location to the terminating station.

A. Limitations

Remote Call Forwarding service is offered subject to availability of suitable facilities.

RCF service is not offered where the terminating number is a coin or coinless pay telephone.

The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.

Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction.

The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs.



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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.21 Remote Call Forwarding (Cont'd)

Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal tariff charges for such changes.

Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company additional RCF features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.

When the Call Forwarding number is located in a multioffice exchange, the Company will determine the serving central office.

Remote Call Forwarding will be limited to five access paths from the RCF Customer's primary business telephone number.

Calls can only be forwarded to the Customer's primary business telephone location.

The charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.

The minimum contract period for this service is one month.

Remote Call Forwarding is not represented as suitable for satisfactory transmission of data and is only available with AT&T All In One Service, ACC Business and AT&T Business Network Service.

(AT)  
(AT)

## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.4 Features (Cont'd)

#### 7.4.22 Speed Dialing 30

This feature allows the customer to use two-digit speed calling to complete calls. Up to 30 numbers can be stored in memory.

Speed Dial 30 is only available with AT&T All In One Service, ACC Business and AT&T Business Network Service.

(AT)

#### 7.4.23 Local Number Portability Service

Local Number Portability (LNP) Service provides end users of telecommunication service, where facilities permit, the ability to retain their existing telephone number when switching from one local exchange service provider to another provided that the end user customer remains within the same rate center.

LNP Service provides for the completion of all calls to ported telephone numbers, as described above, regardless of where the call originates.

Monthly recurring charges for LNP service will apply to end user Business Service All Other customers.

LNP Service charge will be assessed on all lines beginning on April 1, 2002 and concluding on November 30, 2006.

Monthly recurring charges for LNP service will apply to end user Business service customers receiving AT&T Business Network Service, and DS-1 Digital Facilities and DS-1 ISDN PRI on AT&T Business Network Service. LNP Service charge will be assessed on all lines beginning on July 28, 2003 and concluding on July 28, 2008.

#### 7.4.24 Preferential Hunt

This feature enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group. Preferential Hunt is available to customers with two or more lines.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

(AT)

7.4.25 Basic Voice Mail

AT&T Basic Voice Mail Messaging Service is an enhanced local feature offered on All In One Service. It provides the ability to receive and manage messages from callers. Service can only be ordered where facilities are available.

7.4.26 Inside Wire Maintenance Plan

The optional Inside Wire Maintenance Plan will provide diagnosis and repair of the customer-owned inside phone wire and jacks with no additional charges for the service call or for time and materials.

(AT)

7.5 Exchange Areas

(MT)

See Section 3.2.1 of this tariff.

(MT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.27 Incoming Call Redirect Option

(AT)

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with DSI-Digital Facilities, ISDN PRI and Digital Trunks service only.

ICR can redirect all or only pre-selected DID numbers, depending on the customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of the selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the customer to obtain any necessary permission for the use of any Destination Number.

If ICR is ordered at two or more sites that provide back up to one another, the back-up telephone number cannot be a number, which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1s, and a maximum of forty-eight simultaneous calls for trunk groups of five T1s or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirect calls.

Incoming Call Redirect charges are as specified in the Price List.

(AT)

7.5 Exchange Areas

(MT)

See Section 3.2.1 of this tariff.

(MT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings

Customers who subscribe only to the outbound calling service (DOD) of AT&T Local Exchange Services are not provided with Directory Listings. Customers who subscribe to either Direct Inward Dialing (DID) or One-Way Inward Trunk service of AT&T Local Exchange Services receive Directory Listing(s) as follows:

7.6.1 General

Customers shall provide the Company with information for all Directory Listings.

The Company will include the Customer's Main Listings in the white and yellow page directories and offer Additional Listings to the Customer at an additional charge(s). The Customer must identify its Non-Published and Non-Listed business telephone numbers for directory purposes.

The Company is not liable for damages arising from errors or omissions in the making up or printing directories or in, in the submission or specification of listing information for purposes of Directory Assistance or other industry databases, or in accepting Listings as presented by the Customer.

If a Customer that subscribes to AT&T Local Exchange Services under this tariff for the purpose of resale to other Parties wishes to obtain Directory Listings for its end users, the Customer must provide the Company with all information necessary for such listings in the form required by the Company. The Company will not accept such information directly from the Customer's end users, and will not gather such information for the Customer. AT&T shall not be liable to the Customer's end users for any damages arising from errors or omissions in connection with such Directory Listings.

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings (Cont'd)

7.6.1 General (Cont'd)

A. Main Listings

The Customer will receive one free Main Listing, per location, in the alphabetical section of the directory that serves the Customer's location. Business Customers will receive a single white page and a single yellow page listing.

B. Additional Listings

The term Additional Listing denotes any white page listing, regardless of form, in addition to the Main Listing. A monthly rate applies for each Additional Listing. Additional Listings may be any of the following:

1. If the Customer is a partnership or a firm, names of partners or members of the firm;
2. If the Customer is a corporation, name of officers of the Corporation;
3. For any business establishment, names of associated or employees of the establishment or other listings as agreed to by the Company.

Additional Listings also may be the bona fide names of firms or corporations, which the Customer owns or controls or is duly authorized to represent, or names under which business is regularly conducted.

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings (Cont'd)

7.6.2 Non-Published Listings

A. General

Non-Published telephone numbers are not listed in directories or Directory Assistance records available to the general public.

B. Regulations

The Company will enable incoming calls only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence, or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a Non-Published Listing in the directory or disclosing said Listings to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Published Listing for the affected period.

Exempt as provided above, 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, the publication of the Non-Published Listing or the disclosing of said Listing to any person.

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings (Cont'd)

7.6.3 Non-Listed Listings

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with publishing the telephone number of Non-Listed Listing in the directory, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Listed Listing for the affected period.

Except as provided above, 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 the Non-Listed Listing.

7.6.4 Installation/Change Charge

An Installation/Change Charge is a non-recurring charge applicable to customer-requested changes of a Non-Published or Non-Listed listing. This charge also applies to the installation of a Non-Published or Non-Listed listing after the initial installation of the Customer's local service. Changes to published listings are not subject to an Installation/Change Charge.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services

7.7.1 Local Directory Assistance

Local Directory Assistance allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

7.7.2 Busy Line Verification

Busy Line Verification provides operator assistance in determining if there is conversation in progress on a called station. There is a per request charge for verification service.

7.7.3 Busy Line Verification with Interrupt

Busy Line Verification with Interrupt provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy Line Interrupt. The Customer shall indemnify and save the Company harmless against all claims by either party to the interrupted call or any other person that may arise from the use of Busy Line Interrupt.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance

A. Operator Station Service Charge

An Operator Station Service Charge applies when calls are completed with the assistance of a Company operator, except as specified, for Customer-Dialed Calling Card Station, Person-to-Person and Billed to Third Party classes of service.

B. Customer-Dialed Calling Card Station

Customer-Dialed Calling Card Station charges apply when calls are originated and billed as specified below. Customer-Dialed Calling Card Station charges do not apply when: (1) the Customer dials the appropriate AT&T access code and does not enter the called number prior to the call timing out and being transferred to a live AT&T operator or the automated operator system; or (2) the Customer dials an AT&T designated number for completion of Customer-Dialed Calling Card Calls, but fails to respond to system prompts and must be transferred to a Company operator.

1. Customer Dialed/Automated

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the desired telephone number and completes the call without the assistance of a live AT&T operator or the automated operator system (except in the case of calls made from a rotary phone) and the call is billed to a Calling Card, or

2. Customer Dialed and Operator Assisted

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the telephone number desired but uses Company operator assistance that is limited to recording the Calling Card number for billing purposes, or

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

B. Customer-Dialed Calling Card Station (Cont'd)

3. Customer Dialed - Operator Must Assist

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, or an AT&T designated number and (1) the local exchange Operator Services equipment capability precludes the Customer from completing the call without the assistance of a Company Operator and the call is billed to the Customer's Calling Card, or (2) the Customer's Calling Card number, when input, is not the accepted length to be automatically validated and requires operator intervention.

4. Types of Calling Cards

Each of the preceding types of calls are future classified based upon the type of calling card that is used for billing purposes, as follows;

a. AT&T CIID/891 Card

An AT&T Calling Card which contains a billing number issued to AT&T in the Card Issuer Identifier (CIID) or "891" international format or "personal choice" format.

b. Calling Card other than the AT&T CIID/891 Card

(1) Local Exchange Company Calling Card

A calling card issued by a Local Exchange Company that is accepted by AT&T for the billing of calls over its Network.

(2) Commercial Credit/Charge Card

A credit/charge card issued by a non-carrier that is accepted by AT&T for the billing of calls over its Network.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

C. Person-to-Person

Person-to-Person charges apply where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

D. Billed to Third Party

Billed to Third Party charges apply where the person originating the call specifies to the operator that the call will be billed under an arrangement by which the call will be charged to an authorized station other than the station originating the call or the station where the call is terminated.

E. Operator Assistance Local Usage Rates

Operator Assistance Local Usage Rates apply to Operator-handled local calls. Calls are billed in one-minute increments, with an initial billing period of one minute.

7.7.5 Directory Assistance Service

Directory Assistance Service is furnished in the state of Missouri and allows the Customers and Users of the Company's Local Exchange Services to obtain directory assistance in determining telephone numbers within the LATA in which they subscribe to such service by calling the Directory Assistance operator. It does not apply to directory assistance calls for points outside the LATA in which the caller is located.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.6 Directory Assistance Rates

Directory Assistance charges apply on a per-call basis, with a maximum of two requested telephone numbers allowed per call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.

A. Exemptions

No charge applies for:

1. Calls for Directory Assistance originating from coin telephones.
2. Calls for Directory Assistance from Users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. The Company shall treat information contained on the exemption records as confidential. The Customer shall notify the Company when the need for an exemption no longer exists.

B. Credit

A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials. To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

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7. AT&T LOCAL EXCHANGE SERVICES

7.8 Rates

7.8.1 Monthly Recurring Charges

Refer to Price List.

7.8.2 Non-Recurring Charges

Refer to Price List.

7.8.3 Features

Refer to Price List.

7.8.4 Directory Listings

Refer to Price List.

7.8.5 Local Operator Service

Refer to Price List.

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities

7.9.1 Description

AT&T Local Exchange Services-DS-1 Digital Facilities is a digital service providing dedicated connections from an end user's digital Private Branch Exchange (PBX), key system, or hybrid device to the AT&T Local Service Switch Port.

The Customer may opt to utilize AT&T Local Exchange Services-DS-1 Digital Facilities for outgoing calls only (DOD), incoming calls terminated directly to an end user behind a PBX or capable key system (DID), a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo) or a combination of both incoming calls directly to an end user and outgoing calls (DID/DOD). When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. AT&T Local Exchange Services-DS-1 Digital Facilities is available where facilities and operating systems exist.

DS-1 Digital Facilities may be provisioned as a standalone service, or provisioned over an existing or new AT&T ACCU-Ring facility, Dedicated Entrance Facility (DEF) or Ultravailable Ring (UVN). Rates and charges are as specified in the Price List. (AT)

AT&T Local Exchange Services-DS-1 Digital Facilities includes Touch-Tone. (AT)

Customers utilizing AT&T Local Exchange Services-DS-1 Digital Facilities must subscribe to a sufficient number of DS1 facilities to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of DS1 facilities required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of DS1 facilities causes interference, the Company shall have the right to discontinue service without prior notification to the Customer.

AT&T Local Exchange Services-DS-1 Digital Facilities is offered in conjunction with an associated long distance service offering provided by AT&T: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network or OneNet Option.

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.1 Description (Cont'd)

At the Company's discretion, the Company may reconfigure the Customer's service to another service provided by AT&T or one of its affiliates if the Customer's usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling on trunks configured for Inbound and Outbound calling functionality, (2) equals or exceeds an average call duration of 10 minutes per calls for inbound calling, (3) equals or exceeds CCS (one hundred call seconds or one hundred seconds of telephone conversation) loading of 32 CCS, or (4) equals or exceeds 300,000 minutes of use for inbound calling per DS-1 facility. The Customer will be charged rates for the alternative service as defined in the applicable tariff. The Company reserves the right to audit the Customer's usage for the above conditions.

Upon detection of any of the four conditions stated above, the Company will inform the Customer by written notice of its intention to reconfigure the Customer's service and identifying the alternative service available for the Customer's calling pattern. First Class U.S. Mail will send written notice at least 30 days prior to the actual reconfiguration of service. The Customer must either return the written notice indicating its acceptance of the reconfiguration and its associated rates or may terminate the service commitment or contract. Notice of the Customer's desire to accept the alternative service or cancel the service commitment or contract must be provided in writing to the Company prior to the end of the 30-day notice period. If no notice is received the service will be terminated.

After reconfiguration to the alternative service, if the Customer's usage changes so that it no longer exceeds the criteria stated above, the Customer may request that the Company reconfigure the service back to the original service, with its associated rates and features. The Company will review the request and, upon determination that the usage no longer exceeds the above criteria after two full billing periods, reconfigure the Customer's service back to the original service within 30 days.



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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.1 Description (Cont'd)

A. Customer Not Ready Charges

(AT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

B. Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.2 Monthly Recurring Charges

AT&T Local Exchange Services-DS-1 Digital Facilities is subject to monthly recurring charges on DS1 facilities.

Monthly recurring charges, as shown in the Price List, apply per-facility to Customers who order AT&T Local Exchange Service-DS-1 Digital Facilities associated with AT&T Business Network-UniPlan, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network or OneNet Option.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers, as shown in the Price List.

7.9.3 Non-Recurring Charges

A. Installation Charge

AT&T Local Exchange Services-DS-1 Digital Facilities is subject to a non-recurring Installation Charge unless otherwise specified.

B. Change Order Charge

Change Order Charge applies to each Service Order, excluding installation orders issued that requires provisioning.

7.9.4 Features

Local Number Portability (LNP) feature applies as specified in Section 7.4.23, preceding.

(AT)  
|  
(AT)

7.9.5 Directory Listings

Directory Listings apply as specified in Section 7.6, preceding.

(FC)

7.9.6 Local Operator Service

Local Operator Service is furnished as specified in Section 7.7, preceding.

(FC)

7.9.7 Directory Assistance Service

Directory Assistance Service is furnished as specified in Section 7.7.5, preceding.

(FC)

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.8 Rates and Charges (CT)

A) Monthly Recurring Charges

Refer to Price List.

B) Non-Recurring Charges

Refer to Price List.

C) Feature Charges

Refer to Price List.

D) Directory Listings

Refer to Price List.

E) Local Operator Service

Refer to Price List.

F) Directory Assistance Service

Refer to Price List.

7.9.9 Customer Not Ready Charges (AT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

7.9.10 Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.11 High Cap DS-1 Digital Facilities

(AT)

DS-1 Digital Facilities can be reconfigured to support high volumes of inbound calling. High Cap DS-1 Digital Facilities is a high volume inbound calling option that: 1) supports a maximum of two rate centers DS1 facility or T1 trunk, 24 DS0s, within the AT&T designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU) per month. The customer will be charged rates for High Cap DS-1 Digital Facilities Service as specified in the Price List. The Company reserves the right to audit the customer's DS-1 Digital Facilities usage for the above conditions.

The customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the AT&T network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of High Cap trunks to satisfy the call completion criteria listed above.

A) High Cap Customer Access Requirements

High Cap DS-1 Digital Facilities support inbound calling only and does not include outbound calls to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The customer is responsible for securing individual business lines, or other appropriate facilities to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N=2-9) or other special service codes that may be created, or
- Calls to 0 and 00

High Cap is intended solely for the purposes of providing local and intraLATA non-toll access into a customer's location.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI

7.10.1 Description

AT&T Local Exchange Services-ISDN PRI is an optional service arrangement for local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). AT&T Local Exchange Services-ISDN PRI is a high capacity access path for communications providing voice or data transmission over the Company's exchange network. AT&T Local Exchange Services-ISDN PRI is available where facilities and operating systems exist.

Customers using the facilities for data transmission only will be subject to the Monthly Recurring Data Facility Charges in lieu of the standard Monthly Recurring Facility Charge.

AT&T Local Exchange Services-ISDN PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID) and Direct Outward Dialing (DOD). It can also be used as loop transport for circuit switched data.

AT&T Local Exchange Services-ISDN PRI is provisioned on the 1.544 megabits per second (MBPS) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel (Primary) or 24 B channels (Secondary) to provide the Customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and imaging services via channeled transport.

ISDN describes the end-to-end digital telecommunications network architecture that provides for the simultaneous access, transmission, and switching of voice, data, and imaging services. These functions are provided via channeled transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems that connect Primary Rate Interface lines to their serving central office.

The B Channel is a 64 kilobits per second (KBPS) channel used for information transfer between users and may be used in conjunction with circuit-switched service. The D Channel is a 64 KBPS channel that carries signaling and control for the B channels. The backup D Channel automatically takes over for a failed D channel in case of trouble and is purchased as part of a 23B+Backup D PRI Arrangement.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.1 Description (Cont'd)

Call-by-Call Service Selection provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID and DOD. Separately obtained customer premise equipment is required to signal the local serving central office as to what type of services to access for each call.

AT&T Local Exchange Services-ISDN PRI is offered in conjunction with the following long distance services provided by AT&T: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network and OneNet Option.

ISDN PRI may be provisioned as a standalone service, or provisioned over an existing or new AT&T ACCU-Ring facility, Dedicated Entrance Facility (DEF) or Ultravailable Ring (UVN). Rates and charges are as specified in the Price List.

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At the Company's discretion, the Company may reconfigure the Customer's service to another service provided by AT&T or one of its affiliates if the Customer's usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling on trunks configured for Inbound and Outbound calling functionality, (2) equals or exceeds an average call duration of 10 minutes per calls for inbound calling, (3) equals or exceeds CCS (one hundred call seconds or one hundred seconds of telephone conversation) loading of 32 CCS, or (4) equals or exceeds 300,000 minutes of use for inbound calling per DS-1 facility. The Customer will be charged rates for the alternative service as defined in the applicable tariff. The Company reserves the right to audit the Customer's usage for the above conditions.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.1 Description (Cont'd)

Upon detection of any of the four conditions stated above, the Company will inform the Customer by written notice of its intention to reconfigure the Customer's service and identifying the alternative service available for the Customer's calling pattern. First Class U.S. Mail will send written notice at least 30 days prior to the actual reconfiguration of service. The Customer must either return the written notice indicating its acceptance of the reconfiguration and its associated rates or may terminate the service commitment or contract. Notice of the Customer's desire to accept the alternative service or cancel the service commitment or contract must be provided in writing to the Company prior to the end of the 30-day notice period. If no notice is received the service will be terminated.

After reconfiguration to the alternative service, if the Customer's usage changes so that it no longer exceeds the criteria stated above, the Customer may request that the Company reconfigure the service back to the original service, with its associated rates and features. The Company will review the request and, upon determination that the usage no longer exceeds the above criteria after two full billing periods, reconfigure the Customer's service back to the original service within 30 days.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.1 Description (Cont'd)

A. Customer Not Ready Charges

(AT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

B. Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

(AT)



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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.2 Monthly Recurring Charges

AT&T Local Exchange Services-ISDN PRI is subject to monthly recurring charges on facilities.

Monthly recurring charges, as shown in the Price List, apply per-facility to Customers who order AT&T Local Exchange Service-ISDN PRI associated with AT&T Business Network-UniPlan, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network or OneNet Option.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers, as shown in the Price List.

7.10.3 Non-Recurring Charges

A. Installation Charge

AT&T Local Exchange Services-ISDN PRI is subject to a non-recurring Installation Charge unless otherwise specified.

B. ISDN Facility Change Order Charge

ISDN Facility Change Order Charge applies to each Service Order, excluding installation orders issued that requires provisioning.

7.10.4 Features

A. Local Number Portability

(AT)

Local Number Portability (LNP) feature applies as specified in Section 7.4.23, preceding.

B. Original Called Number (OCN)

(AT)

This feature, which must be ordered for specific ALS ISDN PRI trunks, places the callers original dialed digits into the OCN field of the selected ISDN message for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back-up) on the ISDN trunk.

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(MT) Material previously displayed on this sheet now appears on Sheet 33.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
3rd Revised Sheet 33  
Replacing 2nd Revised Sheet 33

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.5 Directory Listings

(MT)

Directory Listings apply as specified in Section 7.6, preceding.

7.10.6 Local Operator Service

Local Operator Service is furnished as specified in Section 7.7, preceding.

7.10.7 Directory Assistance Service

Directory Assistance Service is furnished as specified in Section 7.7.5, preceding.

(MT)

7.10.8 Rates and Charges

A) Monthly Recurring Charges

Refer to Price List.

B) Non-Recurring Charges

Refer to Price List.

C) Feature Charges

Refer to Price List.

D) Directory Listings

Refer to Price List.

E) Local Operator Service

Refer to Price List.

F) Directory Assistance Service

Refer to Price List.

(MT) Material previously displayed on this sheet now appears on Sheet 33.1.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.9 Customer Not Ready Charges

(MT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

7.10.10 Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.11 High Cap ISDN PRI

(AT)

At the Company's discretion, the Company may reconfigure the customer's service from ALS ISDN PRI to High Cap ISDN PRI service if the customer's ALS ISDN PRI usage meets one or more of the following criteria: 1) supports a maximum of two rate centers per PRI facility or T1 trunk, 23B + 1D channel, within the AT&T designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU), per PRI, per month. The customer will be charged rates for High Cap PRI Service as specified in the Price List. The Company reserves the right to audit the customer's ALS ISDN PRI usage for the above conditions.

The customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the AT&T network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of High Cap ISDN PRI trunks to satisfy the call completion criteria listed above.

A) High Cap ISDN PRI Customer Access Requirements

High Cap ISDN PRI support inbound calling only and does not include outbound calls to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The customer is responsible for securing individual business lines, or other appropriate facilities to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N=2-9) or other special service codes that may be created, or
- Calls to 0 and 00

High Cap ISDN PRI is intended solely for the purposes of providing local and intraLATA non-toll access into a customer's location.

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7. AT&T LOCAL EXCHANGE SERVICES

7.11 AT&T All In One Rate Plans

(AT)

7.11.1 AT&T All In One Advantage Plan

AT&T All In One Advantage Plan customers will be charged a flat monthly rate per-line that entitles the customer the use of the local business line, unlimited local calling, and optional features as described below.

- A. Customers subscribing to AT&T All In One Advantage Plan must also subscribe to AT&T All In One Advantage Plan long distance service as described in AT&T's Business Services Guide and may not be ordered in conjunction with any other AT&T All In One Rate Plan.
- B. The monthly recurring line charge includes limited local calling and the following features: Call Forward Busy, Call Forward Variable, Call Waiting, Speed Dialing 8 and Three Way Calling. Other local features, Directory Assistance, Operated Assisted and local one-time, per use, and monthly recurring charges are not included.

Refer to Price List

7.11.2 AT&T All In One Advantage Term Plan

AT&T All In One Advantage Term Plan customers will be charged a flat monthly rate per-line that entitles the customer the use of the local business line, unlimited local calling, and optional features as described below.

- A. Customers subscribing to AT&T All In One Advantage Term Plan must also subscribe to AT&T All In One Advantage Term Plan long distance service as described in AT&T's Business Services Guide and may not be ordered in conjunction with any other AT&T All In One Rate Plan. Customers must commit to a term of eleven consecutive months. Upon expiration of the term, the customer will continue to receive service at the same rates on a month-to-month basis with no renewal or extension of the customer commitment required.

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7. AT&T LOCAL EXCHANGE SERVICES

7.11 AT&T All In One Rate Plans (Cont'd)

(AT)

7.11.2 AT&T All In One Advantage Term Plan (Cont'd)

- B. The monthly recurring line charge includes limited local calling and the following features: Call Forward Busy, Call Forward Variable, Call Waiting, Speed Dialing 8 and Three Way Calling. Other local features, Directory Assistance, Operated Assisted and local one-time, per use, and monthly recurring charges are not included.

C. Termination of Plan by Customer

If the customer terminates the plan prior to the expiration of the term period, the customer shall be liable for a Termination Charge of \$75.00 per participating location.

AT&T may discontinue offering this plan by notifying the customer. If AT&T discontinues the plan, no Termination Charge will apply and the customer will be released from any term commitment remaining.

D. Termination of Plan by AT&T

AT&T will terminate a customer's Term Plan under the following conditions and will charge the customer a Termination Charge of \$75.00 per participating location:

- 1) The customer notifies AT&T that it no longer chooses to subscribe to AT&T as its primary long distance carrier. If the customer chooses another carrier for its long distance service but does not contact AT&T to notify it of this change, AT&T will continue to bill the customer the Term Plan's Monthly recurring Charge for the duration of the customer's Term.
- 2) The customer notifies AT&T that it no longer chooses to subscribe to AT&T for its primary Local Exchange Carrier. Termination will be effective as of the date AT&T's records show that the customer no longer subscribes to AT&T for local service.

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7. AT&T LOCAL EXCHANGE SERVICES

7.11 AT&T All In One Rate Plans (Cont'd)

(AT)

7.11.2 AT&T All In One Advantage Term Plan (Cont'd)

E. Discontinuance of Plan

AT&T may discontinue offering this plan by notifying the customer. If AT&T discontinues the plan, no Termination Charge will apply and the customer will be released from any term commitment remaining past the effective date of the termination.

F. Restrictions

The following uses are prohibited:

- 1) Call center applications including, but not limited to auto-dialers
- 2) Internet Access and other data applications (including access to corporate LANs)
- 3) Any use not consistent with business voice services

If AT&T determines the customer's usage violates these restrictions, the customer shall forfeit eligibility for the rates under this plan and AT&T may suspend, restrict, or cancel the customer's service without prior notice. Alternatively, AT&T may rerate the LD usage at AIO-Plan M -02 rates as defined in AT&T's Business Services Guide. Any usage in excess of 5,000 minutes per month per line shall be presumed to be not consistent with voice applications and shall be subject to the conditions above.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
1st Revised Sheet 37  
Replacing Original Sheet 37

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7. AT&T LOCAL EXCHANGE SERVICES

7.12 AT&T Business Network Service

This section provides information for AT&T Local Exchange Services offered in conjunction with AT&T Business Network Service. The AT&T Business Network Long Distance Service is described in this state's Custom Network Services Tariff, P.S.C. Mo. No. 22.

7.12.1 Usage Rates

AT&T Business Network Services usage rates are available only when the Calling Party Number is the same as the Billing Telephone Number (BTN) or the Local Account Number Identifier (LANI).

7.12.2 Customer Not Ready Charges

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

7.12.3 Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

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7. AT&T LOCAL EXCHANGE SERVICES

7.12 AT&T Business Network Service (Cont'd)

7.12.4 ABN Advantage Plan

AT)

Customers subscribing to ABN Advantage Plan must also subscribe to ABN Advantage Plan long distance service as described in Section 9 of the Custom Network Services Tariff, and the AT&T Business Service Guide.

ABN Advantage Plan offers unlimited local and long distance (interstate and intrastate) calling usage (as specified in Section 9 of the Custom Network Services Tariff) for a flat monthly rate, up to the Minutes of Use (MOU) Caps specified in Section 9. Usage above the MOU Cap will be charged at the per-minute rate specified in the Price List. Customers may commit to enroll in this service for 1, 2, 3, 4 or 5 year term commitments available to ABN Advantage Plan customers.

ABN Advantage Plan offers two rate plans depending on the customer's Revenue Commitment under the ABN Advantage Plan long distance service as specified below:

Plan A - Revenue Commitment between \$2,500 and \$69,999.

Plan B - Revenue Commitment \$70,000 and above.

Pricing will vary by plan and term commitment, as specified in the Price List.

(AT)

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 39

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7. AT&T LOCAL EXCHANGE SERVICES

7.13 Reserved For Future Use

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.14 ALS Digital Trunks

(AT)

Digital Trunks service is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. Digital Trunks service is delivered via a DS-1 (1.544 Mbps) facility providing up to 23 voice-grade DSO communications channels.

The customer may opt to utilize Digital Trunks service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the customer elects to utilize Digital Trunks service for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only, or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key system. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of trunks or channels to satisfy the call completion criteria listed above.

Rates for ALS Digital Trunks are as specified in the Price List.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.15 Integrated Access Service

(AT)

Integrated Access Service provides Local Voice Services on a customer's spare capacity AT&T channelized Static Integrated Network Access (SINA) or Frame Relay T1 or Frame Relay T1 access channels. The SINA or Frame Relay T1 or Frame Relay T1 access arrangement will include AT&T Local Services via Integrated Business Lines and Trunks and Integrated Digital Trunks. The service provides direct inward dialing capability as well as outward calling capabilities. Service charges are billed on a monthly basis, and are based on the service area in which the customer is located. The features and corresponding rates available for use with Business Lines and Trunks, and Digital Trunks are also available for use with Integrated Access Service. There is no minimum channel size requirement for Integrated Access Service.

7.15.1 Integrated Business Lines and Trunks Service

Integrated Business Lines and Trunks service provides a customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Integrated Business Lines and Trunks service is provided for connection to customer-provided single-line terminal equipment such as station sets or facsimile machines. Integrated Business Lines and Trunks service is offered as either: business lines, key lines, or business trunks. Customers utilizing Integrated Business Lines and Trunks service must subscribe to a sufficient number of access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company.

For Integrated Business Trunks service, the customer's M24/Channel Bank must provide DS-0 analog connections to an analog trunk card. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface. Channel Bank is not included with Integrated Access Service.

For Integrated Business Lines service, the customer's M24/Channel Bank must provide individual analog line side interface to each of the customer's station equipment such as single line telephone sets. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.

Rates and charges for Integrated Business Lines and Trunks Service are as specified in the Price List.

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7. AT&T LOCAL EXCHANGE SERVICES

7.15 Integrated Access Service (Cont'd)

(AT)

7.15.2 Integrated Digital Trunks Service

Integrated Digital Trunks service is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. The customer may opt to utilize Integrated Digital Trunks service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the customer elects to utilize Integrated Digital Trunks service for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of Integrated Digital Trunks or channels to satisfy the call completion criteria listed above.

Customers subscribing to this service must have AT&T channelized SINA or Frame Relay T1 with spare channels and M24 Multiplexing, and must have CPE Multiplexer equipment that provides voice trunk and/or channel signaling.

For Integrated Digital Trunks, the customer's M24/Channel Bank must provide a T1 interface to the customer's digital trunk interface in the PBX.

Rates and charges for Integrated Digital Trunks Service are as specified in the Price List.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.15 Integrated Access Service (Cont'd)

(AT)

Customers subscribing to this service are required to pay the monthly recurring rates for Integrated Digital Trunks, Business Lines and Business Trunks Services as specified in the Price List whether or not all implemented, optional, or enhanced features are activated at the time of initial installation of Integrated Access Service. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.

A customer may elect to subscribe to Integrated Access Service optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.

Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal Integrated Access Service system calling.

All features offered for use with AT&T Business Lines and Trunks and AT&T Digital Trunks are available for use with Integrated Access Service at the rates and charges specified in the Price List.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.16 Integrated Network Connection Service (AT&T Local Service on INCS) (AT)

AT&T Local Service on INCS provides one of the following services: DS-1 Digital Facilities, ISDN PRI, Business Lines or Digital Trunks over an Integrated Network Connection Service (INCS) access arrangement. Each individual customer location must be in an area where AT&T has the necessary facilities.

AT&T Local on INCS has two options:

- Classic INCS - for customers with 12+ DS-1
- INCS 512 - for customers with 8-10 DS-1

7.16.1 Provisioning

The INCS access arrangement will connect to the customer's premises via a T1 line. The customer must provide compatible customer premise equipment (CPE), and interfaces to support the local voice line and trunk applications.

7.16.2 Types of Service

Types of service delivery of INCS with ABN Local services are as follows:

- 1) DS-1 Digital Facilities - delivered as 24 (twenty-four) voice grade digital Channels.
- 2) ISDN PRI - delivers current functionality, as specified in 7.10 preceding, excluding the delivery of Switched Digital Service-64 KBPS End-To-End through the network.
- 3) Digital Trunks - delivered as a voice grade digital channel.

7.16.3 Features

All standard requirements, capabilities and feature functionality that are available for use with DS-1 Digital Facilities, ISDN PRI, Business Lines and Digital Trunks are available for use with ABN on INCS at the rates and charges as specified in the Price List.

(AT)

P.S.C. Mo. No. 21  
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.  
LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 45

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7. AT&T LOCAL EXCHANGE SERVICES

7.17 Reserved For Future Use

(AT)

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Issued: September 22, 2004      Effective: October 22, 2004  
Leslie O Buford, District Manager  
222 West Adams Street  
Chicago, Illinois 60606



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7. AT&T LOCAL EXCHANGE SERVICES

7.18 AT&T Enhanced Redirect Solution (AERS)

(AT)

7.18.1 Description

AT&T Enhanced Redirect Solution will provide customers the ability to redirect incoming telephone numbers in the event their primary location is unavailable. AERS also provides the additional capability to redirect incoming traffic to a predefined redirect option within two minutes of completing the control call. Customers will be able to define and control how to route critical calls in the event of an emergency.

AERS provides the capability for the customer to predefine redirect telephone numbers for each incoming telephone number at their location. Calls can be redirected to any ten-digit North American Number Plan (NANP) telephone including toll-free numbers. The customer controls when to invoke and when to restore AERS via a telephone number or control activation number. However, the customer cannot revise the predefined redirect options without a service order.

The customer can create up to nine options including eight redirect options for each Customer Group. A Customer Group is a list of incoming telephone numbers and the customer can have up to 20 Customer Groups per customer location dependent on the total number of telephone numbers being redirected.

When a redirect option is invoked, all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Customers must use service orders to update Customer Group telephone numbers or redirect options within the Customer Group.

The location that receives the redirected calls must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with the exchange or toll service. In the event that there is interference with exchange or toll service, AT&T reserves the right to disconnect any redirect option immediately.

The customer controlled redirect option is available for business lines and trunks as well as incoming telephone numbers to a PBX or other CPE.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.18 AT&T Enhanced Redirect Solution (AERS) (Cont'd)

(AT)

7.18.1 Description (Cont'd)

AERS calls must be redirected to a customer designated location or telephone number, an Interexchange carrier's point of presence, a voice mail system, an announcement, or an auto attendant system. A redirected telephone number cannot be used to trigger a call to be redirected to another redirecting telephone number.

It is the responsibility of the customer to obtain, when appropriate, any necessary permission of the party to whom the calls will be redirected. AT&T assumes no liability to the customer for the redirecting of calls.

AERS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, AT&T reserves the right to disconnect the service immediately and bill all appropriate toll charges.

Charges for the call between customer numbers equipped with redirection and the number to which the calls are redirected are the responsibility of the customer. The customer will be billed on a usage per call/minutes of use (MOU) basis or flat rates based on MOU.

Rates and charges for AT&T Enhanced Redirect Solution are as specified in the Price List.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.18 AT&T Enhanced Redirect Solution (AERS) (Cont'd)

(AT)

7.18.2 Limitations

- A. AERS supports redirection of incoming call traffic only. It does not provide an alternate means for outbound calling in the event there is a failure in the local loop. In addition, AERS will not protect against failures in the local serving office.
- B. Due to technical limitations, AERS cannot redirect calls that are placed within internal company private network.

Example: An AERS customer whose incoming Telephone Numbers (ITNs) are part of a private network could have calls from outside parties sent to the Redirected Telephone Number (RTN) for that ITN, but calls from other stations on the customer's private network (i.e. an employee in another office) would continue to be completed to the ITN.

Calls to ITNs that have been subscribed to a Terminating Switched Access Arrangement or Access Value Arrangement cannot be redirected under AERS. Additionally, AERS may not be able to redirect calls in cases where the ITN is subject to authorization/account codes, Toll Deny, or similar dialing limitations for the origination of calls.

- C. Each AERS Customer Group must be maintained for a minimum of twelve (12) full months of billing. In the event that an AERS Customer Group is terminated for any reason before completing a full twelve (12) months of billing, a Disconnect Charge as stated in the Price List shall be applied for each such terminated Customer Group.

(AT)

Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.8 Directory Services

## 4.8.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Non-published or Non-listed Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published or non-listed telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and save 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 non-listing or non-published listing.

(N)

(M)

## 1. Additional Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00

## 2. Additional Listing – Hunt Number Group

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	\$3.45	\$19.00

## 3. Additional Main Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00
Residential	No Charge	\$11.25

(N)

## 4. Alternate Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>	
Business alternate listings, each	\$2.85	\$9.50	(D)(M)
Residence alternate listings, each	1.78	6.00	(I)(M)

(M)

(D)

(M) Primary Listing text moved to 1st Revised Sheet No. 10.02

(M) Alternate Listing previously located on 2nd Revised Sheet 81

(M) Dual Name Listing moved to 3rd Revised Sheet 81.

(M) Regular Extra Listing moved to 3rd Revised Sheet No. 83.

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 5. Caption Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00
Residential	No Charge	\$11.25

## 6. Dual Name Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>
Dual Name Listing – Business	No Charge	\$9.50
Dual Name Listing – Residence	No Charge	No Charge

## 7. Extra Lines

	<u>Monthly Rate</u>	<u>Service Charge</u>	
Business	\$3.07	\$9.50	(I)
Residence	\$1.92	\$6.00	(I)

## 8. Foreign Listings

Where the Foreign Listing appears in a state of other than Missouri, the applicable rate will be that tariffed by the Company in that state, or where the Company does not provide service, the applicable rate will be that tariffed by the incumbent local exchange carrier in the exchange in which the listing appears.

	<u>Monthly Rate</u>	<u>Service Charge</u>	
Business Foreign Listing, each	\$3.07	\$9.50	(I)
Residential	\$1.92	\$6.00	(I)

## 9. Free Additional Listing – (Non Profit Government and School Listing)

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00
Residential	No Charge	\$11.25

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 10. Non-listed Service

	<u>Monthly Rate</u>	<u>Service Charge (2)</u>	
Residence Nonlisted Service, each			
Primary	\$1.50	\$9.50	
Additional	1.62	6.00	(I)

## 11. Non-published Exchange Service

	<u>Monthly Rate</u>	<u>Service Charge(1)</u>	
Business Non-published Listing	No Charge	\$9.50	
Residence Non-published Exchange Service, each non- published telephone number	\$2.15	\$6.00	(I)

Non-Published will not apply in the following cases:

1. Foreign exchange service, where the customer is also furnished local exchange service.
2. Additional local exchange service furnished to the same customer in the same exchange as long as customer has local exchange service of the same classification listed in the directory in the same exchange.
3. When a customer who has a service which involves data terminals where there is not voice use contemplated.
4. Personalized ring.

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 12. Regular Extra Listings

	Monthly Rate	<u>Service Charge</u>	
Business extra listings, each	\$3.07	\$9.50	(I)
Residence extra listings, each	1.92	6.00	(I)

## 13. Residential Listings:

	<u>Monthly Rate</u>	<u>Service Charge</u>
Bold or Script Listing	\$3.00	6.00
Customer Extra Line Listing	\$1.78	6.00
Family Space Listing	\$4.50	6.00
Line of Distinction	\$2.25	6.00
Personality Logo	\$4.50	6.00
Signature Listing	\$3.00	\$6.00
Three Print Product Discount	(\$2.00)	No Charge
Two Print Product Discount	(\$1.00)	No Charge

## 14. Secondary Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$9.00
Residential	No Charge	\$6.00

## 15. Secretarial Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>
Secretarial Listings	\$3.65	\$9.50

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 16. Special Reversed Long Distance Charge Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$9.00
Residential	No Charge	\$6.00

## 17. Supplemental Address Information

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	\$2.85	\$9.00
Residence	\$1.78	\$6.00

(M)  
(N)

(N)

(D)

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.2 Directory Assistance Service

## A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this tariff, is \$.63 per listing request. This charge is applicable for each listing requested on the call. (I)
2. Directory Assistance Service Charges billed to a third number; or a special billing number, will be billed \$1.20 for the initial listing request. Additional listing requests, which are billed in the same manner as the initial request, will be billed at \$1.20 for each listing request, subsequent to the initial request, on the same call.

## 4.8.3 Directory Assistance Call Completion

## 1. Rates

Directory Assistance Call Completion	<u>Rate</u>
<u>Fully-Automated DACC</u>	
- Sent-Paid Non-Coin	\$ .30
- Collect	.75
- Bill to Third Number	.75
<u>Semi-Automated DACC</u>	
- Sent-Paid	.95
- Collect	.95
- Bill to Third Number	.95
<u>Person-to-Person</u>	2.15

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4. SERVICES (continued)

(D)

(D)

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(D)  
(D)

## 4. SERVICES (continued)

(T) 4.8 Directory Services (continued)

(T) 4.8.4 Call Completion Optional Plan

The Call Completion Optional Plan allows local callers requesting the telephone number of a customer subscribing to the Plan to be advised that the call can be completed at no additional call completion charge to the caller. The call completion charges will be paid by the customer that is being called. The monthly rate will apply whether or not calls are completed.

## A. Rates

<u>Description</u>	(D)	Monthly <u>Rate</u>	Per Call <u>Charge</u>
Option A	(D)	\$50.00	\$.05
Option B	(D)	10.00	.30

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.5 National Directory Assistance

## A. Service Description

National Directory Assistance (NDA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described in Section 4.8.2 of the Local Exchange Tariff.

Callers access NDA by dialing 1+411 or 0+411. Only calls made for listings outside the customers' local directory assistance scope as defined above will be eligible for NDA.

## B. Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of national subscribers as defined in 4.8.5. above.

The customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NDA.

There are no exemptions from billing for requests for NDA.

## C. Rates

Charge Per Listing Request

Sent Paid Request	\$1.18	(I)
Alternately Billed Requests	1.10	

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## SECTION 4 - RATES AND CHARGES

### 4.1 General

In addition to charges based on usage, the following charges will apply to all classes of Customers.

1. Additional Customer Identification Numbers:	Free	
2. Project Codes:	<b>Installation</b>	<b>Monthly</b>
Unrestricted	\$ 0	\$ 0
Restricted	\$10	\$10
3. Management Reports:	Free	

### 4.2 Directory Assistance

**4.2.1** This service is provided on a pass-through basis to a carrier offering directory assistance. Billing is provided by Company at a flat rate per call provided the Customer dials Directory Assistance using the Company switch.

**4.2.2** Customers who have a visual or physical disability that prevents use of a telephone directory are exempt from the charges of Directory Assistance calls for up to and including 50 calls per month. This exemption applies to calls billed to one residential telephone line per Customer certified by the Local Exchange Carrier as disabled and applies to Directory Assistance calls for personal use only. Calls in excess of 50, where billing is available, will be billed the tariffed Directory Assistance charges in 4.2.3 of this tariff. Proof of certification is required.

**4.2.3** Directory Assistance, per call: \$0.99

(I)

### 4.3 Promotional Rates

From time to time, Company may offer Promotional Rates. Promotional Rates will be offered on a non-discriminatory basis and shall be filed with the Commission for review at least 30 days prior to implementation.

Any marketing efforts will clearly indicate to the potential customers the nature of the transaction which is being offered. Materials submitted to prospective customers will clearly indicate that those customers will be changing their long distance carrier if they accept such solicitation.

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TMX: MOo9903

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.4 Referral Program**

Monthly recurring charges may be waived for new Customers who provide the Company with five (5) new Customer referrals within 90 days of subscribing.

**4.5 Term Plan**

The Company may offer a term plan contract on selected services. Any Customer of those selected services who signs a term contract with the Company for periods outlined below will be eligible for the discounts indicated in accordance with the terms of the contract:

<b>a) Corporate:</b>	12 Months	5%
	24 Months	10%
	36 Months	15%
<b>b) Residential:</b>	12 Months	5%
	24 Months	10%
	36 Months	15%

Term plans are available for the following selected services: Dial WATS, Premier WATS, Unlimited WATS, Premier 1 WATS, Premier 1 WATS Residential, Corporate 800, Corporate WATS, Premier Direct.

**4.6 Returned Check Charge**

A fee of \$15.00 or 5%, whichever is the greater, will be charged for returned checks.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.7 Limited Offerings**

**4.7.1 Sixty Minutes for 14 a Minute Promotion**

BTI will offer the following intrastate promotion to Customers who sign up for the Company's complimentary interstate promotion through March 1, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply: \$0.13 per minute for all Off-Peak period intrastate calls, and \$0.19 per minute for all Peak period intrastate calls. Calls will be billed in whole minute increments following an initial billing period of one minute. Additionally, during the first three months of full billing, the Customer will receive twenty (20) promotional minutes of Off-Peak or Peak calling for \$0.01 per minute. The promotional minutes cannot be carried forward into subsequent months or pulled forward into the current month. The rates and promotional minutes stated above do not apply to calls using the Company's Travel Services.

**4.7.2 Minutes on Us Promotion II**

BTI will offer the following intrastate promotion to Customers who sign-up for the Company's complimentary interstate promotion through February 28, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply: \$0.139 per minute for all Peak period outbound and inbound intrastate calls, and \$0.139 per minute for all Off-Peak period outbound and inbound intrastate calls. Calls will be billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Additionally, the Customer will receive up to 200 minutes of combined interstate and intrastate usage at no charge in the first full month of billing; and up to 200 minutes of combined interstate and intrastate usage at no charge in the seventh full month of billing. If the Customer uses less than 200 minutes per month in the first or seventh month the entire month's usage will be no charge. The free minutes will only apply in the months specified above and will not carry over to future months. The free minutes each month will be applied chronologically regardless of whether the call is interstate or intrastate. The rates and free minutes stated above do not apply to calls using the Company's Travel Services.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.7 Limited Offerings (continued)**

**4.7.3 Bottom Line Long Distance Promotion**

BTI will offer the following intrastate promotion to business Customers who sign-up for the Company's complimentary interstate promotion through February 28, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier and sign a minimum one-year term plan agreement. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply to both outbound and inbound calls:

<b>Minimum Term Plan</b>	<b>Switched Access</b>	<b>Dedicated Access</b>
One Year	\$0.1390	\$0.0890
Two Year	\$0.1350	\$0.0850
Three Year	\$0.1300	\$0.0790

The minimum usage commitment for switched access Customers is \$100 per month. Switched access Customers with monthly usage below \$100 will be billed the minimum commitment. The minimum usage commitment for dedicated access Customers is \$1,500 per month. Dedicated access Customers with monthly usage below \$1,500 will be billed the minimum commitment. All calls are billed in six (6) second increments following a minimum billing duration of eighteen (18) seconds.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.8 Econocall Service** is the basic long-distance service offered to business and residential Customers. The following charges will apply to all Econocall Service Customers.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 1 minute       |
| 4. | Additional Billing Increment: | whole minutes  |
| 5. | Usage Charges:                |                |

Intrastate Per Minute Rates:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1649	\$0.1649	\$0.1237	\$0.1237	\$0.0825	\$0.0825
11-16	\$0.1749	\$0.1749	\$0.1312	\$0.1312	\$0.0875	\$0.0875
17-22	\$0.1749	\$0.1749	\$0.1312	\$0.1312	\$0.0875	\$0.0875
23-30	\$0.1849	\$0.1849	\$0.1387	\$0.1387	\$0.0925	\$0.0925
31-55	\$0.1849	\$0.1849	\$0.1387	\$0.1387	\$0.0925	\$0.0925
56-70	\$0.2029	\$0.2029	\$0.1522	\$0.1522	\$0.1015	\$0.1015
71-124	\$0.2029	\$0.2029	\$0.1522	\$0.1522	\$0.1015	\$0.1015
125-292	\$0.2029	\$0.2029	\$0.1522	\$0.1522	\$0.1015	\$0.1015
293-430	\$0.2149	\$0.2149	\$0.1612	\$0.1612	\$0.1075	\$0.1075
431-over	\$0.2229	\$0.2229	\$0.1612	\$0.1612	\$0.1115	\$0.1115

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.8 Econocall Service (continued)**

6. Discounts:

Discounts based on dollar volume are available as follows:

Dollar Volume		Discount
From	To	
\$25.00	\$99.00	2.0%
\$100.00	\$100.00 +	5.0%

7. Other:

**TDD Discount**

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by or to properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communication with hearing or speech impaired persons will receive, upon request, credit on charges for all intrastate toll calls placed between TDDs. The credit will be limited to usage charges and will be given on a subsequent bill.

TDD Discount: 50%

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.9 Travel Service** allows Customers to initiate calls within the State of Missouri using a touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number.

1. Installation Charge: Not applicable
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
All Miles	\$0.2200	\$0.1800	\$0.1800

Per call initiation charge: \$0.60

(I)

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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TMX: MOo9701

**SECTION 4 - RATES AND CHARGES (continued)**

**4.10 Dial WATS Service** - Charges for Intrastate Dial WATS Service depend on whether the Customer is using the Service as an adjunct to Interstate Dial WATS I or Intrastate Dial WATS II. Charges are the same regardless of whether the Customer uses 1+ Service.

1. Installation Charge: Not applicable
2. Monthly Access: \$50.00 Dial WATS I;  
\$10.00 Dial WATS II
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
Dial WATS I IntraLATA	\$0.2200	\$0.2200	\$0.2200
Dial WATS I InterLATA	\$0.1900	\$0.1520	\$0.0950
Dial WATS II IntraLATA	\$0.1750	\$0.1400	\$0.0970
Dial WATS II InterLATA	\$0.1750	\$0.1400	\$0.0970

6. Discounts:

Volume Discount is offered on any monthly bill which has total usage charges for Dial WATS I and Dial WATS II.

Dollar Volume		Discount
From	To	
\$2,500	\$2,500 +	10%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.11 Premier WATS I**

1. Installation Charge: Not applicable
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2100	\$0.1575	\$0.1050

B. Intrastate/IntraLATA Per Minute Rates:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2200	\$0.2200	\$0.2200

6. Discounts: Applies to interstate and intrastate calls.

<b>Dollar Volume</b>		<b>Incremental Discount</b>
<b>From</b>	<b>To</b>	
\$0.00	\$100.00	0%
\$200.00	\$1,000.00	7%
\$1,001.00	over	15%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.12 Premier WATS II**

1. Installation Charge: Not applicable
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.1950	\$0.1870	\$0.1770

B. Intrastate/IntraLATA Per Minute Rates:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2200	\$0.2200	\$0.2200

6. Discounts:

Applies to interLATA and intraLATA calls.

<b>Dollar Volume</b>		<b>Incremental Discount</b>
<b>From</b>	<b>To</b>	
\$0.00	\$100.00	0%
\$101.00	\$500.00	5%
\$501.00	\$1,500.00	10%
\$1,501.00	\$5,000.00	15%
\$5,001.00	\$5,001.00 +	20%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.13 Unlimited WATS** is a dedicated access service offering six second incremental billing, with itemized billing available.

1. Installation Charge:
  - a) \$140.00 per line within 25 miles of POP site.
  - b) Over 25 miles on individual case basis.
2. Monthly Access: \$125.00 per line
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Day	Evening	Night
\$0.1450	\$0.1200	\$0.0900

6. Discounts:

Dollar Volume		Discount
From	To	
\$0.00	\$5,000.00	0%
\$5,000.01	\$7,500.00	5%
\$7,500.01	\$10,000.00	7%
\$10,000.01	\$12,250.00	10%
\$12,250.01	\$15,000.00	12%
\$15,000.01	\$15,000.01 +	15%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.14 Association Discount**

Commercial Association members who subscribe to any of the Company's services will receive a discount on the member's regular monthly statement based on the collective toll (day, evening, or night) usage billings of all Association members. The discount will be in accordance with the schedule shown below.

Collective Billing Amount		Volume Discount
From	To	
\$10,000	\$49,999	2%
\$50,000	\$74,999	3%
\$75,000	\$99,999	4%
\$100,000	Over	5%

The applicable processing fee for new customers will be waived for Association members who become Company Customers.

Monthly service charges, access charges or other applicable charges will remain in effect.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.15 Premier 1 WATS Service**

1. Installation Charge: Not applicable
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. InterLATA calling:

Dollar Volume		Per Minute Rate
From	To	
\$0	\$500	\$0.1800
\$501	\$1,500	\$0.1700
\$1,501	1,501 +	\$0.1650

B. IntraLATA calling:

Per minute: \$0.1800

IntraLATA calling will apply toward the volume discounts outlined above in subparagraph A. The calling timing provisions outlined in paragraphs 3 and 4 also apply. Access will be on a 1+ or dial up basis depending upon availability in the local service area.

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.16 Premier Residential Service**

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 30 Seconds     |
| 4. | Additional Billing Increment: | 6 Seconds      |
| 5. | Per Minute Usage Charges:     |                |

**Intrastate/ IntraLATA**

Day:	\$0.2150
Evening:	\$0.1650
Night:	\$0.1400

Access will be on a 1+ or dial up basis depending upon availability in the local service area.

- |    |                 |
|----|-----------------|
| 6. | Discounts:      |
|    | Not applicable. |
| 7. | Other:          |
|    | Not applicable. |

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.17 Corporate 800 Service** access is provided through dedicated T-1 access facilities. Installation and monthly access will be provided by local exchange carrier at their tariffed rates.

1. Installation Charges:
  - A. Set Up Fee: \$50.00
  - B. Customer Service Unit Installation: \$75.00
2. Monthly Charges:
  - A. Monthly Service Charge: \$20.00
  - B. Customer Service Unit Monthly Charge: \$35.00
3. Minimum Billing Increment: 18 Seconds
4. Additional Billing Increment: 6 Seconds
5. Per Minute Usage Charges:

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All Miles	\$0.1250	\$0.1250	\$0.1050	\$0.1050	\$0.0880	\$0.0880

6. Discounts:

Volume Discounts

Dollar Volume		Incremental Discount
From	To	
\$0	\$9,999	0%
\$10,000	\$29,999	15%
\$30,000	\$30,000 +	20%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.18 Corporate WATS Service** is designed for large volume long distance users. Access is provided through dedicated T-1 access facilities. Installation and monthly access may be provided by the local exchange carrier at their interstate special tariffed rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility. Installation charges and monthly access rates for this service will be charged by the Company in accordance with its interstate rates.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 18 Seconds
4. Additional Billing Increment: 6 Seconds
5. Per Minute Usage Charges:

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All	\$0.1100	\$0.1100	\$0.1020	\$0.1020	\$0.0950	\$0.0950

6. Discounts:

Volume Discounts

Dollar Volume		Incremental Discount
From	To	
0	4,999	0%
5,000	24,999	5%
25,000	+	10%

7. Other:
  - A. Customer Service Unit Installation \$75.00
  - B. Customer Service Unit Monthly Charge \$35.00

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.19 Premier 1 Plus Service** is a combined WATS/800 service for large volume users provided through switched access.

1. Installation Charge: \$20.00
2. Monthly Access: \$20.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

Usage Range	Rate
\$0-500	\$0.1800
\$501-1,500	\$0.1700
\$1,501+	\$0.1650

B. Outgoing/IntraLATA Per Minute Rates:

Mileage Range	Rate
All	\$0.1800

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.20 Premier Direct Service** is designed for large volume long distance users needing dedicated T-1 services. Installation and monthly access may be provided by the local exchange carrier at their interstate special tariffed rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility. Installation charges and monthly access rates for this service will be charged by the Company in accordance with its interstate rates.

1. Installation Charges
  - A. Set Up: \$50.00
  - B. Customer Service Unit Installation: \$75.00  
(Customer Service Unit is a diagnostic unit which permits off-site testing of the customer's lines.)
2. Monthly Charges:
  - A. Monthly Service Charge: \$20.00
  - B. Customer Service Unit Monthly Charge: \$35.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

Intrastate/InterLATA Per Minute Rates:

Usage Range	Incremental Rate
\$0-1,500	\$0.1350
\$1,501-2,500	\$0.1300
\$2,501-5,000	\$0.1250
\$5,001-7,500	\$0.1200
\$7,500+	\$0.1150
Evening, Night & Weekend Hours	\$0.1000

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.21 Expanded 800 Service Options**

The following optional enhanced features may be used in conjunction with any BTI 800 service where technically feasible.

<b>Enhanced 800 Features</b>	<b>Install</b>	<b>Change</b>	<b>Monthly</b>
NPA Blocking	\$150	\$ 50	\$ 0
NPA/NXX Blocking	\$150	\$ 50	\$ 0
Time of Day Routing	\$100	\$ 50	\$ 50
Day of Week Routing	\$100	\$ 50	\$ 50
Holiday Routing	\$100	\$ 50	\$ 0
Uniform Call Distribution	\$100	\$100	\$ 0
Dialed Number Identification Svc.	\$450	\$ 50	\$ 50
Route Advance	\$100	\$ 50	\$ 50
Area Code Routing	\$100	\$ 50	\$ 50
Percentage Call Allocation	\$100	\$ 50	\$ 50
Intercept 800 (\$0.10 per call over 500 calls)	\$ 10	\$ 0	\$ 10

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.22 Pre-Paid Call Service** is offered at the flat, per-minute rate listed below, twenty-four (24) hours a day, seven days a week.

Denomination	Per Minute Rate	Per Call Surcharge	Units Per Minute
Various Increments	\$0.2000(R)	\$0.2000(N)	1 unit per minute

Company agrees to refund any amounts remaining on a Pre-paid Call Service calling card upon physical return of the card. Refund will only be issued upon a showing that the service provided by Company has failed to meet either the service requirements set forth in the Commission's rules and regulations, or the general standards of quality applicable to the industry. To qualify for a refund, a user must return the card to Company within 3 months of the original purchase and submit in writing detailed information on the basis for any requested refund. Company will promptly investigate and advise the user as to its findings and disposition.

For consideration of any disputed charges, a user may discuss the dispute with a Company representative, providing detailed information on the basis for any requested adjustment, either verbally or in writing, within 30 days of the date the disputed call is placed.

All federal, state and local taxes (e.g., excise tax, gross receipts tax, sales tax, municipal utilities taxes) are included in the tariffed rates above.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.23 Universal WATS** is a service designed for large volume Customers needing dedicated outbound long distance service.

1. Installation Charge: \$100.00 per WATS access line
2. Monthly Access: \$ 36.50 per WATS access line
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

<b>Band</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.1550	\$0.1400	\$0.1210

6. Discounts:

<b>Dollar Volume</b>		<b>Discount</b>
<b>From</b>	<b>To</b>	
\$0.00	\$500.00	0%
\$501.00	\$2,000.00	10%
\$2,001.00	\$5,000.00	15%
\$5,001.00	over	18%

7. Other:  
Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.24 Premier Basic Service** is offered to Customers who normally bill below \$100 per month. The service is billed at a postalized rate. Billing is in six (6) second increments following a minimum billing duration of thirty (30) seconds.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

Intrastate Per Minute Rates:

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All	\$0.2000	\$0.2000	\$0.1600	\$0.1600	\$0.1600	\$0.1600

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.25 Personal 800 Service** is offered to Customers for toll-free inbound service. The service is billed at a postalized rate. Billing is in six (6) second increments following a minimum billing duration of thirty (30) seconds. Customers are provided Authorization Codes to direct the incoming call to a particular local access line.

1. Installation Charge: \$0.00
2. Monthly Access: \$5.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

<b>Band</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Mileage	\$0.2200	\$0.1625	\$0.1385

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.26 Guestcall II** is offered to the hospitality industry where usage is primarily during off-peak periods. Guestcall is billed in six (6) second increments following an initial billing period of thirty (30) seconds. Guestcall Customers must have actual off-peak usage equal to or greater than 60% of all traffic.

1. Installation Charge: \$ 0.00
2. Monthly Access: \$25.00
3. [Reserved for Future Use]
4. [Reserved for Future Use]
5. Usage Charges:

(T)

(T)

Band	Day	Evening	Night
All Mileage	\$0.1850	\$0.1500	\$0.1500

6. Discounts:

Dollar Volume		Retroactive Discount
From	To	
\$0.00	\$499.99	0%
\$500.00	\$2,499.99	5%
\$2,500.00	\$9,999.99	7%
\$10,000.00	over	10%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.27 Academic Edge** is a program for colleges and universities to provide service to students, faculty and staff. Depending on volume generated, service is provided by dedicated T-1 or switched access. Students are billed the rates below.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | one minute     |
| 4. | Additional Billing Increment: | whole minute   |
| 5. | Usage Charges:                |                |

Intrastate Per Minute Rates:

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1100	\$0.0900	\$0.0880	\$0.0720	\$0.0715	\$0.0585
11-14	\$0.1500	\$0.1300	\$0.1200	\$0.1040	\$0.0975	\$0.0845
15-18	\$0.1773	\$0.1600	\$0.1418	\$0.1280	\$0.1152	\$0.1040
19-23	\$0.2023	\$0.1700	\$0.1618	\$0.1360	\$0.1315	\$0.1105
24-28	\$0.2150	\$0.1700	\$0.1720	\$0.1360	\$0.1398	\$0.1105
29-33	\$0.2150	\$0.1750	\$0.1720	\$0.1400	\$0.1398	\$0.1138
34-40	\$0.2430	\$0.2100	\$0.1944	\$0.1680	\$0.1580	\$0.1365
41-50	\$0.2430	\$0.2120	\$0.1944	\$0.1696	\$0.1580	\$0.1378
51-60	\$0.2530	\$0.2220	\$0.2024	\$0.1776	\$0.1645	\$0.1443
61-80	\$0.2630	\$0.2320	\$0.2104	\$0.1856	\$0.1710	\$0.1508
81-100	\$0.2730	\$0.2375	\$0.2184	\$0.1900	\$0.1775	\$0.1544
101-123	\$0.3030	\$0.2525	\$0.2424	\$0.2020	\$0.1970	\$0.1641
126-150	\$0.3130	\$0.2725	\$0.2504	\$0.2180	\$0.2035	\$0.1771
151-190	\$0.3230	\$0.2825	\$0.2584	\$0.2260	\$0.2100	\$0.1836
191-300	\$0.3330	\$0.2925	\$0.2664	\$0.2340	\$0.2165	\$0.1901
301-430	\$0.3830	\$0.3425	\$0.3064	\$0.2740	\$0.2490	\$0.2226
431-over	\$0.3830	\$0.3425	\$0.3064	\$0.2740	\$0.2490	\$0.2226

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.28 Premier 1-800 Service** is an inbound service offered on a flat-rate, postalized basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over standard local access lines.

1. Installation Charge: \$ 0.00
2. Monthly Access: \$20.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Dollar Volume		Incremental Pricing
From	To	
\$0.00	\$500.00	\$0.2100
\$500.01	\$1,500.00	\$0.2000
\$1,500.01	Over	\$0.1900

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.29 Private Line Service.** This product is offered in the form of discrete interlata communications facilities which are dedicated to the specific Customer and are billed at fixed monthly rates. Private Line Services consist of two components: 1.) interexchange service between two of the Ccompany's points of presence, and 2.) local access between the Customer's premise and the Company's point of presence.

1. Analog Rates

a. Interexchange (IXC) Service Rates (monthly per channel)

Mileage	Fixed	Per Mile
1-50	\$66.55	\$2.64
51-101	\$137.32	\$1.22
101-over	\$229.28	\$0.29

b. Local Access Rates

Voice Grade (Voice and Analog Data)

Mileage	Fixed	Per Mile	Installation
0	\$82.63	\$0.00	\$477.00
1-4	\$82.63	\$5.56	\$477.00
5-8	\$82.63	\$4.86	\$477.00
9-25	\$82.63	\$3.45	\$477.00
26-over	\$82.63	\$2.25	\$477.00

2. Digital Rates (DDS)

a. Interexchange (IXC) Service Rates (monthly per channel)

Mileage	Fixed	Per Mile
1-50	\$66.55	\$2.64
51-101	\$137.32	\$1.22
101-over	\$229.28	\$0.29

b. Local Access Rates

Digital Access (9.6K/19.2K DDS)

Mileage	Fixed	Per Mile	Installation
0	\$186.48	\$0.00	\$545.00
1-over	\$237.12	\$1.81	\$545.00

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.29 Private Line Service, (continued)**

2. Digital Rates (DDS) (continued)

b. Local Access Rates (continued)

Digital Access (56K DDS)

Mileage	Fixed	Per Mile	Installation
0	\$279.60	\$0.00	\$545.00
1-over	\$359.12	\$4.82	\$545.00

3. T-1.5 Rates

a. T-1.5 Service (monthly per 24 channels)

Mileage	Fixed	Per Mile
1-over	\$518.42	\$9.92

b. Local Access Rates

T-1.5 Digital Access

Mileage	Fixed	Per Mile	Installation
0	\$444.36	\$0.00	\$1,500.00
1-over	\$444.36	\$29.44	\$1,500.00

4. Local Access Rates

Local access service to connect the Customer's premise to the Company's point of presence is charged by the the serving local exchange carrier, or other carrier, if applicable. These local access charges may be billed directly to the Customer by the local exchange carrier or passed through at cost to the Customer when billed by the Company.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.31 PhonePlus Switched Access Service** is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over standard local access lines. Per minute usage charges are based on monthly revenue commitments and annual term plans as set forth below. Intrastate, interstate, travel service and international service, both outbound and inbound, combine to satisfy the revenue commitment. Revenue commitment is calculated before term commitment.

(T)  
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|  
|  
(T)

1. Installation Charge: \$0.00
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

Monthly Revenue Commitment	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
\$0-\$1,000	\$0.155	\$0.155
\$1,001-\$5,000	\$0.150	\$0.150
\$5,001-over	\$0.145	\$0.145

6. Discounts:

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$100-\$1,000	3%	6%	9%
\$1,001-\$5,000	3%	6%	9%
\$5,001-over	3%	6%	9%

(T)

7. Other:

Customers will be billed the difference between the actual usage and the minimum revenue commitment if the minimum revenue commitment is not achieved on an annualized basis. Customers who cancel the service before the end of the term commitment will be billed \$100 multiplied by the number of months remaining on the term plan.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.32 PhonePlus Dedicated Access Service** is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over customer-provided dedicated access facilities. Per minute usage charges are based on monthly volume commitments and annual term plans as set forth below. Travel service and international service combines with outbound and inbound PhonePlus Service to satisfy the volume commitment. Volume commitment is calculated before term commitment.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Monthly Revenue Commitment	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
\$1,000-\$10,000	\$0.100	\$0.100
\$10,000-over	\$0.095	\$0.095

6. Discounts:

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$1,000-\$10,000	3%	6%	9%
\$10,000-over	3%	6%	9%

7. Other:

Customers will be billed the difference between the actual usage and the minimum volume commitment if the minimum volume commitment is not achieved on an annualized basis. Customers who cancel the service before the end of the term commitment will be billed the minimum monthly volume commitment for each month remaining on the term plan.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.33 Travel Service Plus** allows Customers to initiate calls within the State of Missouri using any touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 30 seconds     |
| 4. | Additional Billing Increment: | 6 seconds      |
| 5. | Per Minute Usage Charges:     |                |

Mileage Range	Day	Evening	Night
All Miles	\$0.2700	\$0.2700	\$0.2700

Per call initiation charge: \$0.25

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|----|-----------------|
| 6. | Discounts:      |
|    | Not applicable. |
| 7. | Other:          |
|    | Not applicable. |

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.34 Hospitality Plus** is a one plus outbound and/or inbound business service offered to hotels, motels and other locations which make their phones available to the public. A minimum one-year term commitment is required. Discounted Hospitality Plus rates apply when, 1) combined inbound and outbound one plus usage is less than 25% of all traffic originating from the location, and 2) 60% of inbound and outbound one plus usage is during the off-peak period.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 30 seconds     |
| 4. | Additional Billing Increment: | 6 seconds      |
| 5. | Per Minute Usage Charges:     |                |

All Miles	One Year Term Plan
Outbound	\$0.1400
Inbound	\$0.1300

Customers who are not eligible for the discounted rates as described above will be billed \$0.155 per minute of use.

6. Discounts:

A three percent (3%) discount applies on usage under a two-year term plan. No other discounts apply.

7. Other:

If the customer cancels the one year minimum term or two year optional term before expiration, the customer will be billed for all remaining months an amount equal to \$350 per month for the one year term and \$250 per month for the two year term.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.35 Conference Plus** allows Customers to arrange two-way voice communications between two or more stations. Conference Plus setup is available through a Company operator or through 1-800 "Meet-Me" origination. Charges for Conference Plus consist of usage charges for each connected station, plus a per call setup charge for each connected station. The Customer is billed all usage and setup charges for all stations.

1. Installation Charge: Not applicable.
2. Monthly Access: \$0.00
3. Minimum Billing Increment: One minute each station
4. Additional Billing Increment: One minute each station
5. Per Minute Usage Charges:

Time of Day	Per Station Charges	
	Per Minute Usage	Per Call Setup
12:00 AM Monday – 11:59 PM Friday	\$0.39	\$2.50
12:00 AM Saturday – 11:59 PM Sunday	\$0.24	\$2.50

6. Discounts:

Dollar Volume		Retroactive Discount
From	To	
\$0.00	\$499.99	0%
\$500.00	\$999.99	8%
\$1,000.00	\$1,499.99	10%
\$1,500.00	over	12%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.36 Operator Services** - The use of the Company's Operator Services allows Customer to select from the special call handling or billing arrangements specified below. Call, rates, charges, and applicable service charges will be assessed to the call originator, the called party's telephone number or a third party's telephone number based upon the call type (i.e., operator dialed, collect, third party billed, or customer dialed credit card billed, without the use of an operator's assistance) initiated by the call originator and the appropriate acknowledgment of other parties, where applicable.

Intrastate Usage Charges:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1100	\$0.0900	\$0.0880	\$0.0720	\$0.0715	\$.0585
11-14	\$0.1500	\$0.1300	\$0.1200	\$0.1040	\$0.0975	\$0.0845
15-18	\$0.1773	\$0.1600	\$0.1440	\$0.1280	\$0.1170	\$0.1040
19-23	\$0.2023	\$0.1700	\$0.1560	\$0.1360	\$0.1430	\$0.1105
24-28	\$0.2100	\$0.1700	\$0.1600	\$0.1400	\$0.1550	\$0.1250
29-33	\$0.2100	\$0.1750	\$0.1650	\$0.1475	\$0.1600	\$0.1300
34-40	\$0.2330	\$0.2010	\$0.1725	\$0.1570	\$0.1700	\$0.1375
41-50	\$0.2330	\$0.2010	\$0.1725	\$0.1570	\$0.1710	\$0.1425
51-60	\$0.2430	\$0.2110	\$0.1805	\$0.1630	\$0.1725	\$0.1450
61-80	\$0.2530	\$0.2210	\$0.1815	\$0.1710	\$0.1750	\$0.1500
81-100	\$0.2630	\$0.2310	\$0.1950	\$0.1725	\$0.1765	\$0.1525
101-123	\$0.2930	\$0.2410	\$0.1990	\$0.1950	\$0.1785	\$0.1650
126-150	\$0.3030	\$0.2610	\$0.2135	\$0.2125	\$0.1825	\$0.1775
151-190	\$0.3130	\$0.2710	\$0.2200	\$0.2190	\$0.1875	\$0.1825
191-300	\$0.3230	\$0.2810	\$0.2290	\$0.2275	\$0.1950	\$0.1850
301-430	\$0.3730	\$0.3310	\$0.2890	\$0.2575	\$0.2500	\$0.2200
431-over	\$0.3730	\$0.3310	\$0.2890	\$0.2575	\$0.2500	\$0.2200

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.36 Operator Services (continued)**

**B. Operator Charges:**

The following shall be in addition to the usage charge described above and based on the Operator Service used:

<b>Type Of Service</b>	<b>Charge Per Call</b>
<b>1. Station to Station</b>	
<b>(a)</b> Customer Dialed Calling Card (credit card)	\$0.80
<b>(b)</b> Operator Assisted Calling Card (0+)	\$2.10
<b>(c)</b> Operator Assisted Calling Card (0-)	\$3.10
<b>(d)</b> Collect (0+)	\$2.10
<b>(e)</b> Collect (0-)	\$3.10
<b>(f)</b> Third Party (0+)	\$2.17
<b>(g)</b> Third Party (0-)	\$3.17
<b>2. Person to Person</b>	
<b>(a)</b> 0+	\$3.90
<b>(b)</b> 0-	\$4.90

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.37 Home Plus** is an outbound service primarily targeted to residential customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There is no monthly minimum usage requirement or monthly recurring charges.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | one minute     |
| 4. | Additional Billing Increment: | one minute     |
| 5. | Per Minute Usage Charges:     |                |

Mileage Range	Peak	Off-Peak
All Miles	\$0.1900	\$0.1300

- |    |                 |  |
|----|-----------------|--|
| 6. | Discounts:      |  |
|    | Not applicable. |  |
| 7. | Other:          |  |
|    | Not applicable. |  |

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.38 Business Connections Long Distance** is a combined outbound and inbound service which originates/terminates over either switched or dedicated access lines. Nationwide flat rate pricing applies twenty-four hours per day, seven days per week. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Customers must sign up for a minimum one-year term plan and the cancellation provisions found in Section 4.38.7 apply. Additional discounts are available for multi-year term plan agreements. Dedicated Access Customers are responsible for all dedicated or private facilities required to connect to the Company's network.

- |    |                               |                   |
|----|-------------------------------|-------------------|
| 1. | Installation Charge:          | Not applicable.   |
| 2. | Monthly Access:               | \$0.00            |
| 3. | Minimum Billing Increment:    | Eighteen Seconds. |
| 4. | Additional Billing Increment: | Six Seconds.      |
| 5. | Per Minute Usage Charges:     |                   |

ONE YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access	Dedicated Access
Less than \$5	\$0.139	\$0.089
\$5.00 - \$9.99	\$0.133	\$0.085
\$10.00 - \$14.99	\$0.132	\$0.085
\$15.00 - \$19.99	\$0.131	\$0.084
\$20.00 - \$24.99	\$0.129	\$0.083
\$25.00 - \$29.99	\$0.128	\$0.082
\$30.00 - \$34.99	\$0.126	\$0.081
\$35.00 - \$39.99	\$0.125	\$0.080
\$40.00 - \$44.99	\$0.124	\$0.079
\$45.00 - \$49.99	\$0.122	\$0.078
\$50.00 - \$54.99	\$0.121	\$0.077
\$55.00 +	\$0.120	\$0.077

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.38 Business Connections Long Distance, (continued)**

5. Per Minute Usage Charges:, (continued)

TWO YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access	Dedicated Access
Less than \$5	\$0.135	\$0.085
\$5.00 - \$9.99	\$0.130	\$0.081
\$10.00 - \$14.99	\$0.128	\$0.081
\$15.00 - \$19.99	\$0.127	\$0.080
\$20.00 - \$24.99	\$0.126	\$0.079
\$25.00 - \$29.99	\$0.124	\$0.078
\$30.00 - \$34.99	\$0.123	\$0.077
\$35.00 - \$39.99	\$0.122	\$0.077
\$40.00 - \$44.99	\$0.120	\$0.076
\$45.00 - \$49.99	\$0.119	\$0.075
\$50.00 - \$54.99	\$0.118	\$0.074
\$55.00 +	\$0.116	\$0.073

THREE YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access	Dedicated Access
Less than \$5	\$0.130	\$0.080
\$5.00 - \$9.99	\$0.125	\$0.077
\$10.00 - \$14.99	\$0.124	\$0.076
\$15.00 - \$19.99	\$0.122	\$0.075
\$20.00 - \$24.99	\$0.121	\$0.074
\$25.00 - \$29.99	\$0.120	\$0.074
\$30.00 - \$34.99	\$0.118	\$0.073
\$35.00 - \$39.99	\$0.117	\$0.072
\$40.00 - \$44.99	\$0.116	\$0.071
\$45.00 - \$49.99	\$0.114	\$0.070
\$50.00 - \$54.99	\$0.113	\$0.070
\$55.00 +	\$0.112	\$0.069

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.38 Business Connections Long Distance, (continued)**

6. Discounts:

Family Values Discount - Family Values Discount Program is available to Customers of Business Connections Long Distance. Customers enroll in the program by offering the Company's Home Plus long distance service to the Customer's employees. The Customer receives a credit on the Business Connection invoice equivalent to 5% of the total aggregate usage of the employees. Sign up forms for both the Customer and the employees must be completed and returned to the Company.

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7. Other:

The Monthly Commitment shown in the Term Tables as provided in Section 4.38.5 above is the amount the Customer agrees to at the time of signing the term plan. The Customer will be given the chance to sign a new term commitment plan at a higher or lower monthly commitment level at expiration of the term plan.

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\* - Material On This Page Was originally found on Page 57.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.39 PhonePlus Telesales** is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over standard local access lines.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
Outbound	\$0.145	\$0.145
Inbound	\$0.145	\$0.145

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.40** **Premiere 1 Telesales** is a combined outbound and inbound service offered on a flat rate postalized basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over standard local access lines. Discounted pricing is provided at the specific increments listed below.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges: Outbound and Inbound

Usage Range	Incremental Rate
\$0-500	\$0.1800
\$501-1,500	\$0.1700
\$1,501+	\$0.1650

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.41 10833 Residential Service** is an outbound service offered on a peak/off-peak postalized basis. Calls are billed in whole minute increments following an initial billing period of one minute. Service is accessed by dialing the Company's "10833" access code.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.199	\$0.139

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.42 Home Plus 100** is an outbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There is no monthly minimum usage requirement or monthly recurring charges. Customers receive a one-time bonus of the first one hundred (100) minutes of off-peak domestic usage (excluding directory assistance) for \$1.00. The following per minute rates apply to peak and off-peak thereafter.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.43 Long Distance Calling Club** is an outbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. A monthly recurring charge applies, but there is no monthly minimum usage requirement. Customers receive a bonus of one free off-peak minute of usage for each one dollar (\$1.00) spent on domestic usage, excluding directory assistance. Bonus minutes will be credited to the Customer's current bill.

1. Installation Charge: \$0.00
2. Monthly Access: \$4.95
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.44 Home Plus Toll Free** is an inbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There are no minimum monthly volume commitments. The following recurring and per minute rates apply.

1. Installation Charge: \$0.00
2. Monthly Access: \$2.00
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.45 [Reserved for Future Use]**

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.46 CC 275 Service**

CC 275 Service is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year term plan for this product.

**4.46.1 Per Minute Rate**

1+ Outbound Service	\$0.1655
Inbound Toll Free	\$0.1655

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.47 Corporate Connections Promotion 2**

Corporate Connections Promotion 2 is a combined outbound and inbound service designed for business Customers that subscribe to BTI service within the eligibility period specified below. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year or three year term plan for this product. Three year term plan customers also must commit to \$500 in monthly volume to be eligible for the reduced Interstate rate. Customers must enroll for the service between November 25, 1997 and December 31, 1997 to be eligible for this product.

**4.47.1 Per Minute Rates - One Year Term Plan:**

1+ Outbound Service	\$0.1600
Inbound Toll Free	\$0.1600

**4.47.2 Per Minute Rates - Three Year Term Plan:**

1+ Outbound Service	\$0.1600
Inbound Toll Free	\$0.1600

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.48 Global Connections Promotion 1**

Global Connections Promotion 1 is a service offering discounted intrastate rates for business Customers who presubscribe to the service on or before December 31, 1997. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must sign a one (1) year term plan to be eligible for this promotion. Intrastate service is offered in conjunction with interstate service. There is an interstate monthly recurring charge associated with this product.

**4.48.1 Per Minute Rates - One Year Term Plan:**

1+ Outbound Service	\$0.1600
Inbound Toll Free	\$0.1600

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.49 Travel Service Plus 159**

Travel Service Plus 159 allows Customers to initiate calls anywhere within Missouri by using any touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

Intrastate service is only offered in conjunction with interstate and international service. An interstate monthly recurring charge is associated with this product.

**4.49.1 Per Minute Usage Charges:**

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2700	\$0.2700	\$0.2700

**4.49.2 Per Call Initiation Charge:** \$0.00

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.50 International Heritage**

International Heritage is a flat rate combined outbound and inbound toll free service offered to Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. This service is only offered with interstate service.

**4.50.1 Per Minute Rates**

1+ Outbound Service	\$0.1800
Inbound Toll Free	\$0.1800

\* - All material on this Sheet is new.

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TMX: MOo9801

**SECTION 4 - RATES AND CHARGES (continued)**

**4.51 Corporate Edge**

(T)

Corporate Edge is a combined outbound and inbound service designed for business Customers. Business Customers are eligible for a discount based upon their monthly volume and the term plan selected. Customers must sign a one year or three year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

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Intrastate service is offered as an add on to interstate service. Customers must enroll with the Company to be eligible for the product.

**4.51.1 Per Minute Rates - One Year Term Plan:**

<b>Monthly Volume</b>	<b>\$0.00 – \$500.00</b>	<b>\$501.00 - \$1,000.00</b>	<b>\$1,001.00 - \$1,500.00</b>	<b>\$1,501.00 +</b>
Per Minute Rate	\$0.2240	\$0.2173	\$0.2128	\$0.2083

**4.51.2 Per Minute Rates - Three Year Term Plan:**

<b>Monthly Volume</b>	<b>\$0.00 – \$500.00</b>	<b>\$501.00 - \$1,000.00</b>	<b>\$1,001.00 - \$1,500.00</b>	<b>\$1,501.00 +</b>
Per Minute Rate	\$0.2173	\$0.2106	\$0.2061	\$0.2016

**4.51.3 Termination Penalty**

The Customer will be charges a penalty charge for the termination of the contract prior to termination date. The penalty shall be equal to the number of months remaining on the contract times \$100.00.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.52 Connections 272**

Connections 272 is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year term plan for this product. Standard monthly fees for toll free service still apply.

**4.52.1 Per Minute Rate**

1+ Outbound Service	\$0.1800
Inbound Toll Free	\$0.1800

**4.52.2 Termination Penalty**

The Customer will be charged a penalty charge for the termination of the contract prior to termination date. The penalty shall be equal to the number of months remaining on the contract times \$100.00.

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.53 Corporate Direct**

Corporate Direct is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year term plan for this product. Standard monthly fees for toll free service still apply.

**4.53.1 Per Minute Rate**

1+ Outbound Service	\$0.1694
Inbound Toll Free	\$0.1694

**4.53.2 Termination Penalty**

The Customer will be charged a penalty charge for the termination of the contract prior to termination date. The penalty shall be equal to the number of months remaining on the contract times \$100.00.

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.54 Corporate Edge Dedicated**

Corporate Edge Dedicated is a combined outbound and inbound service designed for Business Customers. Customers must sign a one year or three year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must enroll for the service by November 30, 1998.

**4.54.1 Per Minute Rates - One Year Term Plan:**

1+ Outbound Service	\$0.0890
Inbound Toll Free	\$0.0890

**4.54.2 Per Minute Rates - Three Year Term Plan:**

1+ Outbound Service	\$0.0870
Inbound Toll Free	\$0.0870

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.55 BTI Purchasable Discount Plan**

BTI's Purchasable Discount Plan allows the new Business Customer who subscribe to BTI Corporate Connections switched service the option to receive a 10% discount on all interstate and intrastate calls for a one time fee of one hundred (\$100.00) dollars, good for one year. The discount plan is only available to new switched customers and does not apply to international calls or other BTI services.

The Interstate monthly recurring fee associated with the Corporate Connection product still applies.

\* All material on this Page is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.56 Millennium Service Promotion**

Millennium Service Promotion is a combined outbound and inbound switched service designed exclusively for new Business Customers in which the majority of their long distance traffic is interstate. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must sign a one year term plan for this product. Intrastate service is offered in conjunction with interstate service. There is an interstate monthly recurring charge associated with this promotion. Customers must enroll in this product by September 30, 1999.

**4.56.1 Per Minute Rate**

1+ Outbound Service	\$0.1750
Inbound Toll Free	\$0.1750

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.57 Corporate Edge - PT1**

Corporate Edge - PT1 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Tariff. Customers are eligible for a discounted flat rate and must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is offered as an add on to interstate service.

**4.57.1 Per Minute Rate** \$0.2016

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.58 Corporate Edge - PT2**

Corporate Edge - PT2 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Tariff. Customers are eligible for a discounted flat rate and must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is offered as an add on to interstate service.

**4.58.1 Per Minute Rate** \$0.2061

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.59 Corporate Edge - PT3**

Corporate Edge - PT3 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Tariff. Customers are eligible for a discounted flat rate and must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is offered as an add on to interstate service.

**4.59.1 Per Minute Rate** \$0.2106

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESTable of Contents

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESDIRECTORY ASSISTANCE SERVICE

## A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers when the listed name is provided.
2. The regulations and rates as set forth following apply to calls from customers who request assistance in obtaining telephone number information. Regarding such directory assistance calls, handling will be as follows:
  - a. Customers who dial 1+411 or 411 will receive telephone number information, as a local Directory Assistance call, for any exchange in which the Company has presence within the state of Missouri.
  - b. Customers who dial 1+ Foreign Area Code +555+1212 will be transferred from a Company operator to a non-Company operator to obtain telephone number information from that Company. Customers who dial 1+ Foreign Area Code +555+1212 are transferred to their Primary Interexchange Carrier (PIC).
  - c. Customers who dial 1+411, 411, 1+ Home Area Code +555+1212 or 555+1212 and request telephone number information outside of the state of Missouri, or outside the Company's exchange presence within the state, may obtain this information through the Company's National Directory Assistance/Customer Name and Address Service (Please refer to this service in this Section of the Tariff).
3. Upon request, the address information normally published in the directory will be given out by the Directory Assistance attendant for listed customers. Information for nonpublished customers will not be provided.

## B. Allowances

1. A customer is allowed three direct dialed Directory Assistance calls per month at no charge for each exchange service line and for each trunk line. (Allowances are not included with National Directory Assistance/Customer Name and Address Service.)

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESDIRECTORY ASSISTANCE SERVICE

## B. Allowances (Cont'd)

2. In addition to the allowance set forth in Paragraph B.1 preceding, each customer shall be allowed one direct dialed long distance Directory Assistance call (within the home area code), if using dialing pattern 1+ home area code +555+1212, for each sent paid home area code long distance call appearing on the customer's bill.
3. Calls placed to the Directory Assistance attendant via an operator are not included in the allowance set forth in Paragraph B.1 and are always billed, except to those customers exempted by this tariff.
4. Third number, special billing number, or Company calling card Directory Assistance calls are not included in the allowance set forth in Paragraph B.1 and are always billed, except to those customers exempted by this tariff.
5. Where dial facilities are not available, calls to the Directory Assistance attendant via an operator shall be treated as customer direct dialed calls.
6. No credit will be given for any unused portion of the customer's allowance. No credit will be given for requested telephone numbers that are nonpublished. No credit will be given for requested telephone numbers that are not found in the directory.
7. Call allowances are not transferable between accounts.

## C. Exemptions

1. Those customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory are to be exempted from the charge for direct dialed calls to Directory Assistance; from the charge for placing a call to Directory Assistance via an operator; and the charge applicable when Directory Assistance Service charges are billed to a Company Calling Card. The method of exempting those physically, visually, mentally or reading handicapped customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form.

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**GENERAL AND LOCAL EXCHANGE TARIFF**OPERATOR AND DIRECTORY SERVICESDIRECTORY ASSISTANCE SERVICE

## D. Rates

1. Where the customer dials the local Directory Assistance number 1+411 or 411 and requests telephone number information for any exchange in which the Company has presence within the state, the charge for each call over the allowances defined in Paragraph B (maximum of two requested telephone numbers per call) is:
  - a. per call \$ .52 (l)
2. Where the customer dials the Directory Assistance number 1+ Home Area Code+555-1212, the charge for each call over the allowances defined in Paragraph B (maximum of two requested telephone numbers per call) is:
  - a. per call \$ . 52 (l)
3. Where the customer places a call to the Directory Assistance attendant via a Company operator, the charge for each call (maximum of two requested telephone numbers per call), in addition to the local Directory Assistance charge, is:
  - a. per call \$ . 59 (l)
4. Directory Assistance charges billed to a third number, a special billing number, or a Company calling card, in addition to the local Directory Assistance rate, will be billed at:
  - a. per call \$ . 59 (l)

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESDIRECTORY CONNECT PLUS

## A. General

1. Directory Connect Plus\_ provides, an incoming Directory Assistance customer requesting a listed number, a mechanized announcement offering call completion to the requested listed number. The call is completed on a sent-paid basis (paid for by the calling customer). The Directory Connect Plus\_ charge applies only to calls that are answered.
2. The mechanized announcement will instruct the caller that for an additional charge, the call will be automatically completed by depressing a specific digit on a touch-tone key pad. All completed calls will incur the Directory Connect Plus\_ charge.
3. Customers may request blocking of Directory Connect Plus\_ calls originating from their telephone lines by contacting the Company's business office. This stand-alone blocking arrangement is available to customers at no charge.

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESDIRECTORY CONNECT PLUS

## B. Conditions

1. Directory Connect Plus\_ charges will be applicable to persons with a visual, physical, or reading handicap. The existing practice for completion of a directory assistance call at no charge, connected by an operator, remains the same.
2. Directory Connect Plus\_ will be furnished only where facilities and operating conditions permit.
3. Directory Connect Plus\_ will not be provided to the following services:
  - 800 Service
  - 900 Service
  - 976 Service
  - Semi-Public Telephone Service
  - Customer Owned Pay Telephone Service
4. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2, Rules and Regulations of this Tariff.
5. This offering provides call completion only within the caller's Local Access Transport Area (LATA).
6. Directory Connect Plus\_ is not available with rotary dial service.
7. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Connect Plus\_) the charge shown under C. RATES, will apply per completed call. The Directory Connect Plus\_ charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges. Directory Assistance call allowances, as specified previously in this Section, do not apply to Directory Connect Plus\_.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY CONNECT PLUS

B. Conditions (Cont'd)

8. Calls will be completed on a sent paid basis. Person-to-person, collect, calling card, third number or any other calls requiring operator handling are not included.
9. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

C. Rates

1. A charge of \$.66 will apply for each Directory Connect Plus call completed. (I)

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESNATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

## A. General

1. National Directory Assistance (NDA) will provide the customer with directory listings from CenturyTel's directory assistance database. This database will make all CenturyTel listings available to any operator workstation along with national listings from other provider database(s). CenturyTel will provide listings for residential, business, government, GTE 1-800, and GTE local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

## B. Conditions

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
2. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's tariff.
3. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of the service.
4. The customer will have access to any in-or-out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICESNATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

## B. Conditions (Cont'd)

5. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of a handicap. (For further details please refer to Directory Assistance Service, Sheet 2 in this section of the tariff, under C. Exemptions).
6. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

## C. Rates

1. For each call to the National Directory Assistance/  
Customer Name and Address Service.....\$ 1.18 (l)

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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## A. General

1. One Directory listing is furnished without charge to each customer in conformity to the Company's practices with respect to its directories. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Company reserves the right to refuse to insert any listing in its directories which does not facilitate telephone service.

## B. Conditions

1. A Primary Listing is furnished as part of and in the rates for telephone service. The Primary Listing may include the name, address and telephone number of:
  - a. The individual, organization, firm or corporation contracting for the service.
  - b. A residential Primary listing may consist of a dual name listing whereby two individuals with the same surname who reside at the same address may both be listed with no more than two given names. Each given name for the purposes of this Tariff is defined as any combination, not to exceed two, of the following:
    - 1) First name
    - 2) Middle name
    - 3) Initial
    - 4) Nickname
    - 5) Maiden name
  - c. A Duplicate Listing reversing the order of the individuals' given names above may be provided at the rates for Additional Listings.
  - d. When two or more lines serve a customer in a group arranged for a "hunting" operator, each group of lines is considered one telephone number and is entitled to only one Primary Listing.

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Jeffrey Glover  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## B. Conditions (Cont'd)

2. An Additional Listing may also include the same address and telephone number as the Primary Listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.
  - a. Additional Listings may be furnished with business or residence service for persons who occupy the same premises.
3. An Alternate Listing (charged as an Additional Listing) refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.
  - a. Where the alternate call number is to be that of another customer, the listing will be furnished only when the other customer is agreeable to the use of their number.
4. Cross-Reference Listings (charged as an Additional Listing) enable a customer to use a former listing to refer customers to his new listing appearing elsewhere in the directory. Cross-Reference Listings do not include an address or telephone number and are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.
  - a. As an aid to the service, Cross-Reference Listings may be provided without charge in connection with the service of federal, state or municipal governmental agencies.
5. A Foreign Listing is a listing in any of the Company's directory for which the customer does not have local service. The rate for a Foreign Listing will be the rate listed in the Tariff.
6. Line of Information (charged as an Additional Listing) is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties, e.g., office hours.
7. Non published Service is the omission of a customer's listing from both the telephone directory and Directory Assistance records.
  - a. When Nonpublished Service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished listing.
  - b. The rate for a Nonpublished Service is specified in this Tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## B. Conditions (Cont'd)

7. Non published Service is the omission of a customer's listing from both the telephone directory and Directory Assistance records. (Cont'd)
- c. The rate for non published and nonlisted services does not apply to the following:
- 1) Customer With a Published Listing - If a customer has both published and nonpublished/nonlisted listings for the same address and class for service, the nonpublished/nonlisted monthly recurring charge will not apply.
  - 2) Customer With a Nonpublished/Nonlisted Listing - If a customer has a nonpublished/nonlisted listing, only one monthly recurring charge will be applied for any nonpublished and/or nonlisted listings for the same customer with the same class of service at the same address. If the customer has a combination of nonpublished and nonlisted listings at the same address, the nonlisted monthly recurring charge will apply.
  - 3) Pay Telephone Service
  - 4) Special Reversed Long Distance Service
  - 5) Foreign Exchange/Zone Service
  - 6) Temporary Service (service provided for a period not more than 30 days)
  - 7) Special Services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
  - 8) Local Exchange Service for customer living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
  - 9) New listings provided to a customer because of unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).
8. Nonlisted Service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance Operator (see 7c. for rate application exceptions).
9. Service Charges apply to change listed directory service to Nonpublished Service or Nonlisted Service. Service Charges DO NOT apply to change from Nonpublished Service or Nonlisted Service to listed Primary Listing service.
10. The charge for Directory listings begins on the day the Directory Assistance records are posted.
11. The length of contract period is from the day on which the directory is published to the day the succeeding directory is published. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be at least 30 days.
12. Listings will be limited to such information as is necessary for proper identification.
13. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

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**GENERAL AND LOCAL EXCHANGE TARIFF**OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## C. Rates and Charges

1. The following monthly rates apply in addition to Service Charges and are applicable to the alphabetical section of the Telephone Directory for business and residence customers.

		<u>GSEC</u>	<u>Monthly Rate</u>	
a.	Primary Listings(1)	--	--	
b.	Additional Listings			
	1) Business	ALB	\$2.43	(l)
	2) Residence	ALR	1.94	(l)
c.	Foreign Exchange Listings			
	1) Business	FLB	2.43	(l)
	2) Residence	FLR	1.94	(l)
d.	Nonlisted Service	NL	1.94	(l)
e.	Nonpublished Service	NP	1.99	(l)

(1) See B.1 Conditions

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICEINTERCEPT SERVICESBasic Intercept Service

## A. General

1. Basic Intercept Service provides a service to local exchange business and residence customers who have requested their service be discontinued because they have moved to a new location or requested a change in their telephone number. Dialing the customer's former number results in a prerecorded message which announces the new number.

## B. Conditions

1. Basic Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.
2. Basic Intercept Service will not be provided to customers disconnected for nonpayment.
3. On Company initiated telephone number changes, the charge will not apply, and the telephone number will be intercepted for the life of the directory.
4. At the time the customer places the request for a change in their telephone number, the customer must notify the Company of the number of days, up to the life of the directory, for calls to be intercepted and referred.

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## GENERAL AND LOCAL EXCHANGE TARIFF

OPERATOR AND DIRECTORY SERVICEINTERCEPT SERVICESBasic Intercept Service

## C. Rates and Charges

1. The following rate is in addition to any other applicable charges shown in the Company tariffs of this Company. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

	<u>IOSC</u>	<u>NRC</u>	
		<u>Bus.</u>	<u>Res.</u>
a. The Company will provide Basic Intercept Service within the exchange, at no charge, for a period of 30 days, upon request by the customer. (1)	--	--	--
b. Each number intercepted for each 90 day period or fraction thereof	OSINNRC	\$10.80	\$10.80

(1) These charges are also applicable to Direct Inward Dialing (DID) Service.

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Monroe, Louisiana

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**GENERAL AND LOCAL ACCESS TARIFF**

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OPERATOR AND DIRECTORY SERVICELOCAL OPERATOR SERVICE

## A. General

1. Local Operator Service is furnished to customers upon their request in order to complete local calls. Please refer to Long Distance Message Telecommunication Service PSC MO. NO. 3 for a more detailed description of the following services.
2. There are five classes of local service offered: Busy Line Interrupt, Busy Line Verify, Calling Card, Operator Station Calls and Person-to-Person Calls. When operator assistance is required to complete a local call, the rates appearing in this Tariff will apply.
  - a. Busy Line Interrupt - The operator, at the request of the customer, will interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made.
  - b. Busy Line Verify - The operator, at the request of the customer, will determine the status of an exchange service line (e.g., conversation in progress) and report the status to the customer.
  - c. Calling Card – Customer dialed calls where the person originating the call, including from a public or semi-public telephone, completes the call either with or without the assistance of an operator and is billed, where automatic billing equipment is available to a telecommunications company calling card.
  - d. Operator Station Calls - Customer dialed "0-" calls where the operator completes the call and arranges billing. Can be billed to the originating telephone number, calling card, collect or to a third number. Includes operator placed calls to Directory Assistance.
  - e. Person-to-Person Calls - Customer dialed "0-" calls where the operator completes the call and arranges billing. Can be billed to the originating telephone number, calling card, collect or a third number.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana



**GENERAL AND LOCAL EXCHANGE TARIFF**OPERATOR AND DIRECTORY SERVICELOCAL OPERATOR SERVICE

## A. General (Cont'd)

3. Customers who identify themselves as being disabled and unable to dial the call, will not be required to pay local operator service charges for sent paid station-to-station calls from public and semi-public coin telephones.

## B. Conditions

1. Local operator assistance charges will not apply to calls placed to the Company business office, Company repair service, emergency calls, 911 or the law enforcement and public safety agencies.

## C. Rates and Charges

<u>Operator Service</u>	<u>Charge Per Call</u>	
Busy Line Interrupt	\$ 1.10	
Busy Line Verify	.58	
Calling Card Call	.79	(l)
Operator Station Call	1.54	(l)
Person-to-Person Call	3.25	(l)

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**SECTION 3 - DESCRIPTION OF RATES AND SERVICES****3.1 General**

Calls are billed individually and on a monthly basis. Usage is billed in arrears. Intrastate services are offered in conjunction with interstate and international services.

**3.2 Computation of Mileage**

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each point and contained in NECA FCC Tariff No. 4. To determine the airline distance between any locations, proceed as follows:

- (i) Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- (ii) Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- (iii) Square each difference obtained in step (ii) above.
- (iv) Add the square of the "V" difference and the "H" difference obtained in step (iii) above.
- (v) Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- (vi) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.3 Recognized Holidays**

Company recognizes the following holidays for the purposes of discounting usage rates in certain cases: Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4) and Thanksgiving Day.

**3.4 Service Descriptions**

CTC offers two (2) different calling plans for switched and/or dedicated outbound and inbound services. The plans use different underlying carriers and have different rates for international, interstate and intrastate rates. Customers should evaluate each plan, including the applicable international and interstate rates, to determine which of the two (2) plans best suits their calling patterns.

**A. Switched Outbound Service**

Switched Outbound Service is designed for outbound calling. Calls are billed in six (6) second increments. The minimum call duration for billing purposes is six (6) seconds. No minimum commitment is required. Calls originate from Customer-provided standard business or residential switched access lines. The Company offers two (2) plans for switched outbound services developed. In addition, customers subscribing to Plan 1 or 2 under a term agreement with the Company receive a ten percent (10%) discount off the Company's standard rates.

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.4 Service Descriptions (cont'd)****B. CTC Switched Inbound Service**

CTC Switched Inbound Service is available for incoming calls to business and residential Subscribers with no minimum usage billing. Calls originate from any intrastate location over an 800 number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Calls are billed in six (6) second increments. The minimum call duration for billing purposes is thirty (30) seconds. The Company offers two (2) plans for switched inbound services. In addition, customers subscribing to Plan 1 or 2 under a term agreement with the Company receive a ten percent (10%) discount off the Company's standard rates.

**C. CTC Dedicated Outbound Service**

CTC Dedicated Outbound Service is available to Subscribers for outbound calling. Calls originate from dedicated T-1 access lines, which are either obtained by the Customer from a third party access provider or by CTC on behalf of the Customer, in which case CTC will pass through to the Customer the cost of such dedicated circuits. Calls are billed in six (6) second increments with a minimum call duration for billing purposes of six (6) seconds. No minimum commitment is required. The Company offers two (2) plans for dedicated outbound services. In addition, customers subscribing to Plan 1 or 2 under a term agreement with the Company receive a ten percent (10%) discount off the Company's standard rates.

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.4 Service Descriptions (cont'd)****D. CTC Dedicated Inbound Service**

CTC Dedicated Inbound Service is available to Subscribers for incoming calls. Calls originate from any intrastate location over an 800 number and terminate to a dedicated T-1 access line, which are either obtained by the Customer from a third party access provider or by CTC on behalf of the Customer, in which case CTC will pass through to the Customer the cost of such dedicated circuits. Call charges are billed to the Subscriber rather than to the originating caller. Calls are billed in six (6) second increments with a minimum call duration for billing purposes of thirty (30) seconds. The Company offers two (2) plans for dedicated inbound services. In addition, customers subscribing to Plan 1 or 2 under a term agreement with the Company receive a ten percent (10%) discount off the Company's standard rates.

**E. CTC Travel Card Service**

CTC Travel Card Service is a travel card service available to residential and business Subscribers for placing calls while away from home or office. Calls are originated by dialing an access number, followed by an account identification number and personal identification number. Calls may originate from standard residential, business or pay telephone access lines and may terminate to any intrastate location. Calls are billed in one (1) minute increments with a minimum call duration for billing purposes of one (1) minute.

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.4 Service Descriptions (cont'd)****F. Directory Assistance**

Directory Assistance is available to Customers of CTC Switched Network Service, and Travel Card Service. Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two (2) requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

**3.5 Rates****General**

Each Customer is charged individually for each call placed through the Company. Charges may vary by service offering, class of call, call duration. Customers are billed based on their use of CTC's long distance service. A fixed monthly recurring charge per account applies.

Monthly Membership fee	\$5.00 per account
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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.5 Rates (cont'd)****3.5.1 CTC Switched Outbound Service**

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds.

**Plan 1**

All mileage bands

All times of day: \$0.1760 per minute

**Plan 2**

All mileage bands

All times of day: \$0.1360 per minute

**3.5.2 CTC Switched Inbound Service**

Calls are billed in six (6) second increments after the initial minimum period of thirty (30) seconds.

**Plan 1**

All mileage bands

All times of day: \$0.1760 per minute

**Plan 2**

All mileage bands

All times of day: \$0.1360 per minute

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.5 Rates (cont'd)****3.5.3 CTC Dedicated Outbound Service**

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds. The Customer is responsible for all charges associated with the dedicated access line, whether billed directly by the access provider or passed through by CTC.

**Plan 1**

All mileage bands

All times of day: \$0.1040 per minute

**Plan 2**

All mileage bands

All times of day: \$0.0780 per minute

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.5 Rates (cont'd)****D. CTC Dedicated Inbound Service**

Calls are billed in six (6) second increments after the initial minimum period of thirty (30) seconds. The Customer is responsible for all charges associated with the dedicated access line, whether billed directly by the access provider or passed through by CTC.

**Plan 1**

All mileage bands  
All times of day: \$0.1040 per minute

**Plan 2**

All mileage bands  
All times of day \$0.0840 per minute

**3.5.4 CTC Travel Service**

Calls are billed in one (1) minute increments after the initial minimum period of one (1) minute.

Per minute rate: \$.1990

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**SECTION 3 - DESCRIPTION OF RATES AND SERVICES (cont'd)****3.5 Rates (cont'd)****3.5.5 Directory Assistance**

Directory Assistance is available to Customers of CTC Switched Network Service, and Travel Card Service. Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two (2) requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Directory Assistance, Per Call                      \$.75

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Michael Donnellan  
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INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.MO.NO. 2  
2nd REVISED PAGE NO. 38  
CANCELS 1st REVISED PAGE NO. 38

SECTION 3 - DESCRIPTION OF SERVICE

**Missouri Public  
Service Commission**

3.1 Product Descriptions Generally

Intermedia will resell many of the underlying carrier's services for business and residential customers of the incumbent local exchange carriers that are eligible for resale. Intermedia will also sell services for business customers provided by its own facilities, including PBX, ISDN Primary (T) Rate Interface, Business Single Line, Key system Line, and Central Office Trunk services, as well as certain optional trunk-side and line-side business features. (T)

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**Missouri Public  
Service Commission**

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
Service Commission

3.1 Product Descriptions Generally, cont.

REC'D MAR 18 1999  
(T)

3.1.1 Intermedia Facilities-Based Services

Intermedia will sell services for business customers provided by its own facilities, including (T) PBX, ISDN Primary Rate Interface, Business Line, Key System Line, and Central Office Trunk services, as well as certain optional trunk-side and line-side business features.

3.1.1.A Single T Private Branch Exchange Service

PBX trunks are used to connect a PBX to the Intermedia Switched Network. A standard configuration includes Local Central Office Trunks and one of the following dialing capabilities: Direct Inward Dialing (DID), Direct Outward Dialing (DOD) or Combination Trunks (DID and DOD = DIOD). Intermedia Single T PBX trunks are provided over a T-1 circuit which holds up to twenty-four (24) individual PBX trunks.

Pricing for Single T PBX trunks consists of two components; a base monthly charge; plus a charge per trunk, up to twenty-four (24) trunks per T-1. Single T PBX trunks incur a non-recurring set-up charge and require a 1 year minimum contract.

Each Single T PBX trunk includes the following features: one (1) directory number per trunk, number reservation for future growth, one (1) directory listing per trunk and hunting. Unless otherwise stated, hunting is a chargeable feature for other Intermedia offerings. For an additional charge, the customer has private listing or additional listings options. DID numbers are available in blocks of twenty (20) for an additional charge. (T)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

**Missouri Public  
Service Commission**

3.1.1 Intermedia Facilities-Based Services, cont.

**REC'D SEP 13 1999 (T)**

3.1.1.B ISDN Primary Rate Interface (PRI) Service

(N)(M)

ISDN Primary Rate Interface (PRI) Service is a flat-rated, local ISDN/PRI or non-ISDN T-1 connection service. PRI Service provides one-way inbound ISDN/PRI T-1 or one-way non-ISDN T-1 connections to Intermedia's switching platform. As provided by Intermedia, ISDN/PRI T-1 connections allow both analog and 56/64kbps digital inbound calls to be received by customers. Non-ISDN T-1 connections only allow analog calls to be received.

PRI is a transport technology available to customers with the capability of terminating a PRI into their Customer Premises Equipment (CPE). PRI compatible equipment may include PBX's, Hybrid KEY Systems, Automatic Call Distributors (ACD), Routers, Data/Voice Gateways and other types of equipment.

PRI Service is provided in a minimum arrangement of 23 bearer channels and one signaling channel (23B+D) when provisioned over ISDN/PRI T-1 connections or 24 DS0 channels when provisioned over non-ISDN T-1 connections.

If ISDN/PRI trunk group sizes greater than 23B+D channels are required, the PRI Service Non-Facility Associated Signaling (NFAS) arrangement must be ordered.

PRI Service is available through three types of arrangements:

(M)

- Collocated PRI -- the Customer's premises is collocated with the Company's switch.

Collocated PRI Service is terminated on a network demarcation block, installed in a customer's collocated cabinet. The customer's collocated cabinet must be in an Intermedia switch (e.g., DMS 500) collocation space.

Collocated PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface.

(N)

Material previously located on this page now appears on Pages 42.7 and 98.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

**Missouri Public  
Service Commission**

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont..

REC'D SEP 13 1999(N)

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

On-Net PRI -- the Customer's premises is within a building served by the Company's facilities.<sup>1</sup>

On-Net PRI Service is provisioned over Intermedia optical fiber T-1 connections. These T-1 (DS1 termination interface) connections are terminated in the customer's business location in a building served by the Company's facilities.

On-Net PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) and or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

- Off-Net PRI -- the Customer's premises is within Intermedia's serving area, but is not collocated with the Company's switch or within a building served by the Company's facilities'. Service is provided via extended T1's using Intermedia and/or ILEC facilities.

Off-Net PRI Service does not include any optical fiber, Digital Cross connect System (DCS) and or channel multiplexing electronics that maybe additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

1. Optional Arrangements

a. Virtual FX PRI Service

Virtual FX PRI Service provides the capability to allow one-way inbound calls from Intermedia Local Calling Areas that are outside of the customer's home calling area, but served by the same Company switch.I

The customer must subscribe to PRI Service. Virtual FX PRI Service rates apply to each group of 24 channels in the trunk group arrangement. For the purpose of rate application, all arrangements, whether 23B+D or 24B, are considered to have 24 DS0 channels.

**Missouri Public  
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<sup>1</sup>defined as Intermedia owned and managed fiber and electronics.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

**Missouri Public  
Service Commission**

3.1.1 Intermedia Facilities-Based Services, cont.

**REC'D SEP 13 1999 (N)**

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

1. Optional Arrangements (Cont'd)

b. PRI Network Access NFAS Arrangement

Non-Facility Associated Signaling (NFAS) is an arrangement where a single D channel controls more than the 23B channels in the basic 23B+D arrangement of an ISDN/PRI T1.

NFAS allows a single D channel to control up to 385 B channels. The additional ISDN/PRI T1's are configured without D channels in a 24 B channel arrangement.

To prevent a failure of ISDN/PRI T1's, a second D channel is assigned to one other ISDN/PRI T1. This second D channel is called the "backup" D channel and will take over if the primary ISDN/PRI T1 (23B+D) fails.

ISDN/PRI T1 D channel backup capability is included with the NFAS arrangement.

C. Dial Line Service

The Dial Line is a "Plain Old Telephone Service" (POTS) line without any features. The Dial Line is only provided where the customer's premises is collocated with the Company's switch.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

2. Local Calling Areas

When the customer purchases PRI Service services from Intermedia, the customer must designate one of the Intermedia local calling areas as the customer's "home calling area." The Intermedia local calling areas match existing ILEC local calling areas.

When the customer is not collocated with the Company's switch, the customer's service address dictates the relevant home calling area.

When the customer collocates with a Company switch location, the customer may choose which of the local calling areas served by the Company switch will be the customer's home calling area.

The customer may only designate one local calling area as the home calling area from among the local calling areas served by the Company switch. All other local calling areas served by that switch will be considered Virtual FX calling areas with respect to the customer's designated home calling area. A Virtual FX charge applies to each PRI Service provided to the customer in a Virtual FX calling area. A Virtual FX calling area is any local calling area which, although served by the same Company switch, is not the customer's designated home calling area.

3. Rate Regulations

a. PRI Service Term

PM Service is offered on a minimum 12-month term only. Should service be discontinued in less than 12 months after installation, termination charges shall apply. A service terminated during the first 12 months will be charged at the monthly rate multiplied by the number of months left on the 12-month term.

b. Discounts

Volume discounts are available on installation and service provided herein. The volume level is determined by the total numbers of PRI's provided to the customer by the Company.

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INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P. S.C.MO.NO. 2  
1ST REVISED PAGE NO. 40.1  
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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

**Missouri Public  
Service Commission**

3.1.1 Intermedia Facilities-Based Services, cont.

**REC'D SEP 13 1999 (T)**

3.1.1.C Optional Business Features

3.1.1.C.1 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service forwards the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipped PBX Trunk or channel. Customer is required to purchase at least one DID number block

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.C Optional Business Features, cont.

3.1.1.C.1 Direct Inward Dial (DID) Service, cont.

for each DID equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the Customer, whenever the company deems it necessary to do so in the conduct of its business.

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P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 42

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1.D Equal Access

MISSOURI  
Public Service Comm.

Customers can access the services of other providers which utilize the Company's Access Services under the Company's Access and Interconnection Tariff. Customers may presubscribe to another provider's interLATA or intraLATA services in order to originate interLATA and intraLATA calls on a 1+ basis or to receive 800 service from such provider, or may access other providers' intraLATA and interLATA services on an ad hoc basis by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
Service Commission

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.E Unified Voice Services

Unified Voice Services are offered only in conjunction with Intermedia's long distance services. Unified Voice Service arrangements consisting of fewer than eight (8) lines or trunks, or combination thereof, per customer location are not available. Feature Packages A and B, as well as individual features, identified herein are available with Unified Voice Services.

1, Business Line Service

Business Line Service is a two-wire, two-way, analog telephone service that uses loop start signaling. Each line is assigned a unique directory number. This service can be used for single lines, multiple line service, key system lines, fax lines, or modem lines.

2. CO Trunk Service

CO Trunk Service is a two-wire, two-way, analog telephone service that uses loop start or ground start signaling. CO Trunks are used to connect the line side of the Intermedia switch to the customer's PBX, Key System, or other compatible equipment. Each trunk is assigned a unique directory number.

1

Lines and trunks may be combined to satisfy the 8 line/trunk requirement provided that the Customer's CPE can accommodate delivery of the line and trunk combination via a single high capacity facility.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
Service Commission

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

REC'D MAIL ROOM  
JUN 16 1999

3.1.1.F Unified Voice Optional Features

1. Feature Descriptions

PRODUCT	DESCRIPTION
Custom Calling Features	Listed separately below:
Call Waiting*	Provides a signal to let customer know when someone is trying to reach the line the customer is currently using,
Cancel Call Waiting*	Allows a customer to prevent, on a per-call basis, any incoming calls from sending call-waiting signals to his/her line. Incoming calls to the line are given normal busy treatment.
Call Forwarding	Provides the customer with the ability to reroute calls to any valid telephone number (except international numbers). The costs of the forwarded call are passed on to the customer only if the call is answered. A call can also be forwarded to a selected telephone number when the customer's line is busy or unanswered.
Call Forwarding - Busy Line	When the customer's line is busy, this service automatically routes incoming calls to Voice Mail Service or to another number, including a long distance number.
Call Forwarding - Don't Answer	Automatically routes an unanswered call after a specified number of rings. The customer specifies the number of rings when the service is ordered,
Call Forwarding - Remote Access	Permits the "Call Forwarding-Universal" customer to activate, change, or deactivate call forwarding service from any touch tone telephone.
Ring Again (Automatic Callback)	Allows the customer encountering a busy signal to be notified when the called number becomes idle, and to be placed automatically in ring-again

\*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
Service Commission

3.1 Product Descriptions Generally, cont

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Blind Transfer Recall*	Enables the customer to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the line or trunk from which the call was transferred rings back the customer.
Call Park*	Allows the customer to park a call against his/her directory number. The parked call can be retrieved from any of the customer's lines or trunks by first requesting the Call Park Retrieve and then dialing the number of the telephone number against which the call was parked.
Call Hold*	Allows the customer to place one call on hold for any length of time.
Three Way Conference*	Gives the customer the ability to connect a third person to a conversation at any time, regardless of which party initiated the call.
Call Transfer	Enables the customer to exit a three-way call, leaving the other two parties in conversation.
Last Number Redial*	Enables the customer to redial his/her last called number.
Calling Name & Number Delivery	Stores and transmits the incoming name and telephone number after the first ring for display in a customer-provided display device.
Calling Number Delivery	Stores and transmits an incoming telephone number after the first ring to a customer-provided display device. (Can either be displayed on an attachment to the customer's telephone set or a Caller ID telephone.) Also stores numbers of incoming calls, with dates.

\*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
Service Commission

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Calling Number Delivery Blocking	Selective Blocking - allows the customer to block transmission of the originating telephone number on any outgoing call before dialing a number.  Per Line Blocking - blocks transmission of the originating telephone number on any outgoing call, See Section 3.21 herein for detailed description and availability.
Distinctive Ring*	Allows the customer to assign different ring cadences for calls from within the customer group to distinguish them from those from outside the group.
Speed Calling (10 or 30 numbers)	Provides the ability to program most frequently called numbers for one- or two-digit dialing.
Station Controlled Conference Call	Allows the customer to establish a conference call consisting of up to six participants without the assistance of an attendant.
Toll Denial/Restrictions	Toll-restricted lines or trunks are either denied access to long distance or are assigned toll-diversion which routes the caller to an 'attendant' position.

\*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Directory Number Hunting	Directs inward calls to the next defined trunk or line when the called number is in use.
Call Pickup	Allows a customer to answer incoming calls to another line or trunk within the customer's defined call pickup group.
Group Intercom	A feature that enables a customer to automatically dial a member of a predesignated group by using abbreviated dialing; e.g., a customer group with 100 members can dial each other by dialing a two-digit number.
Uniform Call Distribution	A system for distribution of incoming calls on a first-in, first-out basis.

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SECTION 3 - DESCRIPTION OF SERVICE,

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Service, cont.

3.1.1.F Unified Voice Optional Features, cont.

2. Feature Packages

A. Feature Package A

Feature Package A consists of the following optional features:

Call Forwarding  
Call Forwarding - Don't Answer  
Call Forwarding - Busy Line  
Call Waiting  
Call Hold  
Three Way Conference  
Last Number Redial  
Cancel Call Waiting

B. Feature Package B

Feature Package B consists of all of the features found in  
Package A, plus the following features:

Ring Again (Automatic Callback)  
Blind Transfer Recall  
Call Park  
Distinctive Ring  
Speed Calling (10 numbers)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

**REC'D SEP 13 1999**

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.G Single T Primary Rate Interface - Basic

(M)(T)

Single T Primary Rate Interface (PRI) - Basic Service is an ISDN-based end-to-end digital circuit that provides 23 64Kbps B and 1 64Kbps D channel over a T1 at a transmission speed of 1.472Mbps.

(T)

Customers purchase PM in a 23B+D channel configuration for a fixed monthly fee. A minutes of use charge may be applicable. Additional costs are incurred for DID numbers, additional listings, and non-published numbers. A one time set-up fee also applies. A one year contract is required and service is subject to additional charges in areas without Intermedia facilities.

For PRI applications which consist of predominantly inbound data, see Sections 3.1.1.B and/or 7.1.

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Various non-regulated services are offered with Intermedia's PRI service. These services may involve additional charges.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT., CONT.

3.1 Product Descriptions Generally, cont.

3.1.2 Intermedia Resold Services

Intermedia's Resold Services are offered for local calling using the resold services of the ILEC.

Intermedia resells business and residential lines and optional services of the ILEC.

Resold features associated with resold local exchange service will be priced according to the rates established for such features in the underlying carrier's effective intrastate tariffs. The rates for specific resold services are set forth in Section 4 - Rates.

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(T)

If a Subscriber's service changes from business service to residential service, the telephone number will normally be changed. Reference of calls will not normally be provided regardless of how long existing directories will remain in effect. Changes from residential to business service may be made without change in telephone number, if the subscriber so desires.

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3.1 Product Descriptions Generally, cont.

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3.1 Product Descriptions Generally, cont.

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3.1 Product Descriptions Generally, cont.

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3.1 Product Descriptions Generally, cont.

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## SECTION 3 - DESCRIPTION OF SERVICE, CONT.

## 3.2 Caller ID Language

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residence of employees/volunteers, where an executive officer of the agency registers with the telephone company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (\*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID customer of a name or telephone number which the calling party of the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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33 Local Service Areas

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Intermedia Communications Inc. provides local exchange and basic local exchange telecommunications service in the following exchanges currently served by Southwestern Bell Telephone. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Intermedia concurs in Southwestern Bell's local calling scopes that apply to the specified exchanges.

3.3.1 Reserved for Future Use] (T)

3.3.2 The St. Louis Metropolitan Exchange and the exchanges in following zones: (T)

Zone 1	Zone 2	Zone 3	Zone 4
Ferguson	Bridgeton	Manchester	Harvester
Ladue	Creve Coeur	Chesterfield	
Mehlville	Flonssant	St. Charles	
Overland	Kirkwood	Fenton	
RiverView	Oakville	Valley Park	
Sappington	Spanish Lake		
Webster Groves			

3.3.3 Optional Metropolitan Calling Area (MCA) Service (T)

3.3.3.A Service Description (N)

1. Metropolitan Calling Area (MCA) Service is available in St. Louis MCA.
2. In selected exchanges, MCA service is an optional service which provides the subscriber with an optional local calling area which includes the respective Metropolitan Exchange and certain customers in other exchanges where MCA service is also available, as described in the section below.
3. In each MCA, exchanges and Metropolitan Exchange Zones are grouped into different MCA rate classifications. In the St. Louis MCA, exchanges where Optional MCA Service is available are classified as MCA-3, MCA-4, or MCA-5. (N)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

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3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

REC'D DEC 22 1999

3.3.3.B Availability of Service

1. St. Louis MCA

- a. The Southwestern Bell Telephone Company MCA-3 exchanges where Optional MCA service is available are Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville and Imperial.
- b. The southwestern Bell Telephone Company MCA-4 exchanges where Optional MCA service is available are: Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely.
- c. The Southwestern Bell Telephone Company MCA-5 exchanges where Optional MCA service is available are: Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City, and DeSoto.

3.3.3.C Calling Scope

1. Service Areas

a. St. Louis MCA

The total service area for the St, Louis MCA is comprised of the following six groups of zones and exchanges:

- I. Southwestern Bell's St. Louis Metropolitan Exchange, including the Principal Zone; the MCA-1 Zones of Fergusou Ladue, Mehlville, Overland Riverview, Sappington and Webster Groves; and the MCA-2 Zones of Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville and Spanish Lake.
- II. MCA-3 includes the following Southwestern Bell's exchanges of Portage Des Sioux St. Charles, Chesterfield, Manchester, Valley Park Fenton, Maxville and Imperial; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

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3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

3.3.3.C Calling Scope, cont.

1. Service Areas, cont.

a. St. Louis MCA, cont.

III. MCA-4 includes the following: southwestern Bell's exchanges of Harvester, Pond, Eureka, High Ridge, Antonia and Hercuhmeum/Pevely and GTE Midwest Incorporated's (GTEs) exchanges of St. Peters, O'Fallon and Dardenne.

IV, MCA-5 includes the following: Southwestern Bell's exchanges of Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City and DeSoto; and GTE's exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Fonstell, NewMelle, Defiance and Augusta.

2. Optional MCA Calling Scopes

a. St. Louis MCA-3 Calling Scope

The calling scope for MCA subscribers in MCA-3 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 exchanges, and MCA subscribers in MCA-4 and MCA-5 exchanges.

b. St. Louis MCA-4 Calling Scope

The calling scope for MCA subscribers in MCA-4 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges.

c. St. Louis MCA-5 Calling Scope

The calling scope for MCA subscribers in MCA-5 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-3 exchanges.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

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3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

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3.3.3.D Regulations

1. Unless otherwise specified in these regulations, MCA is offered to all classes and grades of business customers located in an MCA exchange. MCA service is also available in conjunction with Foreign Exchange Service in an MCA exchange.
2. In situations where multiple access lines share the same working telephone number, if one such line subscribes to MCA service, then all lines must subscribe to MCA service.
3. In situations where a hunting arrangement between access lines is provided by the Telephone Company, no MCA line may be configured to hunt to a non-MCA line.
4. Rate Application
  - a. The MCA monthly rates specified herein, apply on a per-line basis.
  - b. Optional MCA rates and charges apply in addition to all other rates and charges paid by the customer for other services of the Telephone Company.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.4 Directory Listings

For each Customer of Intermedia's Exchange Access Service(s), the Company shall arrange for the (T) listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings. See Section 4.3.4.C for the rates for additional directory listings.

3.5 Operator-Assisted Services

Operator-assisted services are provided to Business and Residential Customers on a presubscribed basis. Services are also provided to Customers and Users of exchange access lines which are presubscribed to the Company's interexchange outbound calling services. Various billing arrangements are available with Intermedia's operator-assisted service including Calling Card, Commercial Credit (T) Cart Collect, Person-to-Person and Third Party. Charges apply as stated in Section 4, as well as per call operator charges.

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SECTION 3 - DESCRIPTION OF SERVICE

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Service Commission**

3.5 Operator-Assisted Services, cont.

**REC'D SEP 13 1999**

3.5.1 Operator Dialed Surcharge

This surcharge applies to Operator Station and Person-to-Person rated calls when the Customer 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 Intermedia network and (T)
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

3.5.2 Busy Line Verify and Line Interrupt Service

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

A charge will apply when:

1. The operator verifies that the line is busy with a call in progress;

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3.5 Operator-Assisted Services, cont.

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e, cont.**

3.5.2 Busy Line Verify and Line Interrupt Service, cont.

2. The operator verifies that the line is available for incoming calls; or
3. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. One charge will apply for both verification and interruption.

No charge will apply when:

1. The calling party advises that the call is to or from an official public emergency agency; or
2. Under conditions other than the three stated above.

Busy Verification and Interrupt service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

3.6 Directory Assistance

Customers and users of the Company's business and residential calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.

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3.6 Directory Assistance cont.

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Call allowances are as stated below

1. Business customers using directory assistance will receive ten (10) free calls per line or PBX trunk line per month.

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3.6 Directory Assistance, cont.

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A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

Exemptions

1. Residential Customers are exempt from Directory Assistance charges.
2. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
3. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from being charged a Directory Assistance charge (see Section 4.3.4), and shall not be included in the ten call allowance.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.8 Frame Relay Services

The transport of data, voice and video using Frame Relay technology. This service includes the routing of Frame Relay, the FRADing polled protocols, transport of asynchronous and X.25 protocols. This service is available On-Net or Extended.

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SECTION 3 - DESCRIPTION OF SERVICE

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3.1 Product Descriptions Generally

Intermedia will resell many of the underlying carrier's services for business and residential customers of the incumbent local exchange carriers that are eligible for resale. Intermedia will also sell services for business customers provided by its own facilities, including PBX, ISDN Primary (T) Rate Interface, Business Single Line, Key system Line, and Central Office Trunk services, as well as certain optional trunk-side and line-side business features. (T)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

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(T)

3.1.1 Intermedia Facilities-Based Services

Intermedia will sell services for business customers provided by its own facilities, including (T) PBX, ISDN Primary Rate Interface, Business Line, Key System Line, and Central Office Trunk services, as well as certain optional trunk-side and line-side business features.

3.1.1.A Single T Private Branch Exchange Service

PBX trunks are used to connect a PBX to the Intermedia Switched Network. A standard configuration includes Local Central Office Trunks and one of the following dialing capabilities: Direct Inward Dialing (DID), Direct Outward Dialing (DOD) or Combination Trunks (DID and DOD = DIOD). Intermedia Single T PBX trunks are provided over a T-1 circuit which holds up to twenty-four (24) individual PBX trunks.

Pricing for Single T PBX trunks consists of two components; a base monthly charge; plus a charge per trunk, up to twenty-four (24) trunks per T-1. Single T PBX trunks incur a non-recurring set-up charge and require a 1 year minimum contract.

Each Single T PBX trunk includes the following features: one (1) directory number per trunk, number reservation for future growth, one (1) directory listing per trunk and hunting. Unless otherwise stated, hunting is a chargeable feature for other Intermedia offerings. For an additional charge, the customer has private listing or additional listings options. DID numbers are available in blocks of twenty (20) for an additional charge.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

**Missouri Public  
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3.1.1 Intermedia Facilities-Based Services, cont.

**REC'D SEP 13 1999 (T)**

3.1.1.B ISDN Primary Rate Interface (PRI) Service

(N)(M)

ISDN Primary Rate Interface (PRI) Service is a flat-rated, local ISDN/PRI or non-ISDN T-1 connection service. PRI Service provides one-way inbound ISDN/PRI T-1 or one-way non-ISDN T-1 connections to Intermedia's switching platform. As provided by Intermedia, ISDN/PRI T-1 connections allow both analog and 56/64kbps digital inbound calls to be received by customers. Non-ISDN T-1 connections only allow analog calls to be received.

PRI is a transport technology available to customers with the capability of terminating a PRI into their Customer Premises Equipment (CPE). PRI compatible equipment may include PBX's, Hybrid KEY Systems, Automatic Call Distributors (ACD), Routers, Data/Voice Gateways and other types of equipment.

PRI Service is provided in a minimum arrangement of 23 bearer channels and one signaling channel (23B+D) when provisioned over ISDN/PRI T-1 connections or 24 DS0 channels when provisioned over non-ISDN T-1 connections.

If ISDN/PRI trunk group sizes greater than 23B+D channels are required, the PRI Service Non-Facility Associated Signaling (NFAS) arrangement must be ordered.

PRI Service is available through three types of arrangements:

(M)

- Collocated PRI -- the Customer's premises is collocated with the Company's switch.

Collocated PRI Service is terminated on a network demarcation block, installed in a customer's collocated cabinet. The customer's collocated cabinet must be in an Intermedia switch (e.g., DMS 500) collocation space.

Collocated PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface.

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Material previously located on this page now appears on Pages 42.7 and 98.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont..

REC'D SEP 13 1999(N)

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

On-Net PRI -- the Customer's premises is within a building served by the Company's facilities.<sup>1</sup>

On-Net PRI Service is provisioned over Intermedia optical fiber T-1 connections. These T-1 (DS1 termination interface) connections are terminated in the customer's business location in a building served by the Company's facilities.

On-Net PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) and or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

- Off-Net PRI -- the Customer's premises is within Intermedia's serving area, but is not collocated with the Company's switch or within a building served by the Company's facilities'. Service is provided via extended T1's using Intermedia and/or ILEC facilities.

Off-Net PRI Service does not include any optical fiber, Digital Cross connect System (DCS) and or channel multiplexing electronics that maybe additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

1. Optional Arrangements

a. Virtual FX PRI Service

Virtual FX PRI Service provides the capability to allow one-way inbound calls from Intermedia Local Calling Areas that are outside of the customer's home calling area, but served by the same Company switch.I

The customer must subscribe to PRI Service. Virtual FX PRI Service rates apply to each group of 24 channels in the trunk group arrangement. For the purpose of rate application, all arrangements, whether 23B+D or 24B, are considered to have 24 DS0 channels.

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<sup>1</sup>defined as Intermedia owned and managed fiber and electronics.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

**REC'D SEP 13 1999 (N)**

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

1. Optional Arrangements (Cont'd)

b. PRI Network Access NFAS Arrangement

Non-Facility Associated Signaling (NFAS) is an arrangement where a single D channel controls more than the 23B channels in the basic 23B+D arrangement of an ISDN/PRI T1.

NFAS allows a single D channel to control up to 385 B channels. The additional ISDN/PRI T1's are configured without D channels in a 24 B channel arrangement.

To prevent a failure of ISDN/PRI T1's, a second D channel is assigned to one other ISDN/PRI T1. This second D channel is called the "backup" D channel and will take over if the primary ISDN/PRI T1 (23B+D) fails.

ISDN/PRI T1 D channel backup capability is included with the NFAS arrangement.

C. Dial Line Service

The Dial Line is a "Plain Old Telephone Service" (POTS) line without any features. The Dial Line is only provided where the customer's premises is collocated with the Company's switch.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

REC'D SEP 13 1999 (N)

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

2. Local Calling Areas

When the customer purchases PRI Service services from Intermedia, the customer must designate one of the Intermedia local calling areas as the customer's "home calling area." The Intermedia local calling areas match existing ILEC local calling areas.

When the customer is not collocated with the Company's switch, the customer's service address dictates the relevant home calling area.

When the customer collocates with a Company switch location, the customer may choose which of the local calling areas served by the Company switch will be the customer's home calling area.

The customer may only designate one local calling area as the home calling area from among the local calling areas served by the Company switch. All other local calling areas served by that switch will be considered Virtual FX calling areas with respect to the customer's designated home calling area. A Virtual FX charge applies to each PRI Service provided to the customer in a Virtual FX calling area. A Virtual FX calling area is any local calling area which, although served by the same Company switch, is not the customer's designated home calling area.

3. Rate Regulations

a. PRI Service Term

PM Service is offered on a minimum 12-month term only. Should service be discontinued in less than 12 months after installation, termination charges shall apply. A service terminated during the first 12 months will be charged at the monthly rate multiplied by the number of months left on the 12-month term.

b. Discounts

Volume discounts are available on installation and service provided herein. The volume level is determined by the total numbers of PRI's provided to the customer by the Company.

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LOCAL EXCHANGE SERVICES TARIFF

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CANCELS ORIGINAL PAGE NO. 40.1

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

**REC'D SEP 13 1999 (T)**

3.1.1.C Optional Business Features

3.1.1.C.1 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service forwards the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipped PBX Trunk or channel. Customer is required to purchase at least one DID number block

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.C Optional Business Features, cont.

3.1.1.C.1 Direct Inward Dial (DID) Service, cont.

for each DID equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the Customer, whenever the company deems it necessary to do so in the conduct of its business.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1.D Equal Access

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Customers can access the services of other providers which utilize the Company's Access Services under the Company's Access and Interconnection Tariff. Customers may presubscribe to another provider's interLATA or intraLATA services in order to originate interLATA and intraLATA calls on a 1+ basis or to receive 800 service from such provider, or may access other providers' intraLATA and interLATA services on an ad hoc basis by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

REC'D MAR 17 1999 (N)

3.1.1.E Unified Voice Services

Unified Voice Services are offered only in conjunction with Intermedia's long distance services. Unified Voice Service arrangements consisting of fewer than eight (8) lines or trunks, or combination thereof, per customer location are not available. Feature Packages A and B, as well as individual features, identified herein are available with Unified Voice Services.

1, Business Line Service

Business Line Service is a two-wire, two-way, analog telephone service that uses loop start signaling. Each line is assigned a unique directory number. This service can be used for single lines, multiple line service, key system lines, fax lines, or modem lines.

2. CO Trunk Service

CO Trunk Service is a two-wire, two-way, analog telephone service that uses loop start or ground start signaling. CO Trunks are used to connect the line side of the Intermedia switch to the customer's PBX, Key System, or other compatible equipment. Each trunk is assigned a unique directory number.

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Lines and trunks may be combined to satisfy the 8 line/trunk requirement provided that the Customer's CPE can accommodate delivery of the line and trunk combination via a single high capacity facility.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

REC'D MAIL ROOM  
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3.1.1.F Unified Voice Optional Features

1. Feature Descriptions

PRODUCT	DESCRIPTION
Custom Calling Features	Listed separately below:
Call Waiting*	Provides a signal to let customer know when someone is trying to reach the line the customer is currently using,
Cancel Call Waiting*	Allows a customer to prevent, on a per-call basis, any incoming calls from sending call-waiting signals to his/her line. Incoming calls to the line are given normal busy treatment.
Call Forwarding	Provides the customer with the ability to reroute calls to any valid telephone number (except international numbers). The costs of the forwarded call are passed on to the customer only if the call is answered. A call can also be forwarded to a selected telephone number when the customer's line is busy or unanswered.
Call Forwarding - Busy Line	When the customer's line is busy, this service automatically routes incoming calls to Voice Mail Service or to another number, including a long distance number.
Call Forwarding - Don't Answer	Automatically routes an unanswered call after a specified number of rings. The customer specifies the number of rings when the service is ordered,
Call Forwarding - Remote Access	Permits the "Call Forwarding-Universal" customer to activate, change, or deactivate call forwarding service from any touch tone telephone.
Ring Again (Automatic Callback)	Allows the customer encountering a busy signal to be notified when the called number becomes idle, and to be placed automatically in ring-again

\*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Blind Transfer Recall*	Enables the customer to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the line or trunk from which the call was transferred rings back the customer.
Call Park*	Allows the customer to park a call against his/her directory number. The parked call can be retrieved from any of the customer's lines or trunks by first requesting the Call Park Retrieve and then dialing the number of the telephone number against which the call was parked.
Call Hold*	Allows the customer to place one call on hold for any length of time.
Three Way Conference*	Gives the customer the ability to connect a third person to a conversation at any time, regardless of which party initiated the call.
Call Transfer	Enables the customer to exit a three-way call, leaving the other two parties in conversation.
Last Number Redial*	Enables the customer to redial his/her last called number.
Calling Name & Number Delivery	Stores and transmits the incoming name and telephone number after the first ring for display in a customer-provided display device.
Calling Number Delivery	Stores and transmits an incoming telephone number after the first ring to a customer-provided display device. (Can either be displayed on an attachment to the customer's telephone set or a Caller ID telephone.) Also stores numbers of incoming calls, with dates.

\*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Calling Number Delivery Blocking	Selective Blocking - allows the customer to block transmission of the originating telephone number on any outgoing call before dialing a number.  Per Line Blocking - blocks transmission of the originating telephone number on any outgoing call, See Section 3.21 herein for detailed description and availability.
Distinctive Ring*	Allows the customer to assign different ring cadences for calls from within the customer group to distinguish them from those from outside the group.
Speed Calling (10 or 30 numbers)	Provides the ability to program most frequently called numbers for one- or two-digit dialing.
Station Controlled Conference Call	Allows the customer to establish a conference call consisting of up to six participants without the assistance of an attendant.
Toll Denial/Restrictions	Toll-restricted lines or trunks are either denied access to long distance or are assigned toll-diversion which routes the caller to an 'attendant' position.

\*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Directory Number Hunting	Directs inward calls to the next defined trunk or line when the called number is in use.
Call Pickup	Allows a customer to answer incoming calls to another line or trunk within the customer's defined call pickup group.
Group Intercom	A feature that enables a customer to automatically dial a member of a predesignated group by using abbreviated dialing; e.g., a customer group with 100 members can dial each other by dialing a two-digit number.
Uniform Call Distribution	A system for distribution of incoming calls on a first-in, first-out basis.

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SECTION 3 - DESCRIPTION OF SERVICE, NT. **Missouri Public  
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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Service, cont.

3.1.1.F Unified Voice Optional Features, cont.

2. Feature Packages

A. Feature Package A

Feature Package A consists of the following optional features:

Call Forwarding  
Call Forwarding - Don't Answer  
Call Forwarding - Busy Line  
Call Waiting  
Call Hold  
Three Way Conference  
Last Number Redial  
Cancel Call Waiting

B. Feature Package B

Feature Package B consists of all of the features found in  
Package A, plus the following features:

Ring Again (Automatic Callback)  
Blind Transfer Recall  
Call Park  
Distinctive Ring  
Speed Calling (10 numbers)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.G Single T Primary Rate Interface - Basic

(M)(T)

Single T Primary Rate Interface (PRI) - Basic Service is an ISDN-based end-to-end digital circuit that provides 23 64Kbps B and 1 64Kbps D channel over a T1 at a transmission speed of 1.472Mbps.

(T)

Customers purchase PM in a 23B+D channel configuration for a fixed monthly fee. A minutes of use charge may be applicable. Additional costs are incurred for DID numbers, additional listings, and non-published numbers. A one time set-up fee also applies. A one year contract is required and service is subject to additional charges in areas without Intermedia facilities.

For PRI applications which consist of predominantly inbound data, see Sections 3.1.1.B and/or 7.1.

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Various non-regulated services are offered with Intermedia's PRI service. These services may involve additional charges.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT., CONT.

3.1 Product Descriptions Generally, cont.

3.1.2 Intermedia Resold Services

Intermedia's Resold Services are offered for local calling using the resold services of the ILEC.

Intermedia resells business and residential lines and optional services of the ILEC.

Resold features associated with resold local exchange service will be priced according to the rates established for such features in the underlying carrier's effective intrastate tariffs. The rates for specific resold services are set forth in Section 4 - Rates.

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(T)

If a Subscriber's service changes from business service to residential service, the telephone number will normally be changed. Reference of calls will not normally be provided regardless of how long existing directories will remain in effect. Changes from residential to business service may be made without change in telephone number, if the subscriber so desires.

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## SECTION 3 - DESCRIPTION OF SERVICE, CONT.

## 3.2 Caller ID Language

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residence of employees/volunteers, where an executive officer of the agency registers with the telephone company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (\*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID customer of a name or telephone number which the calling party of the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

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INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.MO.NO. 2  
2ND REVISED PAGE NO. 50  
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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

~~Missouri Public~~  
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33 Local Service Areas

REC'D DEC 22 1999

Intermedia Communications Inc. provides local exchange and basic local exchange telecommunications service in the following exchanges currently served by Southwestern Bell Telephone. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Intermedia concurs in Southwestern Bell's local calling scopes that apply to the specified exchanges.

3.3.1 Reserved for Future Use] (T)

3.3.2 The St. Louis Metropolitan Exchange and the exchanges in following zones: (T)

Zone 1	Zone 2	Zone 3	Zone 4
Ferguson	Bridgeton	Manchester	Harvester
Ladue	Creve Coeur	Chesterfield	
Mehlville	Flonssant	St. Charles	
Overland	Kirkwood	Fenton	
RiverView	Oakville	Valley Park	
Sappington	Spanish Lake		
Webster Groves			

3.3.3 Optional Metropolitan Calling Area (MCA) Service (T)

3.3.3.A Service Description (N)

1. Metropolitan Calling Area (MCA) Service is available in St. Louis MCA.
2. In selected exchanges, MCA service is an optional service which provides the subscriber with an optional local calling area which includes the respective Metropolitan Exchange and certain customers in other exchanges where MCA service is also available, as described in the section below.
3. In each MCA, exchanges and Metropolitan Exchange Zones are grouped into different MCA rate classifications. In the St. Louis MCA, exchanges where Optional MCA Service is available are classified as MCA-3, MCA-4, or MCA-5. (N)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

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3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

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3.3.3.B Availability of Service

1. St. Louis MCA

- a. The Southwestern Bell Telephone Company MCA-3 exchanges where Optional MCA service is available are Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville and Imperial.
- b. The southwestern Bell Telephone Company MCA-4 exchanges where Optional MCA service is available are: Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely.
- c. The Southwestern Bell Telephone Company MCA-5 exchanges where Optional MCA service is available are: Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City, and DeSoto.

3.3.3.C Calling Scope

1. Service Areas

a. St. Louis MCA

The total service area for the St, Louis MCA is comprised of the following six groups of zones and exchanges:

- I. Southwestern Bell's St. Louis Metropolitan Exchange, including the Principal Zone; the MCA-1 Zones of Fergusou Ladue, Mehlville, Overland Riverview, Sappington and Webster Groves; and the MCA-2 Zones of Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville and Spanish Lake.
- II. MCA-3 includes the following Southwestern Bell's exchanges of Portage Des Sioux St. Charles, Chesterfield, Manchester, Valley Park Fenton, Maxville and Imperial; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

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3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

3.3.3.C Calling Scope, cont.

1. Service Areas, cont.

a. St. Louis MCA, cont.

III. MCA-4 includes the following: southwestern Bell's exchanges of Harvester, Pond, Eureka, High Ridge, Antonia and Hercuhmeum/Pevely and GTE Midwest Incorporated's (GTEs) exchanges of St. Peters, O'Fallon and Dardenne.

IV, MCA-5 includes the following: Southwestern Bell's exchanges of Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City and DeSoto; and GTE's exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Fonstell, NewMelle, Defiance and Augusta.

2. Optional MCA Calling Scopes

a. St. Louis MCA-3 Calling Scope

The calling scope for MCA subscribers in MCA-3 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 exchanges, and MCA subscribers in MCA-4 and MCA-5 exchanges.

b. St. Louis MCA-4 Calling Scope

The calling scope for MCA subscribers in MCA-4 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges.

c. St. Louis MCA-5 Calling Scope

The calling scope for MCA subscribers in MCA-5 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-3 exchanges.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

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3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

REC'D DEC 22 1999

3.3.3.D Regulations

1. Unless otherwise specified in these regulations, MCA is offered to all classes and grades of business customers located in an MCA exchange. MCA service is also available in conjunction with Foreign Exchange Service in an MCA exchange.
2. In situations where multiple access lines share the same working telephone number, if one such line subscribes to MCA service, then all lines must subscribe to MCA service.
3. In situations where a hunting arrangement between access lines is provided by the Telephone Company, no MCA line may be configured to hunt to a non-MCA line.
4. Rate Application
  - a. The MCA monthly rates specified herein, apply on a per-line basis.
  - b. Optional MCA rates and charges apply in addition to all other rates and charges paid by the customer for other services of the Telephone Company.

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~~Service Commission~~

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

REC'D SEP 13 1999

3.4 Directory Listings

For each Customer of Intermedia's Exchange Access Service(s), the Company shall arrange for the (T) listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings. See Section 4.3.4.C for the rates for additional directory listings.

3.5 Operator-Assisted Services

Operator-assisted services are provided to Business and Residential Customers on a presubscribed basis. Services are also provided to Customers and Users of exchange access lines which are presubscribed to the Company's interexchange outbound calling services. Various billing arrangements are available with Intermedia's operator-assisted service including Calling Card, Commercial Credit (T) Cart Collect, Person-to-Person and Third Party. Charges apply as stated in Section 4, as well as per call operator charges.

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SECTION 3 - DESCRIPTION OF SERVICE

**Missouri Public  
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3.5 Operator-Assisted Services, cont.

**REC'D SEP 13 1999**

3.5.1 Operator Dialed Surcharge

This surcharge applies to Operator Station and Person-to-Person rated calls when the Customer 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 Intermedia network and (T)
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

3.5.2 Busy Line Verify and Line Interrupt Service

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

A charge will apply when:

1. The operator verifies that the line is busy with a call in progress;

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3.5 Operator-Assisted Services, cont.

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e, cont.**

3.5.2 Busy Line Verify and Line Interrupt Service, cont.

2. The operator verifies that the line is available for incoming calls; or
3. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. One charge will apply for both verification and interruption.

No charge will apply when:

1. The calling party advises that the call is to or from an official public emergency agency; or
2. Under conditions other than the three stated above.

Busy Verification and Interrupt service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

3.6 Directory Assistance

Customers and users of the Company's business and residential calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.

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**Missouri Public  
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3.6 Directory Assistance cont.

REC'D MAR 1999

Call allowances are as stated below

1. Business customers using directory assistance will receive ten (10) free calls per line or PBX trunk line per month.

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3.6 Directory Assistance, cont.

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**Public Service Commis.**

A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

Exemptions

1. Residential Customers are exempt from Directory Assistance charges.
2. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
3. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from being charged a Directory Assistance charge (see Section 4.3.4), and shall not be included in the ten call allowance.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.7 [Reserved for Future Use]

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3.8 Frame Relay Services

The transport of data, voice and video using Frame Relay technology. This service includes the routing of Frame Relay, the FRADing polled protocols, transport of asynchronous and X.25 protocols. This service is available On-Net or Extended.

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SECTION 4 - RATES

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4.1 General

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Installation and monthly recurring charges apply to the  
Company's local exchange services. Usage charges apply as (T)  
indicated herein on a service-by-service basis. In addition  
to any applicable usage charges, per-call operator service  
charges will apply for operator-assisted calling. (T)

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SECTION 4 - RATES, CONT.

**Missouri Public  
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4.2 Intermedia Facilities-Based Services

REC'D SEP 13 1999 (T)

4.2.1 Single T Private Branch Exchange (PBX) Service

Monthly Recurring	(SWB Areas)
Digital PBX Service	\$195+\$20/Channel
Analog PBX Service	\$395+\$20/Channel

Nonrecurring	Digital	Analog	
Installation	12 month term	\$500	\$1000
(per T-1)	24 month term	\$250	\$ 500
	36 month term	\$125	\$ 250
	48 month term	\$ 0	\$ 0

4.2.2 ISDN Primary Rate Interface (PRI) Service

(N) (M)

A. Collocated PRI

	Non-Recurring Charge	Monthly Recurring Charge
PRI's 1-10, per PRI	\$300	\$515
PRI's 11-50, per PRI	\$250	\$460
PRI's >50, per PRI	\$150	\$425

B. On-Net PRI

	Non-Recurring Charge	Monthly Recurring Charge
PRI's 1-10, per PRI	\$400	\$570
PRI's 11-50, per PRI	\$300	\$490
PRI's >50, per PRI	\$200	\$430

(N) (M)

Material previously located on this page now appears on Pages 58.0.2, 58.3 and 98.

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - RATES, CONT.

4.2 Intermedia Facilities-Based Services, cont.

4.2.2 ISDN Primary Rate Interface (PRI) Service cont.

**Missouri Public  
Service Commission**

REC'D SEP 13 1999 (N)  
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C. Off-Net PRI

	Non-Recurring Charge	Monthly Recurring Charge
PRI's 1-10, per PRI	<b>\$500</b>	<b>\$800</b>
PRI's 11-50, per PRI	<b>\$400</b>	<b>\$750</b>
PRI's >50, per PRI	<b>\$250</b>	<b>\$720</b>

D. Virtual FX PRI Service

	Non-Recurring Charge	Monthly Recurring Charge
First PRI's	<b>\$300</b>	<b>\$275</b>
Additional PRI's	<b>\$ 35</b>	<b>\$ 40</b>

E. PRI Network Access NFAS Arrangement

	Non-Recurring Charge	Monthly Recurring Charge
Per Arrangements	<b>\$75</b>	<b>\$15</b>

F. Dial Line Service

	Non-Recurring Charge	Monthly Recurring Charge
Per Dial Line	<b>\$35</b>	<b>\$25</b>

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SECTION 4 - RATES, CONT.

4.2 Intermedia Facilities-Based Services

4.2.3 Optional Business Features - Intermedia Facilities

	Nonrecurring	Monthly Charge
Initial Block (20 DID Nos.)	\$500	\$4.00
Additional Blocks (20 DID Nos.)	\$ 15	\$4.00

4.2.4 PIC Change Charge

Per Standard, Key Line or Trunk	\$10.00 per request	
25 Pair Termination Blocks	\$65.00 per request	(M)

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SECTION 4 - RATES, CONT.

Missouri Public  
Service Commission

4.2 Intermedia Facilities-Based Services

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4.2.5 Unified Voice Services

TRUNK	RATE
Central Office Trunk (loop start)	\$36.00
Central Office Trunk (ground start)	\$41.00
LINE	
Business Line 8-50	\$24.00
Business Line 51+	\$23.00
Business Line 8-50 w/Feature Package A	\$51.00
Business Line 51+ w/Feature Package A	\$50.00
Business Line 8-50 w/Feature Package B	\$65.25
Business Line 51+ w/Feature Package B	\$64.25
Business Line 8-50 Fax/Modem	\$24.00
Business Line 51+ Fax/Modem	\$23.00
OPTIONAL FEATURES	
Ring Again (Automatic Callback)*	\$3.50
Call Forwarding	\$3.50
Call Forwarding - Don't Answer	\$3.25
Call Forwarding - Busy Line	\$3.25
Call Forwarding - Remote Access	\$3.00
Calling Name and Number Delivery*	\$10.00
Calling Number Delivery*	\$10.00
Speed Calling (10 or 30 Numbers)*	\$5.00
Station Controlled Conference Call*	\$4.00
Toll Denial/Restrictions	\$3.25
Directory Number Hunting (Circular)	\$5.00
Universal Call Distribution*	\$2.50
Call Pickup	\$2.50
Group Intercom	\$3.25

\* Not available in connection with Central Office Trunks.

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SECTION 4 - RATES, CONT.

4.2 Intermedia Facilities-Based Services

4.2.5 Unified Voice Services, cont.

ADDITIONAL CHARGES

CO Trunk Instillation

Business Line Installation, each

Additional Directory Listing

RATE

\$35.00

\$35.00

\$2.45

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SECTION 4 - RATES, CONT.

4.2 Intermedia Facilities-Based Services, cont.

4.2.6 Single T Primary Rate Interface (PRI)-Basic Service

		(SWB Areas)
Monthly Recurring		\$675
Nonrecurring		
Installation	12 month term	\$500
(per PRI)	24 month term	\$250
	36 month term	\$125
	48 month term	\$ 0

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SECTION 4 - RATES, CONT.

4.3 Intermedia Resold Services

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SECTION 4 - RATES, CONT.

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4.3 Intermedia Resold Services, cont.

**REC'D SEP 13 1999<sup>(T)</sup>**

43.1 Resold Exchange Access Lines

The Company concurs in the rules and regulations applying to and governing Basic Local Exchange telephone service (hereinafter referred to as Exchange Access Lines service) as set forth in the Southwestern Bell Telephone Company Local Exchange and General Exchange tariffs on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law, The Company does not concur in the rates and specific footnotes of Southwestern Bell Telephone Company for Exchange Access Line telephone services. Rates and specific footnotes for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

4.3.1.A Main Service

4.3.1.A.1 Business Rates and Charges

Group	Line Charge
D-MCA-1	35.00
D-MCA-2	36.95

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SECTION 4 - RATES, CONT.

4.3 Intermedia Resold Services, cont.

4.3.1 Resold Exchange Access Lines, cont.

4.3.1.A Main Service, cont.

4.3.1.A.1 [Reserved for Future Use]

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SECTION 4 - RATES, CONT.

4.3 Intermedia Resold Services, cont.

4.3.1 Resold Exchange Access Lines, cont.

4.3.1.A Main Service, cont.

4.3.2.A.2 [Reserved for Future Use]

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4.3 Intermedia Resold Services. cont.

43.1 Resold Exchange Access Lines, cont.

4.3.1.A Main Service, cont.

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4.3 Intermedia Resold Services, cont.

4.3.1 Resold Exchange Access Lines, cont.

4.3.1.A Main Service, cont.

4.3.1.A.3 Service and Equipment Charges

1. Charge to install main service  
access line, per access line  
  
First line 52.25  
Additional line 16.65
2. Charge to change telephone number  
per access line  
  
First line 12.25
3. Charge to change class or service, per  
access line 12.25
4. Charge to establish or rearrange  
hunting sequence, per access line 12.25
5. Premises Work Charge  
First 15 Minutes 39.50  
Additional 15 Minutes 14.25

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4.3.1 Resold Exchange Access Lines, cont.

4.3.1.A Main Service, cont.

4.3.1.A.3 [Reserved for Future Use]

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4.3.1 Resold Exchange Access Lines, cont.

4.3.1.A Main Service, cont.

4.3.1.A.3 [Reserved for Future Use]

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4.3 Intermedia Resold Services, cont.

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4.3.1 Resold Exchange Access Lines, cont.

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4.3.1.C Hunting Line Service

A. Rates and Charges

		Monthly Rates	Installation Charge
1.	Rotary	N/A	N/A
2.	Circle	0.85	3.25
3.	Preferential	2.52	3.25

4.3.1.D Local Operator Assistance

Person-to-Person

A Service charge of \$1.80 will apply for each Semi-Automated Person-to-Person local call.

A Service charge of \$2.16 will apply for each Operator-Handled Person-to-Person local call.

Calling Cards

A service charge of \$0.31 will apply for each Fully-Automated Calling Card Station-to-Station local call.

A service charge \$0.59 will apply for each Semi-Automated Calling Card Station-to-Station local call.

Station-to-Station

A service charge of \$0.63 will apply for each Fully-Automated Station-to-Station local call.

A service charge of \$0.81 will apply for each Semi-Automated Station-to-Station local call.

A service charge of \$0.99 will apply for each Operator-Handled Station-to-Station local call.

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4.3.4 Resold General Exchange Vertical Services

4.3.4.A [Reserved for Future Use]

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4.3.4 Resold General Exchange Vertical Services, cont.

4.3.4.A [Reserved for Future Use]

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4.3 Intermedia Resold Services, cont.

4.3.4 Resold General Exchange Vertical Services, cont

4.3.4.B Business Rates & Charges

4.3.4.B.1 Custom Calling Features

The additional monthly rate is applicable only when multiple services are ordered as specified in Paragraph 47.3.4 of Southwestern Bell's General Exchange Tariff.

	Monthly Recurring
Call Forwarding	6.00
Remote Access To	
Call Forwarding	2.75
Call Waiting (1)	8.00
Three Way Calling	4.00
Speed Calling 30	4.00
Speed Calling 8 (2)	4.00
Call Forwarding-Busy Line	3.00
Call Forwarding-Don't Answer	3.00

Footnotes (1)(2) See Sheet 82

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4.3 Intermedia Resold Services, cont.

4.3.4 Resold General Exchange Vertical Services, cont.

4.3.4.B Business Rates & Charges, cont.

4.3.4.B.2 CLASS Services

The additional monthly rates specified above are not applicable  
when ordered with the following services.

	Monthly Rate
Personalized Ring	
One Dependent DN	5.40
Two Dependent DN's	
1st Dependent DN	5.40
2nd Dependent DN	1.80
Call Trace	6.00
Calling ID Basic (Calling Number Delivery)	8.50
Caller ID Deluxe (Calling Name and Number Delivery)	9.50
Call Return	4.00
Auto Redial	4.00
Selective Call Forwarding	4.00
Call Blocker	4.00
Priority Call	4.00
Calling Number Delivery	N/C
Blocking - Permanent	

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4.3.4 Resold General Exchange Vertical Services, cont.

4.3.4.B Business Rates & Charges, cont.

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FOOTNOTES

- (1) This rate is inclusive of the Cancel Call Waiting option where available.
- (2) Speed Calling 8 (business) and Speed Calling 30 (residence) are available only to existing customers at existing locations.

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4.3.4 Resold General Exchange Vertical Services, cont.

4.3.4.B Business Rates & Charges, cont.

4.3.4.B.3 Feature Packages

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Multiple Numbers of Features/Applicable Discounts

FEATURE PACKAGE	DISCOUNT AMOUNT
BusinessSaver "A": Includes Personalized Ring plus one of the following Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three-Way Calling	\$5.00
BusinessSaver "B": Includes Caller ID (Basic or Deluxe) plus any 2 of the following Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three-Way Calling)	\$5.00
BusinessSaver "C": Includes: Any combination of 3 of the following: Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three Way Calling	\$4.00
BusinessSaver "D": Includes: An Additional listing plus 2 of the following: Auto Redial, Call Blocker, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three Way Calling	\$2.00
The Works: Includes ALL of the following: Auto Redial, Call Blocker, Caller ID Deluxe, Call Forwarding, Call Return, Call Waiting, Priority Call, Remote Access to Call Forwarding, Selective Call Forwarding, Three-Way Calling,	\$29.80
The Works WITHOUT Caller ID	\$21.30
The Works WITHOUT Call Waiting	\$21.80
The Works WITHOUT Remote Access to Call Forwarding	\$27.05
The Works WITHOUT Caller ID/Call Waiting	\$13.30
The Works WITHOUT Caller ID/Remote Access to Call Forwarding	\$18.55
The Works WITHOUT Call Waiting/Remote Access to Call Forwarding	\$19.05
The Works WITHOUT Caller ID/Call Waiting/Remote Access to Call Forwarding	

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4.3.4 Resold General Exchange Vertical Services, cont.

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4.3.4.C Directory Listings

Regular business and residence extra listings will be furnished at the following rates:

	MONTHLY RATE	SERVICE AND EQUIPMENT CHARGE
Business extra listings, each (CLT)	\$2.45	\$9.50
Residence extra listings, each (RLT)	1.60	6.00

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4.3.5 Resold Miscellaneous Services

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The Company concurs in the rules and regulations, including all footnotes thereto, applying to and governing Miscellaneous Services as set forth in the Southwestern Bell Telephone Company General Exchange Tariff on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for the following Miscellaneous Service offerings of Southwestern Bell Telephone Company. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

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4.3 Intermedia Resold Services, cont.

4.3.5 Resold Miscellaneous Services, cont.

4.3.5.A [Reserved for Future Use]

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INTERMEDIA COMMUNICATIONS INC.

P.S.C. MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 92

SECTION 4 - RATES, CONT.

4.4 Additional Service Rates

4.4.1 Returned Check Charge

Returned Check Charge \$20 or 5% of the amount of check,  
whichever is greater

4.4.2 Service Implementation Charge

Service Implementation Charge \$15

4.4.3 Reconnection Charge

Reconnection Charge \$25/per occurrence

4.5 Operator-Assisted Services

4.5.1 Operator Charges (per call)

	Charge
Person-to-Person	\$2.49
Station-to-Station	\$0.99
Calling Card/Credit Card	\$0.79

When more than one class of service is involved, only the higher surcharge is applicable.

ISSUED: October 14, 1997

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DEC 12 1997

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SECTION 4 - RATES, CONT.

4.5 Operator-Assisted Services, cont.

4.5.2 Operator Dialed Surcharge

Operator Dialed Surcharge

\$0.74

4.5.3 Busy Line Verify and Line Interrupt Service

Each request

Busy Line Verify Service

\$1.20

Busy Line Verify and Line Interrupt Service

\$1.85

4.5.4 Directory Assistance

Local

All Other

Per Request\*

\$0.90

\$0.90

\*Subject to exemptions in Section 3.6.

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SECTION 4 - RATES, CONT.

**Missouri Public  
Service Commission**

4.6 Intermedia Rate Plan - Enhanced Services

(D)

4.6.1 Frame Relay Service - Local Access

**REC'D SEP 13 1999**

(N)

The Frame Relay Service described herein consists of Local Access elements only. The remaining Frame Relay Service elements are found in the Company's interexchange or access tariffs.

A. ILEC Pass-through Charges

(N)

Channel Termination (Customer premises to LEC SWC):

(M)

64.0 kbps	Monthly	Non-Recurring
First	<b>\$197.05</b>	<b>\$324.00</b>
Additional	<b>\$197.05</b>	<b>\$247.00</b>

1.544 mbps	Monthly	Non-Recurring
First	<b>\$225.00</b>	<b>\$569.00</b>
Additional	<b>\$225.00</b>	<b>\$368.00</b>

Channel Mileage (LEC SWC to LEC SWC, if applicable), per Month

64.0 kbps (mileage)	Fixed	Per Mile
All mileage bands	<b>\$184.75</b>	<b>\$ 9.35</b>

1.544 mbps (mileage)	Fixed	Per Mile
over 0 to 4	<b>\$100.00</b>	<b>\$ 50.00</b>
Over 4 to 8	<b>\$100.00</b>	<b>\$ 60.00</b>
Over 8	<b>\$ 80.00</b>	<b>\$ 60.00</b>

(M)

B. Access Coordination Charge

(N)

In addition to the above ILEC pass-through charges, a \$10.00 per node monthly recurring Access Coordination Charge will apply.

(N)

Material appearing on this page was previously located on Page 93.10.

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont.

4.6.1 Frame Relay Service - Local Access, cont.

C. Frame Relay Supplementary Charges

Frame Relay Supplementary Charges apply for Customer-initiated administrative or design changes. The charges identified below apply in lieu of the Supplementary Charges identified in Section 4.6 herein. In addition to the charges assessed by the Company, any charges assessed to the Company by other providers (i.e., ILEC) in connection with the Customer-initiated change will be passed through to the Customer.

1. Administrative Change

Administrative Changes are record changes only and do not impact the design or jeopardize the order due date.

Per Order **\$25.00**

2. Design Change

Design Changes are changes on an order in progress that impact the design or due date.

In order to process the Design Change as a change rather than as a cancellation and new order, the request must be received within 14 days of receipt and acceptance of the order, and prior to the in-service date.

Per Order **\$75.00**

(D)  
(N)

(N)

(D)

**Missouri Public  
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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont.

4.6.1 Frame Relay Service - Local Access, cont.

D. Cancellation Charges

Cancellation Charges apply when an order in progress is canceled. In addition to the charges assessed by the Company, any charges assessed to the Company by other providers (i.e., ILEC) in connection with the Cancellation will be passed through to the Customer.

0-3 business days from  
receipt and acceptance of order

**\$0.00**

More than 3 business days from  
receipt and acceptance of order

**\$150.00** per order

Within 2 business days of due date

One month's recurring charges  
per order (minimum of \$150.00)

E. Expedite Charges

Company Expedite Charges apply for approved expedites is follows:

1) A Design Change Charge of \$75.00 will always apply to an order requesting a less than standard interval due date. Design change intervals will be followed as applicable.

2) An Expedite Charge of \$425 to cover the Company's attempt to expedite the service will be applied as follows:

a. If the Company accepts the request for an expedited date and service (D) is installed before the standard interval due date, the Expedite Charge will apply.

b. If the Company accepts the request for an expedite, but does not meet the requested expedite date and service is installed on or after the standard interval due date, the Expedite Charge will be waived.

In addition to the charges assessed by the Company, any charges assessed to the Company by other providers (i.e., ILEC) in connection with the expedite will be passed through to the Customer.

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - RATES, CONT.

**Missouri Public  
Service Commission**

4.6 Intermedia Rate Plan - Enhanced Services, cont.

4.6.1 Frame Relay Service - Local Access, cont.

REC'D SEP 13 1999

(D)  
(N)

F. Early Termination Liability

When Customers cancel service prior to satisfying a term agreement, there will be an Early Termination Liability. The liability is calculated as a percentage of the monthly recurring charges for the remainder of the term. Any nonrecurring charges that were waived in concert with the term agreement must be paid upon early termination.

Cancel or Termination Within:

			Second Year	Third Year	Fourth Year	Fifth Year
Length of Term						
One Year	100%		N/A	N/A	N/A	N/A
Two Years	100%		50%	N/A	N/A	N/A
Three Years	100%		50%	25%	N/A	N/A
Four Years	100%		50%	25%	25%	N/A
Five Years	100%		50%	25%	25%	25%

In addition to any charges assessed by the Company, charges assessed to the Company by other providers (i.e., ILEC) in connection with early termination will be passed through to the Customer.

(N)

(D)

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont.

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont.

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont.

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan - Enhanced Services, cont.

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan-Enhanced Services, cont

**Missouri Public  
Service Commission** (D)

REC'D SEP 13 1999

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SECTION 4 - RATES, CONT.

4.6 Intermedia Rate Plan-Enhanced Services, cont.

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LOCAL EXCHANGE SERVICES TARIFF

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ORIGINAL PAGE NO. 93.12

SECTION 4 - RATES, CONT.

4.7 Optional Metropolitan Calling Area (MCA) Service

4.7.1 Rates and Charges

4.7.1.A Monthly Rates, per line

St. Louis/MCA-3  
Flat Rate Option

Business

**\$24.80**

St. Louis/MCA-4  
Flat Rate Option

**\$46.75**

St. Louis/MCA-5  
Flat Rate Option

**\$70.70**

(N)

(N)

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**JAN 22 2000**

Logix Communications Corporation

1<sup>st</sup> Revised Sheet 8  
Replacing Original Sheet 8

SECTION 2- SERVICE DESCRIPTIONS AND RATES

Logix Communications offers the following business services.

Missouri Public  
Service Commission

REC'D OCT 28 1999

2.1. Exchange Access Lines

The Company concurs in the rules and regulations, including all footnotes thereto, applying to and governing Local Exchange telephone service (hereinafter referred to Exchange Access Lines service) as set forth in the Southwestern Bell Telephone Company Local Exchange tariff on file with and approved by the Public Service Commission of the State of Missouri, and any amendments thereto authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates of Southwestern Bell Telephone Company for Exchange Access Line telephone services. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

Applicability

This tariff applies to the Telephone Company's provision, both facilities-based and resale, of telecommunications services within the Southwestern Bell Telephone Company exchanges which are located within the Telephone Company's authorized territories within the State of Missouri.

T

Missouri Public  
Service Commission

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William J. Hoffman, President  
3555 NW 58<sup>th</sup>, Suite 900  
Oklahoma City, OK 73112

DEC 21 1999

## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.1. List of Exchanges by Rate Group

## Rate Group A:

Adrian	Elsberry	Lancaster	Risco
Advance	Essex	Leadwood	Rushville
Agency	Eureka	Lilbourn	
Altenburg-Frohna	Excelsior Springs	Linn	Ste. Genevieve
Antonia	Farley	Lockwood	St. Marys
Archie	Fayette	Louisiana	San Antonio
Argyle	Fisk		Scott City
Armstrong	Frankford	Macks Creek	Senath
Ash Grove	Freeburg	Maiden	Slater
Beaufort	Gideon	Marble Hill	Smithville
Bell City	Glasgow	Marceline	Stanberry
Benton	Grain Valley	Marionville	
Billings	Gray Summit	Marston	Trenton
Bismarck	Greenwood	Meta	Tuscumbia
Bloomfield	Hayti	Montgomey City	Versailles
Bloomsdale	Herculaneum-Pevely	Morehouse	Vienna
Bonne Terre	Higbee		
Boonville	Hillsboro	New Franklin	Walnut Grove
Bowling Green	Holcomb	New Madrid	Warden
Brookfield	Hornersville	Oak Ridge	Ware
Campbell	Jasper	Old Appleton	Wellsville
Cardwell		Oran	Westphalia
Carl Junction	Knob Nester	Patton	Willard
Carrollton	Lamar	Paynesville	Wyatt
Caruthersville	LaMonte	Pierce City	
Center		Pocahontas-New Wells	
Chaffee		Portage Des Sioux	
Charleston		Portageville	
Clarksville		Puxico	
Clever		Quilm	
Climax Springs		Richmond	
Deering			
DeKalb			
Delta			
Downing			
East Prairie			
Edina			

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Stephen Dobson, President  
13439 N. Broadway Extension  
Oklahoma City, OK 73114

OCT 20 1999

Logix Communications Corporation

Original Sheet 10

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.1. List of Exchanges by Rate Group (cont'd.)

## Rate Group B:

Camdenton	Lake Ozark-Osage Beach
Cape Girardeau	Manchester
Carthage	Marshall
Cedar Hill	Maxville
Chesterfield	Mexico
Chillicothe	Monett
DeSoto	Moberly
Dexter	Neosho
Eldon	Nevada
Excelsior Springs	Pacific
Farmington	Perryville
Fenton	Pond
Festus-Crystal City	Poplar Bluff
Flat River	St. Charles
Fredericktown	St. Clair
Fulton	St. Joseph
Gravies Mills	Sedalia
Hannibal	Union
Harvester	Valley Park
High Ridge	Washington
Imperial	Webb City
Jackson	
Joplin	
Kennett	
Kirksville	

## Rate Group C:

Springfield Metropolitan Exchanges

Metro Calling Area 1

Principal Zone Base Rate Area	
Fair Grove	Rogersville
Nixa	Strafford
Republic	Willard

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98 - 342  
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Stephen Dobson, President  
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Logix Communications Corporation

Original Sheet 11

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.1. List of Exchanges by Rate Group (cont'd.)

## Rate Group D:

## Kansas City Metropolitan Exchanges

Metro Calling Area 1  
 Gladstone  
 Independence  
 Parkville  
 Raytown  
 South Kansas City

Metro Calling Area 2  
 Belton  
 Blue Springs  
 East Independence  
 Lee's Summit  
 Liberty  
 Nashua  
 Tiffany Springs

## St. Louis Metropolitan Exchanges

Metro Calling Area 1  
 Ferguson  
 Ladue  
 Mehlville  
 Overland  
 Riverview  
 Sappington  
 Webster Groves

Metro Calling Area 2  
 Bridgeton  
 Creve Coeur  
 Florissant  
 Kirkwood  
 Oakville  
 Spanish Lake

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## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.2 Main Service

## 2.1.2.A Small Business Suite(6)

Small Business Suite Lines include the following: Auto Redial, Call Return, Call Blocker, Call Forwarding (choice of Variable, Busy Line, Don't Answer, or Busy Line/Don't Answer), Call Waiting, Personalized Ring, Remote Access to Call Forward, Speed Calling (8 or 30 numbers), Selective Call Acceptance, and Selective Call Forwarding. Customers can request not to have a service, but this will not affect rates. Small Business Suite may not be available in all areas. Refer to SWBT PSC No. 35 Section 47.4 for definitions of Features.

Group	Single Line Flat Rate (1)	Multi-Line Flat Rate (1)(7)	
C-Principal and Metropolitan Calling Area 1	22.99	29.99	R
D-Principal and Metropolitan Calling Area 1	29.99	38.99	R
A-Metropolitan Calling Area 2	38.44	45.45	R
A-Metropolitan Calling Area 3	41.49	48.50	
B-Metropolitan Calling Area 3	47.69	57.25	
A- Metropolitan Calling Area 4	63.44	70.45	
B- Metropolitan Calling Area 4	69.64	79.20	
A- Metropolitan Calling Area 5	87.39	94.40	
B- Metropolitan Calling Area 5	93.59	103.15	

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## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.2 Main Service (cont'd.)

## 2.1.2.A Small Business Suite(6) (cont'd.)

Group	Trunk Flat Rate (1) (7)	DID Trunk Flat Rate (1) (7)	
C-Principal and Metropolitan Calling Area 1	29.99	63.99	R
D-Principal and Metropolitan Calling Area 1 & 2	34.99	71.99	R
A-Metropolitan Calling Area 2	45.45	95.45	R
A-Metropolitan Calling Area 3	48.50	98.50	
B-Metropolitan Calling Area 3	43.50	85.00	
A- Metropolitan Calling Area 4	57.00	100.00	
B- Metropolitan Calling Area 4	59.50	100.00	
A- Metropolitan Calling Area 5	75.00	115.00	
B- Metropolitan Calling Area 5	75.00	115.00	

See Page 14 for footnotes.

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## SECTION 2 - SERVICE DESCRIPTIONS AND RATES..(cont'd.),

**Missouri Public  
Service Commission**

## 2.1. Exchange Access Lines (cont'd.)

**REC'D APR 02 2001**

## 2.1.2. Main Service

## 2.1.2.B Simplicity (6)

Simplicity is a business voice line service offering a choice between single and multi-lines. The multi-line version includes hunting capability in the cost of the line. Simplicity is not available in all areas.

Group	Single-Line Flat Rate	Multi-Line Flat Rate
-------	-----------------------	----------------------

C	22.00	28.00
---	-------	-------

D	29.00	32.00
---	-------	-------

A- Metropolitan Calling Area 2	38.44	45.45	N
--------------------------------	-------	-------	---

A- Metropolitan Calling Area 3	41.49	48.50	
--------------------------------	-------	-------	--

B- Metropolitan Calling Area 3	43.50	43.50	
--------------------------------	-------	-------	--

A- Metropolitan Calling Area 4	57.00	57.00	
--------------------------------	-------	-------	--

B- Metropolitan Calling Area 4	59.50	59.50	
--------------------------------	-------	-------	--

A- Metropolitan Calling Area 5	75.00	75.00	
--------------------------------	-------	-------	--

B- Metropolitan Calling Area 5	75.00	75.00	
--------------------------------	-------	-------	--

Group	Trunk Flat Rate(1)(7)	DID Trunk Flat Rate (1) (7)
-------	--------------------------	-----------------------------------

A- Metropolitan Calling Area 2	45.45	95.45
--------------------------------	-------	-------

A- Metropolitan Calling Area 3	48.50	98.50
--------------------------------	-------	-------

B- Metropolitan Calling Area 3	43.50	85.00
--------------------------------	-------	-------

A- Metropolitan Calling Area 4	57.00	100.00
--------------------------------	-------	--------

B- Metropolitan Calling Area 4	59.50	100.00
--------------------------------	-------	--------

A- Metropolitan Calling Area 5	75.00	115.00
--------------------------------	-------	--------

B- Metropolitan Calling Area 5	75.00	115.00	N
--------------------------------	-------	--------	---

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## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.2. Main Service (Cont'd.)

## 2.1.2.B Simplicity (6) (Cont'd.)

Optional Feature	First	Additional	
Auto Recall	\$4.00	\$2.50	
Automatic Call Back	4.00	2.50	
Call Block	4.00	2.50	
Call Forwarding-Variable	6.00	6.00	
Call Forwarding-Busy Line	3.00	3.00	
Call Forwarding-Don't Answer	3.00	3.00	
Call Forwarding-Busy/Don't Ans..S.	4.00	4.00	
Call Waiting	8.00*	8.00*	I
Caller ID on Call Waiting	5.00	5.00	N
Speed Call 30	4.00	2.50	
Caller ID Name/Number	9.50	9.50	
Remote Access to Call Forward	2.75	2.75	
Selective Call Acceptance	4.00	2.50	
Personalized Ring	6.00	2.00	
Three-way Calling	4.00	2.50	
Selective Call Forwarding	4.00	2.50	
Call Transfer Disconnect	15.00	15.00	
Call Trace	8.00(8)	8.00(8)	
Remote Call Forward Path	17.50	17.50	
Toll Restriction	20.00	20.00	N
900 Restriction	N/C	N/C	N

Missouri Public

See Page 14 for footnotes.

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Service Commission

\*This rate is only applicable to customers subscribing to this service after May 6,2001. T

Existing customers at existing locations will be charged the grandfathered rate of \$4.50. T

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Logix Communications Corporation

2nd Revised Sheet 14  
Replacing 1<sup>st</sup> Revised Sheet 14

## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

**Missouri Public**

## 2.1. Exchange Access Lines (cont'd.)

REC'D DEC 05 2001

## 2.1.2. Main Service (6) (cont'd.)

**Service Commission**

## FOOTNOTES:

1. This service offering is subject to availability.
2. Includes allowance of 100 local messages; additional local messages are billed at \$.06.
3. Includes allowance of 100 local messages; additional local messages are billed at \$.07.
4. Includes allowance of 200 local messages; additional local messages are billed at \$.06.
5. Includes allowance of 200 local messages; additional local messages are billed at \$.07.
6. The rates for Service do not include a telephone instrument.
7. This service may be used with single-line telephone service, Key Telephone Systems, Communications Systems, Private Branch Exchange System, or any other type of terminal equipment, except coin telephone service.
8. The rate for Call Trace is per use, not per month.

## 2.1.2.C Service Charges

Installation Charge	\$50.00	
Change of Phone Number	7.75	
Change Type of Line Supervision	5.50	
Change Type of Service (Trunks)	5.50	
Improved Transmission Service	5.50	
Customer requested Suspend/Reconnect	25.00	I
Suspend/Reconnect fee	25.00	I
Change Type of Service	10.25	
Change to/from Optional Metro	5.00	
Processing Fee for New Service Order	5.00	
Activation of one or more features	14.50	

**Missouri Public**

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**Service Commission**

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Logix Communications Corporation

Original Sheet 14.1

SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

M

Missouri Public

2.1. Exchange Access Lines (cont'd.)

REC'D OCT 12 2001

2.1.2. Main Service (6) (cont'd.)

Service Commission

2.1.2.D Trip Charges

The customer will be charged a trip charge for the following activities:

- 1) when a Logix technician is dispatched to the Customer's premises at the customer's request and the technician determines the service problem to be outside of Logix's responsibility.
- 2) to reconfigure the Logix service when a technician is required at the customers' premise, but the customer is not adding any additional service.

The charges are as follows (Non-Recurring):

First 30 Minutes -\$100.00  
 Each Additional 15 Minutes -\$25.00  
 This equals \$150.00 for the first hour, and \$100.00 for each additional hour.

2.1.2.E Service Order Charge

The Customer will be charged for the following charges when the customer requests changes to the service order change, after the initial order has been confirmed.

Rate

Customer requests due date change after due date  
 has been agreed upon with Account Consultant \$300

Customer changes order 48 hours after site survey  
 is complete. \$150

M

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Missouri Public

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Logix Communications Corporation

1<sup>st</sup> Revised Sheet 14.2  
Replacing Original Sheet 14.2

SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

2.1. Exchange Access Lines (cont'd.)

2.1.2. Main Service (6) (cont'd.)

2.1.2.E Service Order Charge (Cont'd.)

Missouri Public

REC'D JAN 16 2002

Service Commission

Rate

Customer or customer vendor delays a Customer  
cutover more than 30 days from the day Logix  
Communications sets up the equipment on the (1)  
Customer premise (i.e. T-1, CAC Box, or router).

Customer cancels an order completely after Logix (2)  
Communications has set up the equipment on the  
customer premise (i.e. T-1, CAC Box, or router).

2.1.2.F Late Payment Charges:

All bills are due when rendered. If the entire amount billed is not received  
by the Telephone Company prior to the next billing date a late payment  
charge of 11/2% will be assessed. This 11/20%. late payment charge will  
apply to all tarified services, except those purchased out of the Access  
Service Tariff, or any unpaid balance. There will be an additional \$10.00  
charge for all late payments.

2.1.2.G Administrative Charge

N

An administrative charge of \$25.00 will apply whenever a check or draft  
presented for payment for service is not accepted by the institution on  
which it is written because of being post-dated or because of insufficient  
funds, account closed, no account, account frozen, or uncollected funds.

FOOTNOTES:

N

1. Logix will start billing minimum monthly usage as stated in Service Agreement. Refer to the signed Service Agreement for specific Customer charges.
2. Charges will be calculated pursuant to the terms and conditions of the signed Service Agreement.

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Service Commission

Logix Communications Corporation

Original Sheet 15

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.3. Optional Metropolitan Calling Area Service -Business (1)

Calling Area	Rate
Springfield MCA 2	
Flat Rate	\$21.75
Measured 1-Party	11.95
St. Louis/Kansas City MCA 3	
Flat Rate	24.80
Measured 1-Party	13.65
St. Louis/Kansas City MCA 4	
Flat Rate	46.75
Measured 1-Party	25.70
St. Louis/Kansas City MCA 5	
Flat Rate	70.70
Measured 1-Party	38.90

## 2.1.4. Features (2)

Monthly  
Rate

Special Feature Package 1 (includes Caller ID and Three Way Calling) (4)	\$2.00
Remote Call Forward	17.50
Call Transfer Disconnect	15.00
DID Block of 20	5.00
Toll Restriction	20.00
900 Toll Restriction	No Charge

Call Trace (5) \$6.00 per successful activation

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Logix Communications Corporation

Original Sheet 16

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## FOOTNOTES:

- 1 Refer to SWBT PSC Mo 24, Section 16 for definitions of Optional Metropolitan Calling Areas
- 2 Refer to SWBT PSC Mo. 35, Section 474 for definitions of Features.
- 3 Available only to existing customers at existing locations
- 4 Caller ID (Calling Number and Name delivery). This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the CPN of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle

Per line blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to earner

- (a) private, nonprofit tax exempt, domestic violence intervention agencies and
- (b) federal, state, and local law enforcement agencies,

The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call

Line blocking customers can unblock their CPN information on a per call basis, at no charge by dialing an access code (\*82 on their Touch Tone pad or 1182 from a rotary phone) immediately prior to placing a call

A customer may prevent the delivery of their calling name and or number to the called party by dialing an access code (\*67 on their Touch Tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer-Owned Pay Telephone Service. If the Caller ID customer also subscribes to Anonymous call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the caller ID subscriber. The resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is lurked by appropriate facilities. Caller ID is not available on operator handled calls.

- 5 Call Trace Customers receiving annoying or anonymous calls may request (1) a telephone number change which will be provided at no charge by the Company, or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (\*57) to automatically request that the following information be recorded: the originating telephone number, the date and time of the call, and the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact the Company for further instructions. Activation of Call Trace never authorizes the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

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98 - 342  
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Logix Communications Corporation

1<sup>st</sup> Revised Sheet 16.1

RESERVED FOR FUTURE USE

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Logix Communications Corporation

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1<sup>st</sup> Revised Sheet 16.2

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Logix Communications Corporation

Original Sheet 17

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.5. Hunting Line Service (1)

Hunting Line Service	Monthly Rate
Per Line, Trunk, or DID Trunk	\$1.00

## FOOTNOTES:

Refer to SWBT PSC Mo. 24, Section 1.2 for description of Hunting Line Service.

## 2.1.6. Local Operator Assistance (1)

	Service Charge
Line Status Verification	\$1.20
Busy Line Interrupt	1.85
Person-to-Person	Service Charge
Non-Automated	\$2.40
Semi-Automated	2.00
Station-to-Station Calling Card	Service Charge
Non-Automated	\$1.10
Semi-Automated	0.90
Fully Automated	0.70
Collect	Service Charge
Non-Automated	\$1.10
Semi-Automated	0.90
Fully Automated	0.70
Station-to-Station Billed to a Third Number	Service Charge
Non-Automated	\$1.10
Semi-Automated	0.90
Fully Automated	0.70
Station-to-Station Sent Paid	Service Charge
Non-Automated	\$1.10
Semi-Automated	0.90

## FOOTNOTES:

- 1 Refer to SWBT PSC Mo. 24, Section 1.2 and SWBT PSC Mo. 24 for descriptions of Local Operator Assistance.

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Logix Communications Corporation

Original Sheet 17

SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

2.1. Exchange Access Lines (cont'd.)

2.1.6. Local Operator Assistance (1)

Person-to-Person

A service charge of \$3.00 will apply for each Semi-Automated Person-to-Person call.

A service charge of \$2.40 will apply for each Operator-Handled Person-to-Person call.

Calling Card

A service charge of \$.35 will apply for each Fully-Automated Calling Card Station-to-Station local call.

A service charge of \$.65 will apply for each Semi-Automated Calling Card Station-to-Station local call.

Station-to-Station

A service charge of \$.70 will apply for each Fully-Automated Station-to-Station local call.

A service charge of \$.90 will apply for each Semi-Automated Station-to-Station local call.

A service charge of \$1.10 will apply for each Operator-Handled Station-to-Station local call.

FOOTNOTES:

1. Refer to SWBT PSC Mo. 24, Section 1.2 and SWBT PSC Mo. 24 for descriptions of Local Operator Assistance.

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98-342  
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Logix Communications Corporation

Original Sheet 18

## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.6. Local Operator Assistance (cont'd.)

## Operator Service Requirements:

Carrier will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon subscriber notification or carrier's knowledge of the charge(s) for incomplete calls.

Carrier will advise the caller and billed party (if different from the end user) that the Company is the operator service provider at the time of initial contact.

Carrier will provide rate quotes, including all rate components and additional charges, upon request, at no charge.

Carrier will allow only tariff changes approved by the Commission, or otherwise allowed by law for the provision of operator services, to appear on billings rendered by local exchange companies on behalf of carriers and will not collect locations surcharges imposed by traffic aggregators.

Carrier will arrange for listing of its name on the local exchange company's billing of carrier's charges, if the local exchange company has multi-carrier bill listing capability,

Carrier 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 which it is unable to verify.

Carrier will direct all 00- emergency calls to the local exchange carrier at no charge,

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

Carrier's contracts with traffic aggregators will contain provisions which:

- a. Prohibit the blocking of access to an end user's interexchange carrier of choice, and
- b. Provide for the prominent posting or display, on or near the telephones to be utilized by end users, of material setting forth the name of the carrier, complaint procedures, instructions on reaching the local exchange company operator as well as interexchange carriers, and procedures for emergency calls.

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Logix Communications Corporation

Original Sheet 19

## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.1. Exchange Access Lines (cont'd.)

## 2.1.7. Directory Listing Services

Business customers are entitled to one white pages listing and one yellow pages listing. Additional listings, customized listings, and advertising are available for additional charges. Listings are made available through Southwestern Bell Telephone Company. The Company concurs in the rules and regulations, including all footnotes thereto, applying to and governing Directory Listing Services as set forth in the Southwestern Bell Telephone Company tariff on file with and approved by the Missouri Public Service Commission, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law.

## Rates for Additional Listings:

Monthly:	\$2.45
One Time Charge	\$9.50

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Effective Date:

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OCT 20 1999

Logix Communications Corporation

1<sup>st</sup> Revised Sheet 20  
Replacing Original Sheet 20

SECTION 2- SERVICE DESCRIPTIONS AND RATES (continued)

2. 2 Directory Assistance Services

The Company concurs in the rules and regulations, including all footnotes thereto, applying to and governing Directory Assistance Services as set forth in the Southwestern Bell Telephone Company tariff on file with and approved by the Missouri Public Service Commission, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. (Refer to SWBT PSC Mo. 35) The Company does not concur in the rates for Directory Assistance Services of Southwestern Bell Telephone Company. Rates for these services are set forth the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and Such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

Applicability

This tariff applies to the Telephone Company's provision, both facilities-based and resale, of telecommunications services within the Southwestern Bell Telephone Company exchanges which are located within the Telephone Company's authorized territories within the State of Missouri.

T

Missouri Public  
Service Commission

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DEC 21 1999

Logix Communications Corporation

Original Sheet 21

## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.2. Directory Assistance Services


## Rates:

1. When a customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this tariff, is \$.45 per listing. (1)
2. Directory Assistance Service Charges billed to a third number, a special billing number, or a Telephone Company Calling Card, will be billed \$.90 for the initial listing request. Additional listing requests, which are billed in the same manner as the initial request, will be billed at \$.45 per each listing request, subsequent to the initial request, on the same call.
3. Directory Assistance Call Completion  
Fully-Automated DACC, sent-paid, non-coin            \$.30 (2)  
Telephone Company Calling Card (3)  
Collect or Billed to Third Party (4)
4. Optional DACC Monthly Rate Plan  
The minimum subscription period is one month. Service is established at no charge. The monthly rate is \$1.25.

## FOOTNOTES:

1. This rate applies only to local sent-paid calls. For sent paid intraLATA long distance calls from public or semi-public telephones, the Semi-Automated sent-paid DACC rate applies.
2. Not used.
3. Apply the appropriate Calling Card Station-to-Station Operator Assistance service charge.
4. Apply the appropriate Station-to-Station Operator Assistance service charge.

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Effective Date: 

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Missouri Public  
Service Commission  
98 - 342  
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Logix Communications Corporation

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Original Sheet 22

MAY 05 2000

## Promotions

Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. Company will provide written notice to the Commission at least 7 days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

MO. PUBLIC SERVICE COMMISSION

## 1. Main Service - Business Reduced Rate

Between June 4, 2000 and August 3, 2000, Logix will offer new business customers in St. Louis and Kansas City a single line rate of \$29.00 a month and a multi-line rate of \$32.00 a month, per access line. Logix will offer new business customers in Springfield a single line rate of \$22.00 a month and a multi-line rate of \$28.00 a month, per access line. The promotional rates will be good for the duration of the customer's contract, up to one year.

FILED

JUN 04 2000

MISSOURI  
Public Service Commission

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Logix Communications Corporation

Original Sheet 23

## SECTION 2- SERVICE DESCRIPTIONS AND RATES (cont'd.)

## 2.3 Conference Calling

## 2.3.1 Operator Assisted Conferencing

800 Meet-Me - The easiest type of conference call to set up. Participants dial into the conference from any location, using a single 800 number provided by Logix.

Rate Per Line Per Minute  
\$0.39

Meet-Me - Similar to an 800 Meet-Me, but your participants dial into the conference via their own long distance carrier.

Rate Per Line Per Minute  
\$0.21

Dial-Out - The Operator dials out to your participants and places them in conference together. This is the most popular type of conference call busy executives.

Rate Per Line Per Minute  
\$0.41

## 2.3.2 Automated Conferencing

Automated 800 Meet-Me - Conference participants dial a pre-assigned 800 number for the conference and are greeted by a recorded message and prompted to announce their name. Tones indicate each participants arrival to and departure from the conference.

Rate Per Line Per Minute  
\$0.37

Automated Meet-Me - Similar to Automated 800 Meet-Me, but your participants dial into the conference vial their own long distance carrier.

Rate Per Line Per Minute  
\$0.21

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Missouri Public  
Service Commission

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Logix Communications Corporation

Original Sheet 24

## SECTION 2 - SERVICE DESCRIPTIONS AND RATES (cont'd.)

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Service Commission  
REC'D APR 02 2001

## 2.3 Conference Calling (Cont'd.)

## 2.3.3 Premium Conferencing

800 Meet-Me Premium - A special set of services requiring 100% operator supervision to control meetings such as investor relations, question and answer sessions, board meetings, press releases, etc.

Rate Per Line Per Minute

\$0.67

Dial-Out Premium - Essentially similar to 800 Meet-Me Premium, except the Operator dials out to your participants and places them in conference together.

Rate Per Line Per Minute

\$0.75

## 2.3.4 Enhanced Features

Rate

Password and Passcode Access - Restricts participation to conference calls by use of code words, numbers, or phrase.

N/C

Sub-Conferencing - Allows customers to break out into separate conferences.

N/C

Roll Call - For conference calls with 25 or fewer, the Conference Administrator can begin the call with a roll call to ensure that all phone lines have a clear connection.

N/C

Listen Only Mode - Allows participants to listen to the call without the ability to interrupt the speaker.

N/C

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Missouri Public  
Service Commission

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Original Sheet 25  
Missouri Public  
Service Commission  
(cont'd.)  
REC'D APR 02 2001

SECTION 2- SERVICE DESCRIPTIONS AND RATES

2.3 Conference Calling (Cont'd.)

2.3.4 Enhanced Features (Cont'd.)

	Rate
Audio Bulletin Board - Allows access to previous conference calls for people who were unable to attend	\$0.50
Participation Notification - Participants are notified about upcoming conference calls.	\$2.00/ea
Interpretation - A translator is present during a call.	\$95/hr
Transcription - A hard copy of the conference call is typed for your use.	\$40/hr
Fax - Distribution of agendas, supporting materials, or meeting minutes before or after your conference call. You will receive a confirmation of all locations that received the faxes.	\$0.45
Initial list set up - \$.50/name List changes \$. 10/name	
Taping - The conference call is taped for your use.	\$0.25
Tape Copies - \$5/ea. Microcassette Tape -\$10/ea.	
Regular Mail - \$1.25/es. Overnight Mail -\$15/es.	

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Service Commission  
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## SECTION 9 - MISCELLANEOUS SERVICES

The services listed in this section apply to the Company's facilities-based and resale services,

### 9.1 Operator Services 1/

N

#### 9.1.1 Description

Operator Handled Calling Services are available to Customers and Users of the Company's facilities based and resale services.

#### 9.1.2 Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third-party telephones that are coin telephones will not be accepted.

1/ Effective April 1,2001, this service will no longer be available to new subscribers.

N

ISSUED: March 2,2001

EFFECTIVE: April 1,2001

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## SECTION 9 - MISCELLANEOUS SERVICES

Missouri Public  
Service Commission

REC'D SEP 09 1999

## 9.1 Operator Services (cont.)

## 9.1.2 Definitions (Cont.)

**Operator Dialed Charge:** The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial the called station.

**Billed to Non-Proprietary Calling Card:** Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

## 9.1.3 Rates

Local exchange and IntraLATA calls may be placed on an Operator Assisted basis. Usage charges for Operator Assisted calls are the same as those set out in Section 7.2.2 and 8.6.3, proceeding. For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in Section 9.2.3 and Section 9.3.2 will apply in addition to any applicable Operator charges.

In addition to the usage charges identified above, the following operator-assisted charges will apply

## Per Call Charges

Person-to-Person (Customer Dialed)	\$ 2.40
Station-to-Station (Customer Dialed)	\$ 1.10
Billed to Non-Proprietary Calling Card (Additional surcharge)	\$ 0.65

FILED

NOV 30 1999

99 - 588

MISSOURI

Public Service Commission

ISSUED: September 9, 1999

EFFECTIVE: October 30, 1999

NOV 30 1999

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SECTION 9 - MISCELLANEOUS SERVICES

Missouri Public  
Service Commission

REC'D SEP 09 1999

9.1 Operator Services (cont.)

9.1.4 Operator Service Requirements

- 1) Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification or (ii) Company's knowledge.
- 2) The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
- 3) Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 4) Only tariffed rates approved by this Commission for Company shall appear on any local exchange telephone company (LEC) billings.
- 5) Company shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 6) Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 7) Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 8) Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- 9) Company will refuse operator services to traffic aggregators which block access to other Companies.
- 10) Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider, (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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SECTION 9 - MISCELLANEOUS SERVICES

9.2 Busy Line Verify and Line Interrupt Service 1/

N

9.2.1 Description

Upon request of a calling party the Company will verify a busy condition on a called line.

- A. The operator will determine if the line is clear or in use and report to the calling party.
- B. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

9.2.2 Regulations

A A charge will apply when:

- (1) The operator verifies that the line is busy with a call in progress.
- (2) The operator verifies that the line is available for incoming calls.
- (3) The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

1/ Effective April 1,2001, this service will no longer be available to new subscribers.

N

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SECTION 9 - MISCELLANEOUS SERVICES

**Missouri Public  
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9.2 Busy Line Verify and Line Interrupt Service (Cont.)

**RECD SEP 09 1999**

9.2.2 Regulations (Cont.)

B. No charge will apply:

- (1) When the calling party advises that the call is to or from an official public emergency agency.
- (2) Under conditions other than those specified in 9.2.2(A) proceeding.
- (3) Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
- (4) The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

9.2.3 Rates

Per Request

Busy Line Verify Service	\$ 1.20
Busy Line Verify and Busy Line Interrupt Service	\$ 1.85

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SECTION 9 - MISCELLANEOUS SERVICES

9.3 Directory Assistance 1/

N

9.3.1 Description

Customers and Users of the Company's calling services (excluding Toll Free services), may obtain directory assistance in determining telephone numbers within Missouri by calling the Directory Assistance operator.

9.3.2 Rates

- A. Directory Assistance charges will apply for all requests for which the Company's facilities are used, Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Per Number Requested: \$0.48

- B A credit will be given for calls to Directory Assistance when:

- (1) the Customer experiences poor transmission or is cut-off during the call,
- (2) the Customer is given an incorrect telephone number, or
- (3) the Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

1/ Effective April 1,2001, this service will no longer be available to new subscribers.

N

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SECTION 9 - MISCELLANEOUS SERVICES

9.4 Service Implementation 1/

N

9.4.1 Description

Service implementation charges will apply to new service orders or to orders to change existing service.

9.4.2 Rates

Non-Recurring

per service order                      **\$ 5.50**

1/            Effective April 1,2001, this service will no longer be available to new subscribers.

N

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SECTION 9 - MISCELLANEOUS SERVICES

9.5 Restoration of Service 1/

9.5.1 Description

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities suspended is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

9.5.2. Rates

	Non-Recurring
per occasion	<b>\$ 8.50</b>

1/ Effective April 1,2001, this service will no longer be available to new subscribers.

N

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SECTION 9 - MISCELLANEOUS SERVICES

9.6 IntraLATA Presubscription 1/

N

9.6.1 Description

IntraLATA Presubscription (ILP) is an arrangement whereby an Exchange Service customer of the Company may select and designate either the Company or another qualified carrier as the presubscribed carrier for "normally dialed" qualifying calls made from that customer's Exchange Access Line, Calls qualifying for intraLATA presubscription are intrastate intraLATA calls that are designated as intraLATA Region to Region calls or intraLATA toll calls.

Only one ILP (PIC) may be selected for single Exchange Access Line, but that carrier need not be the same as the presubscribed interLATA carrier for that line,

The following categories of calls made from a customer's line will be carried over the Company's network, notwithstanding the ILP PIC selection for that line.

All Directory Assistance calls dialed without a carrier access code made using Directory Assistance; calls to 911, calls to information Service Providers (e.g., 976,700, 540), etc.

1/ Effective April 1,2001, this service will no longer be available to new subscribers.

N

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## SECTION 9 - MISCELLANEOUS SERVICES

Missouri Public  
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## 9.6 IntraLATA Presubscription (cont.)

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## 9.6.2 General Regulations

A. The following regulations are applicable to Exchange Service customers where ILP is applicable:

- (1) At the time of conversion, all existing customers of the Company will be PIC'd to the Company.
- (2) New line customers will be given an opportunity to select an ILP PIC at the time they place an order for Exchange Access Service. If the new line customer fails to select an ILP carrier, the customer will be informed that the customer must dial a carrier access code (10XXX/101XXX) to complete qualifying calls until the customer affirmatively selects the Company or another qualified ILP Carrier.
- (3) The Company will accept as a bona fide PIC a selection of "NO PIC" as a choice. NO PIC customers will have access dialing capabilities to reach participating ILP carriers (10XXX101XXX).
- (4) Customers who have designated the Company or another qualified carrier as their ILP PIC, may select a different carrier for particular qualifying calls, either by dialing 10XXX/101XXX or other necessary carrier access codes to reach the carrier of choice.
- (5) A customer entitled to select the ILP PIC may choose at any time, by oral or written notice to the Company, to "freeze" the ILP PIC. A frozen ILP PIC cannot be changed unless the customer removes the freeze. A freeze on the ILP PIC may be removed at any time by oral or written request from the customer. This service will be offered to the customer at no charge.

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SECTION 9 - MISCELLANEOUS SERVICES

9.6 IntraLATA Presubscription (cont.)

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9.6.2 General Regulations (cont.)

REC'D SEP 09 1999

B. The Company will follow the interim ILP procedures described below during the ILP transition period following availability in the exchange.

(1) The Company representative will provide alternative carrier(s) names and contact telephone numbers (if provided by carrier) to customers in random order upon customer request. The Company representatives will not discuss alternative carrier rates or service and will not provide customers with Carrier Identification Codes or access code dialing instructions.

C. The Company will investigate claims from customers that a carrier submitted an ILP PIC change request without appropriate authorization from the customer. The Company will investigate and attempt to resolve any claims made to Company that the Company has made itself the ILP PIC for a line without proper authority.

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## SECTION 9 - MISCELLANEOUS SERVICES

## 9.6 IntraLATA Presubscription (Continued)

## 9.6.2 General Regulations (Continued)

D. A customer will be billed a non-recurring charge for ILP PIC changes, except as set forth below

- (1) There will be no charge for an initial ILP PIC change made in each exchange for ninety (90) days following the availability of ILP in the exchange.
- (2) Subsequent to the ninety (90) days Transition Period, there will be no charge for an initial ILP PIC change made by new service customers during the first thirty (30) days following the availability of ILP in the exchange.
- (3) The non-recurring charge for an ILP PIC change is as follows:

Authorized PIC Change	Non-Recurring Charge
Per Telephone Exchange Service Line or Trunk	\$ 5.00

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SECTION 9 - MISCELLANEOUS SERVICES

9.7 Unauthorized PIC Change 1/

N

If any IC requests a Primary Interexchange Carrier (PIC) change on behalf of a billed party (e.g., an end user), and the billed party subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of authorization signed by the billed party; then

The billed party will be reassigned to their previously selected IC. No charge will apply to the billed party for this reassignment.

1/ Effective April 1,2001, this service will no longer be available to new subscribers,

N

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### 3.0 Description of Services Offered

#### 3.1 Local Service

##### 3.1.1 Nature of Service

Local Service is a service that allows customers to originate non-toll local calls at locations within the service areas in which McLeodUSA has been approved for certification for termination within the local calling area (including any applicable EAS areas) of those locations. Subject to service availability and the package selection by the customer, Local Service may include services in addition to those required for completion of non-toll local calls (including services which may not be subject to regulation under this tariff) which are purchased as part of a bundled package.

##### 3.1.2 Availability

McLeodUSA offers local service in the areas in which it has been certified by the Missouri Public Service Commission and in which McLeodUSA has available required network facilities or is able to lease required network facilities to enable the offering of service. Some features may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration. McLeodUSA will provide the most feature rich version of a feature in the bundled Local Service package available in a given market depending on network availability or configuration.

##### 3.1.3 Local Service Packages

The standard elements of local line packages consist of local dial tone and unlimited local calling unless otherwise noted in a Service specific description. Mandatory extended area service ('EAS') is provided where applicable for the prices set forth in the Rate Tables. Customers with multiple lines at a single location may purchase different Packages for each telephone line at a particular location. Business Customers purchasing a Business Package may select a long distance package of anytime minutes for each location, which shall be shared by all lines serving that Customer location. **Business Customers purchasing Local Service Packages are also eligible to purchase a per minute long distance service that offers reduced long distance rates due to the purchase of bundled package of local and long distance services from McLeodUSA.** Residential Customers shall select a long distance package of anytime minutes for each location, which shall be shared by all lines serving that Customer location.

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3.0 Description of Services Offered3.1 Local Service (cont'd)3.1.3 Local Service Packages (cont'd)3.1.3.A Business Package A - OneLine Preferred<sup>SM</sup> Package

Business Package A consists of local line switched service and a Primary Directory Listing.

3.1.3.B Business Package B - Value Preferred<sup>SM</sup> Package

Business Package B consists of local line switched service, Call Transfer, Call Waiting, Three Way Calling, Call Forward Variable/Busy/Don't Answer, Caller ID, Call Waiting ID, and a Primary Directory Listing.

3.1.3.C Business Package C - Premium Preferred<sup>SM</sup> Package

Business Package C consists of local line switched service, Call Waiting, Three Way Calling, Call Forward Variable/Busy/Don't Answer, Called ID, Anonymous Call Rejection, Call Waiting ID, Speed Call 30, Call Transfer, Remote Access Call Forwarding and a Primary Directory Listing.

3.1.3.D Business Package D - Simple Preferred<sup>SM</sup> Package

Business Package D consists of local line switched service, Call Transfer, Call Waiting, Call Forward Variable and a Primary Directory Listing.

3.1.3.E Business Package E - Key System Preferred<sup>SM</sup> Package

Business Package E consists of local line switched service, Call Transfer, Caller ID, Hunting and a Primary Directory Listing.

3.1.3.F. Business Package F - Preferred Advantage<sup>SM</sup> Plus Package

Existing Customers currently subscribing to grandfathered non-Preferred Advantage products are eligible to subscribe to Preferred Advantage<sup>SM</sup> Plus ("PA Plus") local line packages when renewing their service agreement with McLeodUSA by executing the Preferred Advantage agreement. PA Plus packages may include substitute or alternative line features currently purchased by the Customer that will permit them to migrate to a Preferred Advantage<sup>SM</sup> service agreement with little or no modification to the Customer's current service configuration. Each Preferred Advantage<sup>SM</sup> Plus local package will be priced at the same rate as the standard Preferred Advantage local package with a comparable number or type of features.

(N)

(N)

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3.0 Description of Services Offered

3.1 Local Service (cont'd)

3.1.3 Local Service Packages (cont'd)

3.1.3.G Residential Package A - Value Preferred<sup>SM</sup> Package (T)

Residential Package A consists of local line switched service, Call Waiting, Three Way Calling, Call Forward Variable, Caller ID, Anonymous Call Rejection, Call Waiting ID, 900 Blocking and a Primary Directory Listing.

3.1.3.H Residential Package B - Premium Preferred<sup>SM</sup> Package (T)

Residential Package B consists of local line switched service, Call Waiting, Three Way Calling, Call Forward Variable, Caller ID, Anonymous Call Rejection, Call Waiting ID, 900 Blocking, Last Call Return, Continuous Redial, Call Screening, Speed Call 8 and a Primary Directory Listing.

3.1.3.I Residential Package C - OneLine Preferred<sup>SM</sup> Package (T)

Residential Package C consists of local line switched service, 900 Blocking and a Primary Directory Listing.

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### 3.0 Description of Services Offered

#### 3.1 Local Service (cont'd)

##### 3.1.4 Description of Features Included In Certain Local Service Packages.

Some features included in certain Local Service Packages may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration. McLeodUSA will provide the most feature rich version of a feature in the bundled Local Service package that is available in a given market depending on network availability or configuration.

##### Anonymous Call Rejection

Allows customer to automatically reject all calls that have been marked anonymous by the calling party. The call is routed to a denial announcement and subsequently terminated.

##### Blocking Services.

Blocking Services prevent certain call types from being completed. Blocking service examples include blocking outgoing 10XXX1+ or 900 or 976 calls.

##### Call Forwarding Busy/Don't Answer/Variable

Call forwarding is the ability to forward an incoming call to a preselected station if the called station is unable to receive the call. "Call forwarding busy" will forward the call if the called station is in use; "call forwarding don't answer" will forward the call after a predetermined number of rings; "call forwarding variable" will forward the call regardless of the status of the called station. For Business customers, Call Forwarding Busy/Don't Answer options are only available as optional services to a location at which the customer also currently purchases Voice Mail from McLeodUSA.

(N)  
|  
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(N)

##### Call Screening

Allows customer to block incoming calls from up to a maximum of ten telephone numbers.

##### Call Trace

Permits the tracing of the last call received and holds the results for later use by an authorized law enforcement agency. Results of call trace will be provided only to appropriate law enforcement personnel, and not to the customer.

##### Call Transfer

The ability to forward a call in progress to another station.

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### 3.0 Description of Services Offered

#### 3.1 Local Service (cont'd)

##### 3.1.4 Description of Features Included In Certain Local Service Packages (cont'd)

###### Call Transfer Disconnect

Call Transfer Disconnect is the ability to transfer of calls to another line, disconnecting that call so that it frees up the original line.

###### Call Waiting

Call waiting is the ability of the called station to generate a tone when the called station is in use to alert the user that another call is waiting to connect with the called station.

###### Call Waiting ID

Call waiting ID is the ability to identify the party calling when on another call.

###### Caller ID Blocking

Provides a permanent indicator on a customer's line. Once the block is established on the customer's line, the private status can be deactivated by the customer by dialing a series of number before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only.

Customers who choose per line blocking for the first time will not be charged the nonrecurring charge. New customers to the Caller ID serving area will be provided the same option. A customer requesting per line blocking will pay a nonrecurring charge for re-establishing line blocking.

The standard dialing pattern for per-call Called ID Blocking is \*67 (1167 from a rotary telephone). The standard dialing pattern for a per-call unblocking is \*82 (1182 from a rotary telephone).

###### Caller Identification

Allows for the automatic delivery of a calling party's name, telephone number (including non-published and non-listed telephone numbers) or both to the called customer. The number is displayed on customer provided equipment. McLeodUSA will provide the most feature rich version of caller identification in the bundled Local Service package available in a given market depending on network availability or configuration.

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3.0 Description of Services Offered3.1 Local Service (cont'd)3.1.4 Description of Features Included In Certain Local Service Packages (cont'd)Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

Hunting

Hunting is the ability to forward an incoming call to the next number in a hunting group if the called number is busy.

Circular Hunt is an option of Hunting service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues through the group until an idle line is reached or the number just preceding the dialed number is reached. The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service.

Preferential Hunt is an option of Hunting service that allows for calls to a specific number (other than the first number) within a hunt group to hunt over a unique sequence of lines within the hunt group. The Preferential Hunt sequence is different than that encountered when a caller dials the first telephone number in a hunt group.

(N)  
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(N)

Last Call Return

The customer does not have to know the number of the calling party. If the calling party's number is blocked by the calling party, the service will not return the call.

No Solicitation

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily. A caller may press one, or stay on the line to complete the call connection.

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### 3.0 Description of Services Offered

#### 3.1 Local Service (cont'd)

##### 3.1.4 Description of Features Included In Certain Local Service Packages (cont'd)

###### Remote Access to Call Forward

This feature allows a user at a "remote" location to activate/deactivate the call forwarding feature. The user gains remote access to the call forwarding feature from a touch tone phone at a remote location. The RACF feature uses an announcement system to provide interactive voice message prompting, which allows customers to verify the forwarded-to directory number. Changes are accomplished by remotely calling an access number, entering the appropriate line and PIN information when prompted to do so, and making any desired changes.

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###### Speed Calling

Permits placing calls to 8 or 30 telephone numbers dialing an abbreviated code.

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###### Three-Way Calling

The ability to add a third line to an established conversation.

###### Toll Restriction

Toll Restriction provides for exchange access lines to be restricted from dialing billable toll calls. Attempted violation of the restrictions are routed to an announcement.

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### 3.0 Description of Services Offered

#### 3.1 Local Service (cont'd)

##### 3.1.5 Intercept Services/Referral Recording

Intercept Services provide new number or explanatory information to callers dialing changed or disconnected numbers. The services include messages delivered either mechanically or by operator. Intercept services apply to temporary and permanently disconnected numbers. Intercept services are for periods up to 8 months for business customers and for periods up to 3 months for residential customers.

(N)  
(N)

##### 3.1.6 Local T1 Service

The Local T1 product provide high capacity local access services, with up to 24 channels. The T1 can be configured for either two-way trunk side service (Standard Trunks), or one-way DID (DID capable) service. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Rate elements are a Module Rate Element, a Local Distribution Channel Rate Element, Optional Elements, and applicable surcharges and taxes.

##### 3.1.7 Dynamic T-1

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

##### 3.1.8 Dynamic PRI

This product is a facility-based Local PRI product. It provides businesses advanced ISDN PRI capabilities for a variety of switched and dedicated communications applications. ISDN PRI consists of twenty-three 64 Kbps B channels and one 64 Kbps D channel. The D channel is used for signaling and control of the B channels. Any spare bandwidth that is not used for voice trunks, can be used to provide point-to-point data products. The Dynamic PRI terminates into a customer-provided PBX or hybrid system, via a customer-provided Digital Trunk Interface (DTI) or channel bank. When DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.



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### 3.0 Description of Services Offered (cont'd)

#### 3.1 Local Service (cont'd)

##### 3.1.9 PRI

This product, ISDN-PRI, provides voice and data communications capabilities via a 1.544 Mbps central office termination and a 1.544 Mbps end user's premises. The product also provides high capacity local access services, with up to 24 channels of which 23 channels are 64 Kbps B channels and one channel is a D channel at 64 Kbps. The D channel is used for signaling and control of the B channels. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Rate elements are an ISDN Rate Element, a Local Distribution Channel Rate Element, Optional Elements, and applicable surcharges and taxes.

##### 3.1.10 Directories

###### 3.1.10.A. Listing Service

One listing, the Primary Listing, is provided without charge for each customer location. Where two or more exchange lines are served on a hunting service basis, only one Primary Listing for the group will be provided.

###### 3.1.10.B. Directory Distribution

One local exchange directory will be provided to a customer for each customer location at the time directories are distributed by the incumbent local exchange carrier.

##### 3.1.11 Calling Card

This service allows the Customer to make telephone calls from any non-Customer location such as a payphone by dialing an 800 access number and a personal identification number before dialing the telephone number of the called party. The charges resulting from use of the Calling Card are billed to the Customer's McLeodUSA account at the rates and charges set forth in the Rate Tables.

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**3.0 Description of Services Offered** (cont'd)**3.2 Directory Assistance****3.2.1 Nature of Service**

Directory Assistance (DA) Service is defined as furnishing aid in obtaining telephone numbers.

**3.2.2 Availability**

DA is available to all Customers.

**3.2.3 Maximum Number of Requests Per Call**

Two (2) requests for a telephone number will be accepted per call to the DA operator. A telephone number that is not listed in the DA records will not be available to the Customer.

**3.2.4 Operator Limitations**

The Directory Assistance operator will not transfer, forward or redial a Customer's call to any other location for any purpose other than provision of DA service.

**3.2.5 Persons and Locations Exempt from All DA Charges**

Any Customer who is visually, physically or mentally handicapped in a way that makes the Customer unable to utilize a telephone directory shall be exempt from charges for DA. The Customer must provide McLeodUSA with certification of this condition. Certification from a doctor, psychologist, psychiatrist, county or state social service agency, or similar person or agency will be acceptable. The exemption is effective prospectively and also retroactively for the month prior to the presentation of the certificate to McLeodUSA.

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3.0 Description of Services Offered (cont'd)3.3 Operator Services

Operator Services is the furnishing of services for the completion of calls by consumers and customers pre-subscribed 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. Note: Charges for these services are exempt when requested by authorized emergency personnel. Customers may receive bills directly from other operator service providers whose services the customer may use.

Busy Line Verification Surcharge – Charge to end-user to verify whether a telephone line is in use or has trouble.

Busy Line Verification Interrupt Surcharge – Charge to end-user to verify whether a telephone line is in use, and then to interrupt the end-users current phone call.

## 3.0 Description of Services Offered (cont'd)

## 3.3 Operator Services (cont'd)

Calling Card Surcharge - This charge applies when a 0+ or 0- call is charged to a valid calling card. In order to control fraud, the company may refuse to accept a card that it determines or suspects to be invalid.

Collect Surcharge - This charge applies when an end-user requests the operator to bill the charges to the called station or party which agrees to pay for all charges.

General Assistance Surcharge Charge to end-user to obtain information such as time of day, day of the week, area codes, international country and/or city codes.

Operator Dialed Surcharge In addition to the per minute usage rates, an operator dialed surcharge also applies to each type of call. This is a charge that is assessed to the customer for having the operator dial the called number for them.

Payphone Surcharge - The Payphone surcharge applies to the following state-to-state\* and international\* consumer calls placed from a public or semi-public payphone that are paid for by means other than depositing coins into the payphone: (T)  
(T)

- \*calls billed to a third number
- \*collect calls
- \*calls billed to a calling card
- \*calls to Directory Assistance
- \*prepaid card service calls.

Person-to-Person Surcharge Charge when the end-user specifies to the operator a particular party to be reached. If the original person, department, mobile station, extension, or office designated by the end-user is unavailable and the end-user requests or agrees to talk to any other party, the call is still charged as a Person-to-Person call.

Property Imposed Fee (PIF) - Per call charge imposed by property owner.

Third Party - The end-user requests the operator to bill the charges for a call to a number other than that of the called or calling party. The party receiving the charges agrees to pay for all charges.

\* The Commission does not regulate interstate or international calls. These are within the jurisdiction of the FCC. (N)  
(N)

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Cedar Rapids, Iowa 52406

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3.0 Description of Services Offered (cont'd)
3.4 Preferred Advantage® Conference Calling (T)

Conference Calling is the ability to have multiple parties listen and participate in meetings via telephone. (T)

("Standard Services available" moved to section 3.4.2.C on Sheet No. 59.1.) (M)

3.4.1 Anytime Conferencing (N)3.4.1.A Anytime Conferencing Audio

Anytime Conferencing allows you to hold a conference call any time without operator assistance. Anytime Conferencing conference room is available 24/7 and can host up to 100 participants. Anytime Conference may be used with the Web Conferencing interface Conference Calling Control Panel to moderate a call, show a Power Point® presentation or share documents in a fully collaborative environment.

3.4.1.B Anytime Conferencing with Web

Anytime Conferencing Anytime Conferencing Web enables a caller to share presentations, applications and documents on the Internet with other participants.

3.4.2 Basic Assisted and Event Conferencing3.4.2.A Basic Assisted

Basic Assisted provides minimal operator support. Basic Assisted Conference call is ordered for less than 45 participants. A live operator will answer to both the call organizer and participants, gather each participant's name and other information required and announces each participant as s/he is placed into conference. The operator may conduct a roll call and then turn the call over to the Chairperson. The operator is always available by pressing 'star, zero' (\*0).

3.4.2.B Event Conferencing

Event Conferencing is a professionally managed conference call, reserved in advance, and designed specifically for large event style conference calls or calls that require the personal touch of an operator.

Participants dial in from any location or the Event Conferencing team will dial out to participants. A dedicated operator manages the call from start to finish. (N)

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3.0 Description of Services Offered (cont'd)3.4 Preferred Advantage® Conference Calling (cont'd)3.4.2.C Standard Services available

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With each of the two following standard services, clients have two options:

- Attended Call: Facilitator monitors the conference call to add any assistance that may be needed.
- Unattended Call: No facilitator is present, but a facilitator is available at any time by pressing \*O on the phone.

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3.4.2.D Basic Assisted and Event Conferencing Products

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3.4.1.D.1 Toll Free Meet Me

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Participants call a pre-determined toll free number at a specified time. A conference call operator will greet the participants and ask for the name of the conference chairperson. Participants will be placed on music hold or into the open conference until all parties have arrived. Once all parties have arrived, the conference will be turned over to the chairperson. The conference fees are charged to the hosting organization.

3.4.1.D.2 Domestic Dial-Out

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Conference Center facilitators dial-out to all participants prior to the scheduled conference. The hosting organization is charged the long distance and conference bridging fees.

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3.4.1.D.3 Local Meet Me

(N)

Participants call a pre-determined toll free number at a specified time. A conference call operator will greet the participants and ask for the name of the conference chairperson. Participants will be placed on music hold or into the open conference until all parties have arrived. Once all parties have arrived, the conference will be turned over to the chairperson. Except for the LD toll charges, the conference fees are charged to the hosting organization. Each participant will be responsible for the long distance per minute charges that they incur while on the call.

3.4.1.D.4 Passcode

(N)

Passcode Conferencing provides an automated service that allows you to schedule a call in advance by speaking to a reservationist. Each time a call is scheduled, a new access number and room number is provided to you.

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**3.0 Description of Services Offered (cont'd)****3.5 Long Distance Interexchange Services**

McLeodUSA long distance services are interexchange telephone services that allow customers to originate and terminate interexchange calls at locations within the state of Missouri. Long Distance Preferred Advantage<sup>SM</sup> Packages consist of a bucket anytime minutes used by the Customer for both incoming and outgoing domestic long distance calls. Long distance minutes used in excess of the bucket of minutes shall be billed at the "overage rate per minute." Preferred Advantage<sup>SM</sup> Inter/Intra State Long Distance Service is available to Business Customers. A Customer must also select McLeodUSA as their primary interexchange carrier for both Interstate and Intrastate long Distance. Usage charges are based on the duration and time of day of each call when applicable. Where Customer's local service is provided by McLeodUSA, McLeodUSA offers reduced long distance pricing on a nondiscriminatory basis **provided all Customer's local lines at a Customer location are served by McLeodUSA..**

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(T)

**3.5.1 Time of Day****3.5.1.A Day Time Period**

7:00 am through 6:59 pm Monday through Friday;

**3.5.1.B Evening/Weekend Time Period**

7:00 pm through 6:59 am Monday through Friday, all day Saturday and Sunday.

**3.5.1.C Holidays Rates**

Holiday rates are applicable from 12:00:00 am to 11:59:59 pm on the following holidays: New Years Day; Martin Luther King Junior's Day; Presidents Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; Christmas Day.

**3.6 800 Services**

McLeodUSA Preferred Advantage<sup>SM</sup> 800 services are inward WATS services that permit intrastate calls to a customer's station in one location from stations in diverse geographical locations, and for which the McLeodUSA customer is billed for the calls rather than the call's originator. Unless otherwise specified, all McLeodUSA 800 calls are subject to a 30-second average connect time (i.e., total monthly minutes of use divided by total monthly calls must equal at least 30 seconds) for a given terminating service group. All calls are rounded up to the next higher increment. In the event that 800 calls do not meet the 30-second average connect time requirement, billable usage will be increased by a surcharge equal to the necessary number of minutes at the average cost per minute to meet the 30-second requirement. In addition, Customers may also order Originating ANI Sorting, which provides the Customer with a detailed

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**3.0 Description of Services Offered (cont'd)****3.6 800 Services (cont'd)**

monthly analysis of the originating telephone numbers of those placing 800 calls. Preferred Advantage<sup>SM</sup> Inter/Intra State Toll Free Long Distance Service is available to Business Customers. A Customer must also select McLeodUSA as their primary interexchange carrier for both Interstate and Intrastate long Distance. Usage charges are based on the duration and time of day of each call when applicable. Where Customer's local service is provided by McLeodUSA, McLeodUSA offers reduced long distance pricing on a nondiscriminatory basis **provided all Customer's local lines at a Customer location are served by McLeodUSA.**

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(T)

**3.7 Promotional Offerings**

McLeodUSA 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. McLeodUSA will offer all promotions in a non-discriminatory manner.

**3.8 Individual Case Basis (ICB)**

Centrex and private line services will be made available to customers in a non-discriminatory manner. Rates for Centrex 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 Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

**3.9 Market Expansion Line (MEL)**

MEL is a service whereby a call placed from an exchange access service to a MEL customer's telephone number (the forwarded-to location) is automatically forwarded by telephone company serving office equipment to the customer's remote location. Terminating stations must have incoming call capability. MELs are available when used in conjunction with long distance or 800 Service. MELs are billed in one minute increments.



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**3.0 Description of Services Offered (cont'd)****3.10 Private Switch Automatic Location Identification (PS/ALI)**

This service is offered subject to the availability of appropriate facilities. It enables the customer to interface with the E911 database to provide address and location information for the stations that operate behind their switch. This information includes the PBX customers' names, addresses, and other location information which are associated with specific PBX station telephone numbers. The PS/ALI customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated, or a PBX owner/operator who has been required or who desires to provide PBX station specific location information to the E911 system. The PS/ALI customer must be authorized by the 911 jurisdiction to subscribe to PS/ALI service, and obtaining such authorization is the responsibility of the customer.

This service is offered as either Standard or Advanced. For Standard PS/ ALI, information is loaded and managed via McLeodUSA's existing interface to the database provider. For Advanced PS/ALI, the customer manages 911 information via a direct PC interface to the database provider.

**3.11 Term and Volume Discounts**

A Customer signing a term service agreement to purchase certain term discount eligible services from McLeodUSA are eligible for a Term and Volume Discount. The Term and Volume Discount percentage may change from month to month if the Customer's monthly volume of charges for certain eligible services increases or decreases. Only eligible services purchased under a single service agreement count towards the applicable Term and Volume Discount. Discounts do not apply to any non-recurring charges, federal, state and local use, excise, sales and privilege taxes; applicable surcharges related to universal service programs, emergency telephone service (911/E911), telecommunications relay service for the hearing impaired; payphone surcharges; and other similar surcharges for required programs.

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3.0 Description of Services Offered (cont'd)3.11 Term and Volume Discounts (cont'd)3.11.1 Term and Volume Discount Plan

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3.11.1.A Eligibility for Term and Volume Discount Plan

(T)

Customers signing a Master Service Agreement ("Agreement") for at least a 12 month term are eligible for a Term and Volume Discount on all Preferred Advantage<sup>SM</sup> services purchased under a single Agreement. Term and Volume Discounts will only apply to eligible services purchased by business customers from McLeodUSA and do not apply to any non-recurring charges, federal, state and local use, excise, sales and privilege taxes; applicable surcharges related to universal service programs, emergency telephone service (911/E911), telecommunications relay service for the hearing impaired; payphone surcharges; and other similar surcharges for required programs. Term and Volume Discounts do not apply to services purchased from McLeodUSA under a different Master Service Agreement.

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(D)

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3.0 Description of Services Offered (cont'd)3.11 Term and Volume Discounts (cont'd)3.11.1 Term and Volume Discount Plan (cont'd)3.11.1.B Eligible Services and Application

The following Preferred Advantage services purchased under a single Master Service Agreement (“Agreement”) are eligible to receive only a Tier 1 discount (“Tier 1 eligible services”): Local Service Packages, Local Service Package Optional Services (Hunting, market expansion lines, extended area calling scope, Wire Care, Screening and Restrictive Services, Standard Directory Assistance, and Optional Directory Listings), Preferred Advantage<sup>SM</sup> Long Distance Minute Packages, Voice Mail and Dial Up Internet Access Service. McLeodUSA will automatically apply the Tier 1 discount percentage set forth in **Section 4.3.17, Rate Table 17.2**, to the Customer’s monthly charges for Tier 1 only eligible services on Customer’s monthly invoice regardless of the volume of Tier 1 eligible services purchased in a given billing cycle.

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3.0 Description of Services Offered (cont'd)3.11 Term and Volume Discounts (cont'd)3.11.1 Term and Volume Discount Plan (cont'd)3.11.1.B Eligible Services and Application (cont'd)

The following Preferred Advantage<sup>SM</sup> Toolkit services purchased under the same Agreement are eligible to receive a Tier 2, Tier 3, Tier 4, or Tier 5 discount (“Tier 2-5 eligible services”) depending on the volume of purchases of all services: Dedicated Local Preferred (local T1 & PRI), Preferred Advantage<sup>SM</sup> Inter/Intra State Switched LD Plan, Preferred Advantage<sup>SM</sup> Inter/Intra State Switched 800 Plan, Dedicated Long Distance, Dedicated 800 Plan, Enhanced 800, Integrated Access, Calling Card, Conference Calling, Broadband Internet Access, High Speed Internet Access, Premium City to City Connections, Secure City-to-City Connections, and Local Loop Access charges for Premium City-to-City Connections, Secure City to City Connections, and High Speed Internet Access. The Customer’s actual pre-discounted monthly charges for all Tier 1 and Tier 2-5 eligible services for a given monthly billing cycle will determine the applicable discount Tier for that billing cycle based on **Rate Table 17.2 located in Section 4.3.17.**

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3.0 Description of Services Offered (cont'd)3.11 Term and Volume Discount (cont'd)3.11.1 Term and Volume Discount Plan (cont'd)3.11.1.B Eligible Services and Application

Thus, the discount percentage applicable to Tier 2-5 eligible services may change from month to month if the Customer's monthly charges for all services purchased under the Agreement increases or decreases. McLeodUSA will automatically apply the appropriate Tier discount percentage set forth in Rate Table 17.2 located in Section 4.3.17, to the Customer's monthly charges for Tier 2-5 eligible services. If Customer's total pre-discounted monthly charges for all services are less than \$500 in a monthly billing cycle, then McLeodUSA will apply the Tier 1 discount percentage to both the Tier 1 and Tier 2-5 eligible services.

3.12 Group Billing

This service is a unique invoice option for business customers with multiple locations. Group Billing allows customers to establish a tier system in which a main or "parent" account can have multiple sub or "child" accounts and pay the "child" invoices for all locations, some locations or no locations. Summary information is available to the "parent" for all "child" accounts and "child" accounts can receive individual invoice detail regardless of who is remitting payment. Group Billing can be used in partnership with McLeodUSA's Toll Free application.

At service set-up, customer must determine the locations responsible for payment remittance. Although "child" accounts may be responsible for payment, "parent" accounts are ultimately responsible for past due balances on "child" accounts. If a "child" account disconnects service, any past due balance will be transferred to the "parent" account. Payment disputes between "parent" and "child" accounts are not the responsibility of McLeodUSA.

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(N)

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3.0 Description of Services Offered (cont'd)

(Reserved for Future Use)

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Effective: December 13, 2002

BY: David R. Conn  
Vice President and Deputy General Counsel  
6400 C Street SW, P.O. Box 3177  
Cedar Rapids, Iowa 52406

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4.0 Rates and Charges (cont'd)4.3 Rate Tables (cont'd)4.3.9 Rate Table 9: Directory Assistance Service

Local Directory Assistance	\$0.75 per number requested	
Non-Local Directory Assistance	\$1.10 per number requested	(T)

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BY: David R. Conn  
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6400 C Street SW, P.O. Box 3177  
Cedar Rapids, Iowa 52406

OPERATOR SERVICES **Missouri Public Service Commission**

9.1 Directory Assistance

REC'D JUN 30 2000

A customer may obtain Directory Assistance in determining telephone numbers within his local calling area by calling the Directory Assistance operator.

- 9.1.1 The Customer will be allowed to make up to 2 calls per month to local Directory Assistance at no charge. Each call to local Directory Assistance thereafter will be charged as follows:

Per Call  
\$.65

- 9.1.2 The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

- 9.1.3 A credit will be given for calls to Directory Assistance under the following circumstances:

- a) The Customer experiences poor transmission or is cut-off during the Call; or
- b) The Customer is given an incorrect telephone number.

- 9.1.4 To obtain a credit as identified under 9.1.3 above, the Customer must notify its Customer Service representative.

- 9.1.5 Directory Assistance Call Completion is available, where facilities permit, when the Customer requests connection to the telephone number requested from Directory Assistance. There is no call allowance for Directory Assistance Call Completion. Rates apply in addition to charges for Directory Assistance and any applicable toll charges as follows:

Per Call  
\$.35

- 9.1.6 National Directory Assistance provides the telephone number of customers located outside the local calling area specified in this tariff, but within the United States. This service is offered subject to availability, facilities permitting.

Per Listing  
\$.95

- 9.1.6.1 Directory Assistance Call Completion is not offered with this service.

- 9.1.6.2 The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

- 9.1.6.3 National Directory Assistance is not provided to customers who have Toll Restriction.

- 9.1.6.4 Credits for National Directory Assistance calls will be given as specified in 9.13 and 9.14 above.

ISSUED: June 30, 2000

By Jerry Howe, President and Chief Operating Officer  
16090 Swingley Ridge Road, Suite 500  
Chesterfield, MO 63017

EFFECTIVE: July 30, 2000  
**Missouri Public Service Commission**

FILED JUL 30 2000  
344



**Missouri Public  
Service Commission**

## OPERATOR SERVICES

REC'D MAR 22 1999

## 9.2 Operator Assistance

A customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

- 9.2.1 Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- 9.2.2 Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- 9.2.3 Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.
- 9.2.4 Person to Person Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- 9.2.5 Station to Station Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- 9.2.6 General Assistance: The Customer has the option to request general information from the operator, such as dialing instruction, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.
- 9.2.7 Operator Assisted Surcharges  
The following surcharges will be applied:

	Fully Automated. Per Call	Semi-Automated or Operator Handled, Per Call
Third Number Billing	\$ .35	\$ .65
Collect Calls	\$ .35	\$ .65
Calling Card	\$ .35	\$ .65
Person to Person	\$2.00	\$2.40
Station to Station	\$ .70	\$1.10
General Assistance	N/C	N/C

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By: Jerry Howe, President and Chief Operating Officer  
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OPERATOR SERVICES

9.2 Operator Assistance - (Continued)

REC'D MAR 22 1999

9.2.8 Busy Line Verification: Upon request of the calling party, the Company will determine if the line clear of "in use" and report to the calling party.

9.2.9 Busy Line Verification with Interrupt: The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

9.2.10 Busy Line Verification Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

- a) The operator verifies that the line is busy with a call in progress.
- b) The operator verifies that the line is available for incoming calls.
- c) The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. The following charge will apply for both verification and interruption

	<u>Per Request</u>
Busy Line Verification	<b>\$1.20</b>
Busy Line Interrupt	<b>\$1.85</b>

9.3 Additional Operator Services Regulations

Pursuant to the requirements of the Missouri Public Service Commission, the following additional regulations will apply to the Company's provision of intrastate operator services in the State of Missouri:

9.3.1 The Company will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon subscriber notification or the Company's knowledge of the charge(s) for incomplete calls.

9.3.2 The Company will advise the caller and the billed party (if different from the caller) that Gabriel Communications of Missouri, Inc. is the operator services provider at the time of the initial contact.

9.3.3 The Company will provide rate quotes, including all rate components and any additional charges, upon request, at no charge.

9.3.4 The Company will allow only tariff charges approved by the Missouri Public Service Commission, or otherwise allowed by law for the provision of operator services, to appear on billings rendered by local exchange companies (LECs) on behalf of the Company, and will not collect location surcharges imposed by traffic aggregators.

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9.3 Additional Operator Services Regulations - (Continued)

REC'D MAR 22 1999

- 9.3.5 The Company will arrange for listing of its name on a LEC's billing of the Company's charges, if the LEC has multi-carrier bill listing capability.
- 9.3.5 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, which it is unable to verify.
- 9.3.6 The Company will direct all "0" or "00" emergency calls in the quickest manner to the local emergency service provider at no charge.
- 9.3.7 Upon request, the Company will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual point of origin.
- 9.3.8 The Company's contracts with traffic aggregators will contain provisions which
  - a) Prohibit the blocking of access to an end-user's interexchange carrier of choice.
  - b) Provide for the prominent posting or display, on or near the telephones to be utilized by end-users, of material setting forth the name of the Company, complaint procedures, instructions on reaching the LEC operator as well as other interexchange carriers, and procedures for emergency calls.

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By Jerry Howe, President and Chief Operating Officer  
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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Local Exchange Telecommunications Services

3.1.1. General - Local Exchange Telecommunications Services consist of the services offered pursuant to this Tariff, either individually or in combination. Each service is offered independently of the other and is offered via Sage's facilities, conventional network elements purchased from other local exchange carriers, or via resale of facilities of other local exchange carriers for the transmission of one-way or two-way communications, unless otherwise noted. A connection to Sage's switching network enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access Sage's Local Exchange calling services as set forth in this Tariff;
3. access intrastate, interstate and international calling services provided by Sage and other certified common carriers;
4. access toll-free telecommunications services such as 800 NPA;
5. access 9-1-1 service for emergency calling, and
6. access other operator and directory assistance services.

3.1.2. Service Description - Service provides Residential and Business Customers with the ability to originate calls from a Sage-provided access line to all other stations on the public switched telephone network bearing the designation of any central office exchanges included in the Customer's local calling area.

Following are types of orders for Local Exchange Service that Sage will accept:

## Conversions

The following are types of customers and/or telephone lines Sage will convert:

1. Customers with active Southwestern Bell local telephone service on Southwestern Bell access lines ("local loops"). Subscribers of Southwestern Bell's Prepaid Local Telephone Service (PLTS) or Prepaid Home Service (PHS) do not qualify under this definition.

2. Customers with active service on Southwestern Bell local loops provided by the following qualified resellers and/or CLECs:

- |                   |                            |                |
|-------------------|----------------------------|----------------|
| - GTE             | - AT&T                     | - MCI Worldcom |
| - Valu-Line       | - CapRock                  | - Birch        |
| - Z-Tel           | - NTS                      | - Capital      |
| - Hyperion        | - Allegiance               | - Logix        |
| - Ionex           | - IWL                      | - Sprint       |
| - Premier Network | - Fairpoint Communications |                |
| - Talk.com        | - Network Intelligence     | - Techtel      |
| - ATS             | - Vartec                   | - Comcast      |
| - Excel           |                            |                |

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Orders for local telephone service provided by any other company will not be accepted. Customers in this category must first obtain local telephone service from SWBT or one of the qualified resellers listed above.

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Issued By:  
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**Filed**  
**MO PSC** 

## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.2. Local Exchange Service (cont'd)

## New Installations

Service Commission

Following are types of new line installations that Sage Telecom will perform:

1. Additional new lines for Sage Telecom customers who have service or are in the process of converting existing service at that location to Sage Telecom.
2. Physical move of lines and service for existing Sage Telecom customers to a new location.
3. An existing business customer that is opening up a new and separate location under the same business name, provided that the customer is in good standing. A customer is in good standing if they have been a customer of Sage for at least ninety (90) days AND have paid their last three (3) consecutive bills on time. Orders must be approved in advance by either the Vice President, Business Development or the Chief Financial Officer.

Following are types of orders Sage will not accept:

1. Installation of lines at locations that have never had local telephone service, with the exception of physical moves noted under item 2 above.
2. New installations where the customer is not converting existing local telephone service.

Residential and Business Customers may choose from one of the Local Service Plans in Section 3.1.4 and are assessed a flat monthly fee based on their local service plan(s) and originating exchange that entitles the customer to unlimited usage.

3.1.2.A. Business Services - Business Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff with the following modifications, limitations and restrictions:

1. Business Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage, unless otherwise requested by customer to be unblocked.
2. Service is furnished only for use by the Business Customer, guests, employees and business associates.

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Issued By:

James E. Kennedy

Vice President, Business Development

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.2. Local Exchange Service (cont'd)

## 3.1.2.A. Business Services

Service Commission

3. Service is available whenever the use of the service is primarily or substantially of a business, professional institution or otherwise occupation nature, or where the listing required is such as to indicate business use. Business rates are applicable to:

- a. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private or parochial schools, hospitals, nursing homes, libraries, institutions, churches and all other establishments of a strictly business nature.
- b. Any location where a business designation is provided or when a title indicating a trade, occupation or profession is listed.
- c. Service terminating solely on the answering service facilities of a telephone answering firm will carry business rates.
- d. Residential locations where the Business customer has no regular business telephone service and the use of the service by the Business Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

3.1.2.B. Residential Services - Residential Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff and is not available to those locations governed by Section 3.1.2.A.

1. Residential Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage, unless otherwise requested by the customer to be unblocked.

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.3. Service Areas and Local Calling Scopes

## Service Commission

- 3.1.3.A. Sage provides residential and business telecommunications services, as described in this tariff, within the Southwestern Bell Telephone Company (SWBT) exchanges noted below. Sage concurs in the maps and legal description of the exchanges below as filed with the Missouri Public Service Commission by SWBT.

Exchange Name	Exchange Name	Exchange Name
Adrian	De Kalb	Holcomb
Advance	De Soto	Hornersville
Agency	Deering	Imperial
Altenburg-Frohna	Delta	Jackson
Antonia	Dexter	Jasper
Archie	Downing	Joplin
Argyle	East Prairie	Kennett
Armstrong	Edina	Kirksville
Ash Grove	Eldon	Knob Noster
Beaufort	Elsberry	La Monte
Bell City	Essex	Lake Ozark-Osage Beach
Benton	Eureka	Lamar
Billings	Excelsior Springs	Lancaster
Bismarck	Farley	Leadwood
Bloomfield	Farmington	Lilbourn
Bloomsdale	Fayette	Linn
Bonne Terre	Fenton	Lockwood
Boonville	Festus-Crystal City	Louisiana
Bowling Green	Fisk	Macks Creek
Brookfield	Flat River	Malden
Camdenton	Frankford	Manchester
Campbell	Fredericktown	Marble Hill
Cape Girardeau	Freeburg	Marceline
Cardwell	Fulton	Marionville
Carl Junction	Gideon	Marshall
Carrollton	Glasgow	Marston
Carthage	Grain Valley	Maxville
Caruthersville	Gravois Mills	Meta
Cedar Hill	Gray Summit	Mexico
Center	Greenwood	Moberly
Chaffee	Hannibal	Monett
Charleston	Harvester	Montgomery City
Chesterfield	Hayti	Morehouse
Chillicothe	Herculaneum-Pevely	Neosho
Clarksville	Higbee	Nevada
Clever	High Ridge	New Franklin
Climax Springs	Hillsboro	New Madrid

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Service Commission

## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.3. Service Areas and Local Calling Scopes

Service Commission

Exchange Name	Exchange Name	Exchange Name
Oak Ridge	Richmond	St. Marys
Old Appleton	Richwoods	Stanberry
Oran	Risco	Trenton
Pacific	Rushville	Tuscumbia
Patton	San Antonio	Union
Paynesville	Scott City	Valley Park
Perryville	Sedalia	Versailles
Pierce City	Senath	Vienna
Pocahontas	Sikeston	Walnut Grove
Pond	Slater	Wardell
Poplar Bluff	Smithville	Ware
Portage Des Sioux	South Arkansas City	Washington
Portageville	St. Charles	Webb City
Puxico	St. Clair	Wellsville
Qulin	St. Genevieve	Westphalia
	St. Joseph	Wyatt
<b>Kansas City Metropolitan Exchange</b>	<b>St. Louis Metropolitan Exchange</b>	<b>Springfield Metropolitan Exchange</b>
<u>Principal Zone</u>	<u>Principal Zone</u>	<u>Principal Zone</u>
Kansas City	St. Louis	Springfield
<u>MCA-1 Zones</u>	<u>MCA-1 Zones</u>	<u>MCA-1 Zones</u>
Gladstone Independence Parkville Raytown South Kansas City	Ferguson Ladue Mehlville Overland Riverview Sappington Webster Groves	Fair Grove Nixa Republic Rogersville Strafford Willard
<u>MCA-2 Zones</u>	<u>MCA-2 Zones</u>	
Belton Blue Springs East Independence Lee's Summit Liberty Nashua	Bridgeton Creve Coeur Florissant Kirkwood Tiffany Springs Oakville Spanish Lake	

## 3.1.3.B. Exchanges included in Local Calling Areas:

Sage concurs with the applicable ILEC's exchanges for all customers.

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Service Commission



## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.3. Service Areas and Local Calling Scopes (cont'd)

3.1.3.C. Sage provides the Sage Unlimited Plan to residential customers, as described in this tariff, within the (AT) Southwestern Bell Telephone Company (SWBT) exchanges noted below.

EXCHANGE  
ANTONIA  
ARCHIE  
ASH GROVE  
BELTON  
BILLINGS  
BLUE SPRINGS  
BONNE TERRE  
BOONVILLE  
BRIDGETON  
CAMDENTON  
CAPE GIRARDEAU  
CARTHAGE  
CEDAR HILL  
CHESTERFIELD  
CHILLICOTHE  
CLEVER  
CREVE COEUR  
DE SOTO  
DEXTER  
EAST INDEPENDENCE  
ELDON  
EUREKA  
EXCELSIOR SPRINGS  
FAIR GROVE  
FARLEY  
FARMINGTON  
PENTON  
FERGUSON  
FESTUS-CRYSTAL CITY  
FLAT RIVER  
FLORISSANT  
FREDERICKTOWN  
FULTON  
GLADSTONE

EXCHANGE  
GRAIN VALLEY  
GRAY SUMMIT  
GRAVOIS MILLS  
GREENWOOD  
HANNIBAL  
HARVESTER  
HERCULANEUM-PEVELY  
HILLSBORO  
HIGH RIDGE  
IMPERIAL  
INDEPENDENCE  
JACKSON  
JOPLIN  
KANSAS CITY  
KENNETT  
KIRKSVILLE  
KIRKWOOD  
LADUE  
LAKE OZARK-OSAGE BEACH  
LEE'S SUMMIT  
LIBERTY  
MANCHESTER  
MARIONVILLE  
MARSHALL  
MAXVILLE  
MEHLVILLE  
MEXICO  
MOBERLY  
MONETT  
NASHUA  
NEOSHO  
NEVADA  
NIXA  
OAKVILLE

EXCHANGE  
OVERLAND  
PACIFIC  
PARKVILL.E  
PBERRYVILLE  
POND  
POPLAR BLUFF  
PORTAGE DES SIOUX  
RAYTOWN  
REPUBLIC  
RICHMOND  
RIVERVIEW  
ROGERSVILLE  
SAPPINGTON  
SEDALIA  
SIKESTON  
SOUTH KANSAS CITY  
SMITHVILLE  
SPANISH LAKE  
SPRINGFIELD  
ST. CHAR  
ST. CLAIR  
ST. GENEVIEVE  
ST. JOSEPH  
ST. LOUIS  
STRAFFORD  
TIFFANY SPRINGS  
UNION  
VALLEY PARK  
WALNUT GROVE  
WARE  
WASHINGTON  
WEBB CITY  
WEBSTER GROVES  
WILLARD

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.3 Service Areas and Local Calling Scopes (cont'd)

3.1.3.D. Sage provides the Simply Savings, Simply Savings PLUS, and Simply Savings Complete to residential customers, as described in this tariff, within the Southwestern Bell Telephone Company (SWBT) exchanges noted below (AT)

Kansas City	St. Louis Metropolitan
Metropolitan Exchange	Exchange
Principal Zone	Principal Zone
Kansas City	St. Louis
MCA-1 Zones	MCA-1 Zones
Gladstone	Ferguson
Independence	Ladue
Parkville	Mehlville
Raytown	Overland
South Kansas City	Riverview
	Sappington
	Webster Groves
MCA-2 Zones	MCA-2 Zones
Belton	Bridgeton
Blue Springs	Creve Coeur
East Independence	Florissant
Lee's Summit	Kirkwood
Liberty	Tiffany Springs
Nashua	Oakville
	Spanish Lake

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans

3.1.4.A. Residential

1. Basic Local Exchange Service

Basic Local Exchange Service is a single party, two-way switched service provisioned through the use of local access lines within the local calling scope.

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

2. Home Choice Plan

The Home Choice Plan includes the following bundle of services:

- Basic Local Exchange Service
- Caller ID Service-Free
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations.

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.A. Home Choice Plan is no longer offered to new residential customers in all zones of the Kansas City Metropolitan Exchange and all zones of the St. Louis Metropolitan Exchange, effective March 15, 2004. (AT)

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month. (AT)

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3.1.4. and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.4. Local Service Plans (cont'd)

## 3.1.4.A. Residential (cont'd)

Service Commission

## 3. Metropolitan Plan

The Metropolitan Plan includes the following bundle of services:

- Basic Local Exchange Service
- 2-Way Metro Calling with either the Kansas City, St. Louis, or Springfield Metropolitan Exchanges, depending on the customer's originating exchange.
- Caller ID Service-Free
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations.

Eligibility Residential customers in the following Southwestern Bell Telephone Company (SWBT) exchanges:

Kansas City Metro Area	St. Louis Metro Area
Excelsior Springs	St. Charles
Richmond	Harvester
Smithville	Manchester
Archie	Chesterfield
Greenwood	Fenton
Farley	Maxville
Grain Valley	Valley Park
	Festus-Crystal City
Springfield Metro Area	High Ridge
Ash Grove	Pond
Marionville	Imperial
Billings	De Soto
Walnut Grove	Pacific
Clever	Cedar Hill
	Eureka
	Herculaneum-Pevely
	Gray Summit
	Antonia
	Hillsboro
	Portage Des Sioux
	Ware

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the sixty (60) minutes of Sage 1+ long distance minutes each month.

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Service Commission

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

3. Metropolitan Plan (cont'd)

Local Calling Area: The local calling area for each of the exchanges listed above is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5, plus the calling area defined in Section 1.6.3 of SWBT's Missouri Local Exchange Tariff.

4. Regional Plan

Eligibility: Any residential customer who subscribes to Sage's Home Choice Plan or Metropolitan Plan. Regional Plan is no longer available (AT) to residential customers effective March 15, 2004. (AT)

Local Calling Area: All local telephone exchanges located within the customer's LATA. (MT)

(MT)

Material previously located on this page now appears on Page 30.0.1.

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.4. Local Service Plans (cont'd)

(MT)

## 3.1.4.A. Residential (cont'd)

## 5. Sage Unlimited Plan

The Sage Unlimited Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service - Free
- Basic Voicemail Service - Free
- The following Custom Calling Features Free:
  - Call Return    Call Waiting    Call Blocker    Speed Calling
  - Call Forwarding    Three-Way Calling    Auto Redial    Call Waiting ID
- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to point within the continental U.S., Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands.

Eligibility: Residential customers in exchanges listed in Section 3.1.3.C with the exception of the following exchanges:

Kansas City Metro Area	St. Louis Metro Area	Springfield Metro Area
Richmond	Herculaneum-Pevely	Ash Grove
Smithville	Gray Summit	Marionville
Archie	Antonia	Billings
Greenwood	Hillsboro	Walnut Grove
Farley	Portage Des Sioux	Clever
Grain Valley	Ware	

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month. Sage Unlimited (AT) Plan is no longer offered to new residential customers after March 15, 2004. (AT)

The Sage Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned. (MT)

Material now appearing on this page was previously located on Page 30.

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.4. Local Service Plans (cont'd)

## 3.1.4.A. Residential (cont'd)

## 6. Sage Unlimited Plan (with metro calling)

The Sage Unlimited plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- 2-Way Metro Calling with either the Kansas City, St. Louis or Springfield Metropolitan Exchanges, depending on the customer's originating exchange.
- Caller ID Service - Free
- Basic Voicemail Service - Free
- The following Custom Calling Features Free:
  - Call Return    Call Wailing    Call Blocker    Speed Calling
  - Call Forwarding    Three- Way Calling    Auto Redial    Call Waiting ID
- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico and U.S, Virgin Islands.

Eligibility:        Residential customers in the following Southwestern Bell Telephone Company (SWBT) exchanges:

Kansas City Metro Area	St. Louis Metro Area	Springfield Metro Area
Excelsior Springs	St. Charles	Pacific
Richmond	Harvester	Cedar Hill
Smithville	Manchester	Eureka
Archie	Chesterfield	Herculancum-Pevely
Greenwood	Fenton	Gray Summit
Farley	Maxville	Antonia
Grain Valley	Valley Park	Hillsboro
	Festus-Crystal City	
	High Ridge	Portage Des Sioux
	Pond	Ware
	Imperial	De Soto

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month. Sage Unlimited Plan (with metro calling) is no longer offered to new residential customers after March 15, 2004. (AT)

The Sage Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned. (AT)

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd) (AT)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

7. Simply Savings

Simply Savings includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service - Free
- One hundred (100) minutes of Sage 1+ long distance minutes each month

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.D.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

(AT)

3.1.4.A. Residential (cont'd)

8. Simply Savings PLUS

Simply Savings includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service - Free
- Call Waiting - Free
- Choice of any one of the following features - Free
  - Call Forwarding
  - Call Waiting ID
  - Call Waiting ID with Options
  - 3-Way Calling
- 250 Free Sage 1+long distance minutes each month.

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.D.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the two hundred fifty (250) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

(AT)

3.1.4.A. Residential (cont'd)

9. Simply Savings COMPLETE

Simply Savings COMPLETE includes the following bundle of services:

Basic Local Exchange Service, including unlimited local calling

- Caller ID Service - Free
- Basic Voicemail Service - Free
- The following Custom Calling Features - Free:

Auto Redial	Call Waiting
Call Blocker	Speed Calling
Call Forwarding	Three-Way Calling
Call Return	Call Waiting ID
Priority Call	Remote Access to Call Forwarding
Selective Call Forwarding	

- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.D.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff

The Simply Savings COMPLETE cannot be for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned.

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

3.1. Telecommunications Services (cont'd)

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3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business

Service Commission

1. Basic Local Exchange Service

Basic Local Exchange Service is a single party, two-way switched service provisioned through the use of local access lines within the local calling scope.

Eligibility: Business customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

2. Business Choice Plan

The Business Choice Plan includes the following bundle of services:

- Basic Local Exchange Service
- Multi-Line Hunting-Free
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations.

Eligibility: Business customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunication Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business (cont'd)

(FC)

3. Metropolitan Plan

The Metropolitan Plan includes the following bundle of services:

- Basic Local Exchange Service
- 2-Way Metro Calling with either the Kansas City, St. Louis, or Springfield Metropolitan Exchanges, depending on the customer's originating exchange.
- Multi-Line Hunting-Free
- Free Sage 1+ long distance minutes each month See Section 3.1.4.C for quantity and rules and regulations.

Eligibility: Business customers in the following Southwestern Bell Telephone Company (SWBT) exchanges:

Kansas City Metro Area	St. Louis Metro Area
Excelsior Springs	St. Charles
Richmond	Harvester
Smithville	Manchester
Archie	Chesterfield
Greenwood	Fenton
Farley	Maxville
Grain Valley	Valley Park
	Festus-Crystal City
Springfield Metro Area	High Ridge
Ash Grove	Pond
Marionville	Imperial
Billings	De Soto
Walnut Grove	Pacific
Clever	Cedar Hill
	Eureka
	Herculaneum-Pevely
	Gray Summit
	Antonia
	Hillsboro
	Portage Des Sioux
	Ware

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the sixty (60) minutes of Sage 1+ long distance minutes each month.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business (cont'd) (FC)

3. Metropolitan Plan (cont'd)

Local Calling Area: The local calling area for each of the exchanges listed above is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5, plus the calling area defined in Section 1.6.3 of SWBT's Missouri Local Exchange Tariff.

4. Regional Plan

Eligibility: Any business customer who subscribes to Sage's Business Choice Plan or Metropolitan Plan.

Local Calling Area: All local telephone exchanges located within the customer's LATA.

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.4. Local Service Plans

## 3.1.4.C. Free Sage 1+ Long Distance

The following chart denotes the number of free Sage 1+ long distance minutes each month that come with each of the company's Local Service Plans.

(RT)

Exchange	Res Plans	Bus Plans	Exchange	Res Plans	Bus Plans
Adrian	60	100	De Kalb	60	100
Advance	60	100	De Soto	60	100
Agency	60	100	Deering	60	100
Altenburg-Frohna	60	100	Delta	60	100
Antonia	60	100	Dexter	60	100
Archie	60	100	Downing	60	100
Argyle	60	100	East Prairie	60	100
Armstrong	60	100	Edina	60	100
Ash Grove	60	100	Eldon	60	100
Beaufort	60	100	Elsberry	60	100
Bell City	60	100	Essex	60	100
Benton	60	100	Eureka	60	100
Billings	60	100	Excelsior Springs	60	100
Bismarck	60	100	Farley	60	100
Bloomfield	60	100	Farmington	60	100
Bloomsdale	60	100	Fayette	60	100
Bonne Terre	60	100	Fenton	60	100
Boonville	60	100	Festus-Crystal City	60	100
Bowling Green	60	100	Fisk	60	100
Brookfield	60	100	Flat River	60	100
Camdenton	60	100	Frankford	60	100
Campbell	60	100	Fredericktown	60	100
Cape Girardeau	60	100	Freeburg	60	100
Cardwell	60	100	Fulton	60	100
Carl Junction	60	100	Gideon	60	100
Carrollton	60	100	Glasgow	60	100
Carthage	60	100	Gram Valley	60	100
Caruthersville	60	100	Gravois Mills	60	100
Cedar Hill	60	100	Gray Summit	60	100
Center	60	100	Greenwood	60	100
Chaffee	60	100	Hannibal	60	100
Charleston	60	100	Harvesler	60	100
Chesterfield	60	100	Hayti	60	100
Chillicothe	60	100	Herculeum-Pevely	60	100
Clarksville	60	100	Higbee	60	100
Clever	60	100	High Ridge	60	100
Climax Springs	60			60	100

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SECTION 3 - DESCRIPTION OF SERVICES **Missouri Public**

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.4. Local Service Plans

## Service Commission

## 3.1.4.C. Free Sage 1+ Long Distance

Exchange	Res Plans	Bus Plans	Exchange	Res Plans	Bus Plans
Holcomb	60	100	Paynesville	60	100
Hornersville	60	100	Perryville	60	100
Imperial	60	100	Pierce City	60	100
Jackson	60	100	Pocahontas	60	100
Jasper	60	100	Pond	60	100
Joplin	60	100	Poplar Bluff	60	100
Kennett	60	100	Portage Des Sioux	60	100
Kirksville	60	100	Portageville	60	100
Knob Noster	60	100	Puxico	60	100
La Monte	60	100	Quin	60	100
Lake Ozark-Osage Beach	60	100	Richmond	60	100
Lamar	60	100	Richwoods	60	100
Lancaster	60	100	Risco	60	100
Leadwood	60	100	Rushville	60	100
Lilbourn	60	100	San Antonio	60	100
Lockwood	60	100	Sedalia	60	100
Louisiana	60	100	Senath	60	100
Macks Creek	60	100	Sikeston	60	100
Malden	60	100	Slater	60	100
Manchester	60	100	Smithville	60	100
Marble Hill	60	100	South Arkansas City	60	100
Marceline	60	100	St. Charles	60	100
Marionville	60	100	St. Clair	60	100
Marshall	60	100	St. Genevieve	60	100
Marston	60	100	St. Joseph	60	100
Maxville	60	100	St. Marys	60	100
Meta	60	100	Stanberry	60	100
Mexico	60	100	Trenton	60	100
Moberly	60	100	Tuscumbia	60	100
Monett	60	100	Union	60	100
Montgomery City	60	100	Valley Park	60	100
Morehouse	60	100	Versailles	60	100
Neosho	60	100	Vienna	60	100
Nevada	60	100	Walnut Grove	60	100
New Franklin	60	100	Wardell	60	100
New Madrid	60	100	Ware	60	100
Oak Ridge	60	100	Washington	60	100
Old Appleton	60	100	Webb City	60	100
Oran	60	100	Wellsville	60	100
Pacific	60	100	Westphalia	60	100
Patton	60	100	Wyatt	60	100

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Service Commission

## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.4. Local Service Plans

## 3.1.4.C. Free Sage 1+ Long Distance

Service Commission

Exchange	Res Plans	Bus Plans	Exchange	Res Plans	Bus Plans
<b>Kansas City Metropolitan Exchange</b>			<b>St. Louis Metropolitan Exchange</b>		
<u>Principal Zone</u>			<u>Principal Zone</u>		
Kansas City	100	100	St. Louis	100	100
<u>MCA-1 Zones</u>			<u>MCA-1 Zones</u>		
Gladstone	100	100	Ferguson	100	100
Independence	100	100	Ladue	100	100
Parkville	100	100	Mehlville	100	100
Raytown	100	100	Overland	100	100
South Kansas City	100	100	Riverview	100	100
			Sappington	100	100
			Webster Groves	100	100
<u>MCA-2 Zones</u>			<u>MCA-2 Zones</u>		
Belton	100	100	Bridgeton	100	100
Blue Springs	100	100	Creve Coeur	100	100
East Independence	100	100	Florissant	100	100
Lee's Summit	100	100	Kirkwood	100	100
Liberty	100	100	Tiffany Springs	100	100
Nashua	100	100	Oakville	100	100
			Spanish Lake	100	100
<b>Springfield Metropolitan Exchange</b>					
<u>Principal Zone</u>					
Springfield	60	100			
<u>MCA-1 Zones</u>					
Fair Grove	60	100			
Nixa	60	100			
Republic	60	100			
Rogersville	60	100			
Strafford	60	100			
Willard	60	100			

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.4. Local Service Plans

## 3.1.4.C. Free Sage 1+ Long Distance

(AT)

Exchange	Simply Savings	Simply Savings PLUS	Exchange	Simply Savings	Simply Savings PLUS
Kansas City Metropolitan Exchange Principal Zone			St. Louis Metropolitan Exchange Principal Zone		
Kansas City	100	250	St. Louis	100	250
MCA-1 Zones			MCA-1 Zones		
Gladstone	100	250	Ferguson	100	250
Independence	100	250	Ladue	100	250
Parkville	100	250	Mehlville	100	250
Raytown	100	250	Overland	100	250
South Kansas City	100	250	Riverview	100	250
			Sappington	100	250
			Webster Groves	100	250
MCA-2 Zones			MCA-2 Zones		
Belton	100	250	Bridgeton	100	250
Blue Springs	100	250	Creve Cocur	100	250
East Independence	100	250	Florissant	100	250
Lee's Summit	100	250	Kirkwood	100	250
Liberty	100	250	Tiffany Springs	100	250
Nashua	100	250	Oakville	100	250
			Spanish Lake	100	250

(AT)

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

## 3.1.4. Local Service Plans

## 3.1.4.C. Free Sage 1+ Long Distance (cont'd)

Sage Local Service Plans that include free Sage 1+ long distance minutes will be governed by the following rules and regulations.

1. The per minute rate for all direct dialed, 1+ long distance or 1+ intraLATA toll calls is \$0.05 per minute, and applies to calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands and outside the customer's local (free) calling area. The duration of each call is rounded to the next full minute.
2. Customers earn a monthly credit against their 1+ long distance and 1+ intraLATA toll charges based on the table in Section 3.1.4.C.3. If the total dollar amount of usage is less than the maximum credit allowed, then the customer earns a credit equal only to their actual usage. The credit is offered on a per line basis and is rolled up, along with usage, to the account level for purposes of calculating the monthly allowable credit. There is no carry forward of unused credits.

The credit does not apply to calling card calls, operator assisted calls, and calls made to Directory Assistance.

## 3. Maximum Allowable Credit

# of Free Minutes	Maximum <u>Credit</u>
60	\$ 3.00
100	\$ 5.00
250	\$ 12.50

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SECTION 3 - DESCRIPTION OF SERVICES  
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## 3.1. Telecommunications Services (cont'd)

## Service Commission

3.1.5 Non-Recurring Service Charges - Service charges may apply to all residential and business customers who subscribe to any of Sage's local service plans or request a move and/or change of certain types of telecommunications services.

3.1.5.A. The Installation Charge is a per order, nonrecurring charge that applies as follows:

1. Installation of local exchange service to a customer's premises for the first time.
2. Installation of additional local exchange access lines to a customer's premises.
3. A change in location of customer's equipment or service from one premise to another.
4. A temporary suspension of service at the customer's request or to change the telephone number to which suspended service calls are referred.
5. A request to change from one type of hunting arrangement to another, or rearrange central office hunting lines.
6. A restoration of service due to disconnection from nonpayment of bill for telecommunications services.

3.1.5.B. No installation charges will apply to customers converting their existing local phone service, as is, from the incumbent LEC to Sage. This also applies to existing Sage customers who change their local calling plans.

3.1.5.C. An Order Processing Fee applies as follows, on a per order basis:

1. A telephone number change made at the customer's request.
2. A change to/from the company's Regional Service.
3. The addition or deletion of any Custom Calling Feature listed in Section 3.1.8; Caller ID Service listed in Section 3.1.9; Multi-Line Hunting Service listed in Section 3.1.10; or Toll Restriction Service listed in Section 3.1.14.

The Order Processing Fee will not apply to the first customer initiated change to a line made subsequent to original service order placement

3.1.5.D. A Reconnect Fee will be applied on a per line basis for service that is restored due to suspension from nonpayment of bill for telecommunications services.

## 3.1.6. Operator Assisted Services

3.1.6.A. Operator Handled Calling - Operator Handled Calling Service is provided to Customers and Users of Sage's local exchange service. The Company will follow the standards set forth by the Commission, to include:

1. The Company will not bill for incomplete calls where answer supervision is available. The Company will remove any charges for recomplete calls upon customer notification or Company's knowledge.
2. The caller and balled party, if different from the caller, will be advised of the name of the operator service provider at the time of the initial contact.

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Service Commission 371

## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.6. Operator Assisted Services (cont'd)

Service Commission

## 3.1.6.A. Operator Handled Calling (cont'd)

3. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
4. Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company billings.
5. If local exchange company billing services are used, the name of the operator service provider will be listed on the bill if the local exchange company has multicarrier billing ability.
6. The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
7. The Company will route al 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
8. Upon request, the Company will transfer calls to, or advise how to reach other authorized interexchange carriers or the local exchange company, if billing can list the caller's actual origination point.
9. The Company will refuse operator services to traffic aggregators which block access to other companies.
10. The Company will assure that traffic aggregators will post and display information including (1) that the Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the local exchange carrier operator and other authorized interexchange carriers

In addition to charges that would otherwise apply pursuant to other Sections of this Tariff, each operator call will be assessed a charge(s) as set forth within.

1. Person-to-Person - Calls completed with the assistance of a Sage operator to a particular person, station, department or PBX extension specified by the calling party.
2. Station-to-Station- Operator assisted calls other than Person-to-Person, including intraLATA collect and third party balled calls. Collect calls to coin telephones and transfers of charges to third telephones that are coin telephones will not be accepted.

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.6. Operator Assisted Services (cont'd)

3.1.6.B. Directory Assistance - A service provided to Customers and Users of Sage's local exchange service that allows them to obtain directory assistance by calling the Directory Assistance operator.

1. Directory Assistance charges apply for all requests for which Sage's facilities are used. A maximum of two requested telephone numbers is permitted per Directory Assistance call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.
2. Non-published telephone numbers are not available from Directory Assistance Service.
3. No credit will be given for requested numbers that are non-published, or for requested telephone numbers that are not found in the directory.
4. A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call;
5. To receive a credit, the Customer must notify the Sage operator or Business Office of the problem experienced.

3.1.6.C. Directory Assistance Call Completion - Provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator. The three types of Directory Assistance Call Completion (DACC) offered areas follows:

1. Semi-Automated - The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.
2. Fully-Automated - The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" form a touch-tone telephone when prompted by the DACC announcement.
3. Person-to-Person - The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

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## SECTION 3 - DESCRIPTION OF SERVICES

~~Missouri Public~~

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.6. Operator Assisted Services (cont'd)

Service Commission

3.1.6.D. Busy Line Verification and Line Interrupt Service - Upon request of a calling party, the Company will verify a busy condition on a called line.

1. The operator will determine if the line is clear or in use and report to the calling party.
2. The operator will interrupt the call on the called line only if the calling party indicates an emergency.
3. A charge will apply when:
  - (a) The operator verifies that the line is busy.
  - (b) The operator verifies that the line is available for incoming calls.
  - (c) The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption
4. No charge will apply:
  - (a) When the calling party advises that the call is to or from an official public emergency agency.
  - (b) Under conditions other than those specified within, preceding.
5. Busy verification and interrupt service is furnished where and to the extent that facilities permit. The Customer shall identify and save Sage harmless against all claims that may arise from either party to the interrupted call or any person.

3.1.7. Telephone Directory Service - Sage, through its interconnection agreement SWBT, will provide telephone directory services to its Customers. This includes listings in SWBT's White Pages directory and directory assistance database. The following telephone directory services are offered

- 3.1.7.A. Primary Listing - Primary directory listing in both SWBT White Pages and Directory Assistance database, The listing is the actual name of the customer to whom the service is rendered, with the following exceptions:
1. For residential customers, the listing may be in the name of a member of the customer's family or household. A dual name listing may be provided for two (2) persons who share the same surname and reside at the same address (i.e., John and Jane Doe), or for a person known by two first names.
  2. For business customers, the listing may be in the name of the business or of a member, officer, employee, or representative of the business. The listing may also include the name of a division, branch or department.
  3. In the case of a business line operating at a residence, a dual name listing may be provided as described in #1 above.

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.7. Telephone Directory Service (cont'd)

Service Commission

- 3.1.7.B. White Pages Directory(s) - This service provides for the annual delivery of the White Pages directory. One (1) directory per residential household and one (1) directory per business line will be provided at no charge. Additional directories can be purchased at the request of the customer.
- 3.1.7.C. Non-Listed Service - For customers who desire their telephone numbers to be omitted from SWBT's White Pages directory, but NOT the directory assistance database.
- 3.1.7.D. Non-Published Service - For customers who desire their telephone number to be omitted from SWBT's White Pages directory, as well as the directory assistance database.
- 3.1.7.E. Regular Extra Listing - An additional listing tied to the same number and address as the primary listing. For residential customers, the listing may be the names of members of the customer's family or of other persons residing in the customer's household. For business customers, additional listings may be requested for such things as names of partners or members of the firm officers of a corporation, or the names of employees of the customer.
- 3.1.7.F. Extra Line Listing - Extra line material may be provided in the alphabetical directory when, in the opinion of Sage Telecom, it facilitates the use of telephone service. Ordinarily, an extra line will be provided only when a customer has more than one listed telephone. An extra line consists of five words or any fraction thereof. When a customer needs more than five words to properly direct calls, he may arrange for two or more extra lines. If the customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information appear on the same line, two extra listing charges apply.
- 3.1.7.G. Alternate Listing - Listing of an alternate telephone number to be called in case no answer is received at the primary call number or indicating an alternate telephone number to be called during certain periods or under certain circumstances in preference to the primary call number is permitted for customers to all classes of service. A phrase necessary to direct the method of calling and giving the number to call may be provided as an alternate listing.
- 3.1.7.H. Secretarial Listing - A customer engaged in furnishing service of a secretarial nature may contract for telephone secretarial listings for the benefit of patrons under the following conditions: (A) No physical facilities shall be provided for the use of such patrons or tenants, other than public telephone service; (B) The customer subscribing for the secretarial listings is not to permit the use of his telephone service by such patrons; (C) Secretarial listings will be accepted only upon written authorization to Sage Telecom from the patron to be listed.

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Service Commission

## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.7. Telephone Directory Service (cont'd)

3.1.7.I. Additional Listing for Rotary Number Group - Where a customer is served by two or more main lines in a series completion group arranged for a hunting operation, additional listings may be provided on any of the lines other than the first number in the group.

3.1.7.J. Foreign Listing - Used when a customer desires a listing in a directory published in an exchange other than the exchange serving the customer.

3.1.7.K. Residence Signature Listing - Distinctive directory listings available to residential customers.

3.1.7.L. Residence Family Space Listings - Allows a residential customer to list the name or nickname of the household members in the directory. The listing is set apart from the preceding and following directory listings by white space and a border forming a box around the listing. Listings may be the names or nicknames of members of the customer's family or other persons residing in the customer's household. The number of names allowed is limited to the number of letters available on two lines.

3.1.7.M. Residence Personality Logo - Allows a residential customer to add a logo to a primary or an extra listing and enclose that listing in a box frame. The customer will choose from a list of logos prepared by SWBT.

## 3.1.8. Custom Calling Features

3.1.8.A. Service Offerings available to Customer's and End Users of Sage's local exchange service on local access lines only, subject to availability from the central office serving the customer:

1. Auto Redial - Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, Auto Redial will keep trying to call the number for a maximum of thirty (30) minutes, beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. Auto Redial is available as a monthly plan or on a per use basis. Per use functionality is automatically provisioned on all lines. The customer may request to have Auto Redial taken off its lines.
2. Call Blocker - Enables the customer to block calls from pre-selected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list of up to 31 telephone numbers. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a recorded announcement.

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.8. Custom Calling Features (cont'd)

## 3.1.8.A. Service Offerings (cont'd)

Service Commission

3. Call Forwarding - Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between his Call Forwarding-equipped telephone and the telephone to which the call is being forwarded.

Includes Busy Line and Don't Answer features, as defined below. Customer may decline these additional features.

Call Forwarding - Busy Line allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network.

Call Forwarding - Don't Answer allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network.

4. Call Return - Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, Call Return will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This service will not function if the calling party's telephone number has been Call Forwarded. Also, this service will not function from a line that does not have an associated telephone number, e.g., multi-line hunting groups. Call Return is available as a monthly plan or on a per use basis. Per use functionality is automatically provisioned on all lines. The customer may request to have the per use functionality taken off its lines.

5. Call Trace - Enables the customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, Call Trace will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The customer will not be provided the results of the trace (i.e., the telephone number traced). Such call detail may be provided only to law enforcement authorities upon proper request.

For further action to be taken, the customer is required to contact Sage Telecom via the telephone number provided in the Call Trace announcement.

At its option or upon receipt of proper request from a law enforcement agency, Sage will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call trace is not available at no charge to the customer

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## SECTION 3 - DESCRIPTION OF SERVICES

## 3.1. Telecommunications Services (cont'd)

Missouri Public

## 3.1.8. Custom Calling Features (cont'd)

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## 3.1.8.A. Service Offerings (cont'd)

Service Commission

## 5. Call Trace (cont'd)

when in the judgment of Sage or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.

6. Call Waiting - Alerts a customer who is using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or terminating call.
7. Call Waiting ID Options - Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Where facilities permit, Call Waiting ID Options service will display the name and/or number of the person calling on the customer's Customer Premises Equipment (CPE). Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The Disposition Codes appear on the customer's CPE as menu options. The available options for the disposition of the second caller include:
  - Talk to the second caller.
  - Provide the caller with a busy announcement.
  - Forward the call to a "wait a minute" or "call me back" message.
  - Route the new call to a voice mail box.
  - Allow the caller to join the conversation in progress.

Call Waiting ID Options is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting, Caller ID Name and Number, and Call Waiting ID.
- b. Customer wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- c. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID options.
- d. Available only where central office facilities permit.

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## SECTION 3 - DESCRIPTION OF SERVICES

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## 3.1. Telecommunications Services (cont'd)

## 3.1.8. Custom Calling Features (cont'd)

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## 3.1.8.A. Service Offerings (cont'd)

Service Commission

8. Call Waiting ID - Allows customers to subscribe to a part of the Call Waiting ID Options service. When a person is already speaking on the telephone and receives another phone call, Call Waiting ID service will allow for the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Call Waiting ID is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting and Caller ID Name and Number.
  - b. Customers are responsible for finishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
  - c. Available only where central office facilities permit.
9. Personalized Ring - Personalized Ring service permits a customer to establish up to three telephone numbers on the same access line and to distinguish calls to each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.

When a Personalized Ring customer subscribes to any Call Forwarding feature, dependent numbers can either be forwarded to the same number as the master number or receive no forwarding treatment at all.

When a Personalized Ring customer subscribes to Call Waiting, incoming calls to the master number will activate the standard Call Waiting tone. Incoming calls to the dependent numbers will activate a distinctive Call Waiting tone per dependent number.

A directory listing is furnished per telephone number. When a customer requests the dependent numbers to be nonpublished or nonlisted, Sage Telecom will provide without charge. However, if the master number and all dependent numbers are nonpublished and/or nonlisted, the appropriate monthly rate is applicable to the master number.

10. Priority Call - Provides the customer with a distinctive ring or distinctive Call Waiting tone (if the customer has subscribed to Call Waiting and Priority Call), when the customer is called from pre-selected telephone numbers. The customer can construct or modify a telephone number screening list. Priority Call will screen incoming calls against the customer's list and provide the distinctive ring for telephone numbers on the list.

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

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## 3.1.8. Custom Canine Features (cont'd)

## 3.1.8.A. Service Offerings (cont'd)

Service Commission

11. Remote Access to Call Forwarding - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "\*" and "#". All charges incurred to access the remote number will be billed appropriately.
12. Selective Call Forwarding - Provides the customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. The customer may construct or modify a telephone number screening list. Selective Call Forwarding will screen incoming calls against the customer's list and forward only those calls from telephone numbers on the list. The maximum amount of telephone numbers available for each customer's list may vary depending on switch type. The Selective Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion.
13. Speed Calling 8 - 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 store up to eight (8) telephone numbers.
14. Speed Calling 30 - 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 store up to 30 telephone numbers.

For residence customers, Speed Calling 30 is obsolete except for existing Speed Calling customers at existing locations. Speed Calling 30 is available to business customers.

15. Three-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.
- 3.1.8.B. Calling features are subject to availability of facilities and compatibility with central office equipment, access lines, and customer premises equipment.
- 3.1.8.C. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding and Caller ID are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.
- 3.1.8.D. Services with call forwarding capabilities (including Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.

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SECTION 3 - DESCRIPTION OF SERVICES  
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## 3.1. Telecommunications Services (cont'd)

## Service Commission

3.1.9. Caller ID Service - Display of Calling Number and/or Name on customer provided equipment. Available to Customers and End Users of Sage's local exchange service on local access lines only. Service includes:

- 3.1.9.A. Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring.
- 3.1.9.B. Calling Name Delivery - Enables the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring.
- 3.1.9.C. Anonymous Call Rejection - Allows customer to automatically reject all calls that have been marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.
- 3.1.9.D. Calling Name and Number Blocking - Any Sage Telecom calling party may prevent the delivery of CPN and of Calling Party Name to the called party by dialing an access code (\*67 on their touch-tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activated per call blocking is available at no charge. If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Per line blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Sage: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

Caller ID subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the Calling Number and/or Calling Name transmission. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Sage assumes no liability and will be held harmless for an incompatibility of this equipment to perform satisfactorily with the network features described herein.

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## SECTION 3 - DESCRIPTION OF SERVICES

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## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.9. Caller ID Service (cont'd)

Service Commission

Subscribers will automatically be provided with both Calling Number and Calling Name delivery, subject to availability in the central office that is servicing the subscriber. If the combination of the two is not available, the subscriber will receive whatever is available, either Calling Number OR Calling Name.

Caller ID features are subject to availability of facilities and compatibility with central office equipment (for both the calling and the called parties), access lines, and customer premises equipment.

Caller ID information will not be displayed under the following conditions: (a) if the called party is off-hook; or (b) if the called party answers during the first ring interval.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

3.1.10. Multi-Line Hunting Service - This service is used to establish hunting arrangements between two or more of a customer's local exchange service access lines, and is available to Business and Residential customers. Customers may choose from one of the following hunt group arrangements:

3.1.10.A. Series Hunting- The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.

3.1.10.B. Circle Hunting- Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered, the hunting will continue until it reaches the access line that was originally called.

3.1.10.C. Preferential Hunting - Individual access lines in an access line hunt group may have an associated preferential hunt list. This hunt list specifies a hunting sequence over a predetermined subset or preferential arrangement of up to 18 access lines before proceeding to hunt through the remaining access line hunt group.

Each hunt group arrangement is subject to availability in the customer's serving central office switch. All of the lines in a hunt group arrangement must be of the same class of service (i. e., same local calling plan).

3.1.11. Maintenance of Service - The Customer shall be responsible for the payment of all related charges for each service call by a Sage employee or contractor to the customer's premises where the service difficulty or trouble results from the use of terminal equipment, communications systems or premises cable and wire on the customer's side of the demarcation point.

3.1.11.A Standard Service Call Charge - Applies for each dispatch during a normally scheduled work day where a technician is on duty. A normally scheduled work day is defined as 8AM to 5PM, Monday through Friday. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each

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SECTION 3 - DESCRIPTION OF SERVICES **Missouri Public**

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.11. Maintenance of Service (cont'd)

## 3.1.11.A Standard Service Call Charge (cont'd)

Service Commission

technician. This charge also applies to dispatches during a normally scheduled work day where the technician(s) could not access the premises.

3.1.11.B Emergency Service Call Charge – Applies for each dispatch outside a normally scheduled work day where an off duty technician is called in to perform the work. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each technician.

3.1.11.C NID Move Charge – Applies for each dispatch related to relocating the customer's Network Interface Device (NID). This charge is in addition to either the Standard or Emergency Repair Charge, which will be determined based on the time of the dispatch.

## 3.1.12. Reserved for Future Use

3.1.13. 9-1-1 Telecommunication Service - All terms and conditions set forth in this Section are applicable to the services as defined in this Tariff.

## 3.1.13.A. Service Overview

1. Sage is obligated to supply the E-911 service provider in Sage's service area with accurate information necessary to update the E-911 database at the time Sage submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
2. At the time Sage provides basic local service to a customer by means of Sage's own cable pair, or over any other exclusively owned facility, Sage will be obligated to make the necessary equipment or facility additions in the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
3. Sage will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. Sage recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by Sage.
4. Sage will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

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## SECTION 3 - DESCRIPTION OF SERVICES

**Missouri Public**

## 3.1. Telecommunications Services (cont'd)

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## 3.1.13. 9-1-1 Telecommunication Service (cont'd)

**Service Commission**

## 3.1.13.B. Regulations

1. This offering is limited to the provision and use of the digits 9-1-1 as the Universal Emergency Telephone Number (Code).

1. 9-1-1 Service is one-way service only.

2. Sage shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits 9-1-1 or to any other person who may be affected by the dialing of the digits 9-1-1. Sage's entire liability arising out of the provision of 9-1-1 Service under this tariff shall be limited as set forth in this Section and in the Rules.

3.1.14. Toll Restriction Service - An optional, central office activated, service which prohibits anyone from originating a direct dialed (1+) or an operator assisted (0 or 0+) outgoing long distance call from a designated local exchange access line. Any such calls, when attempted, will be routed to a central office announcement which will inform the user that long distance calls are restricted from that line.

Toll Restriction Service will be provided as follows:

3.1.14.A. Toll Restriction Service can be placed on any Sage local access line where the customer has subscribed to one of Sage Telecom's local service plans.

3.1.14.B. Any local access lines with Toll Restriction Service ARE eligible for any free 1+ minutes allowable under Sage's Toll/Long Distance Promotion.

3.1.14.C. For business multi-line hunt groups, each local access line in the hunting group must be equipped with Toll Restriction Service.

3.1.14.D. Toll Restriction Service will not be provided on PBX trunks, at such time as Sage offers PBX-type service.

3.1.14.E. Toll Restriction Service is subject to availability in the central office serving the Sage customer.

3.1.14.F. The types of outbound long distance calls that are restricted areas follows:

1. Any direct dialed 1+ long distance call. Examples include (1+Area Code+xxx-xxxx), (1+xxx-xxxx), (five-digit carrier access code + 1+xxx-xxxx), or (five-digit carrier access code + 1+Area Code+xxx-xxxx).

2. Any local or long distance 0+ or 0 call, even in the event of an emergency. Examples include (0+Area Code+xxx-xxxx), (0+xxx-xxxx), (five-digit tamer access code + 0+xxx-xxxx), or (five-digit carrier access code + 0+Area Code+xxx-xxxx).

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## SECTION 3 - DESCRIPTION OF SERVICES

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## 3.1. Telecommunications Services (cont'd)

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## 3.1.14. Toll Restriction Service (cont'd)

3. Any Directory Assistance call for local or long distance numbers. Examples include (1+411) and (1+555-1212).

4. Any call placed to a local DIAL 976 telephone number. Example (976-xxxx).

3.1.14.F. The types of outbound long distance calls that are restricted are as follows: (cont'd)

5. Any call to an emergency telephone number if it is a long distance call.

3.1.14.G. The customer indemnifies and saves harmless Sage Telecom from any and all claims, losses and damages that may be caused by Toll Restriction Service.

## 3.1.15. Dual Service

Dual Service, as part of an outside/physical move of telephone service, provides Sage business customers the ability to have service at both the old and the new location at the same time.

1. At the time a service order is placed to physically move telephone service, the customer may specify a period of time, not to exceed 30 days, that they want to receive Dual Service.
2. Dual Service can be provided as long as the customer's new location is served by the same Central Office, which is normally the case when the customer is able to keep their existing phone number(s).
3. Dual service begins on the Service Order Completion (SOC) date of the new service, and extends for the number of days specified by the customer at the time of the order.
4. The number of days specified by the customer at the time of the order CANNOT be changed.
5. When Dual Service is disconnected after the specified period of time, there may be a slight outage. The outage, if there is one, should not be significant.
6. The per line rate of \$25 is the same whether the service period is one day or 30 days. This is a non-recurring charge.
7. This service replaces coordinated moves. Coordinated (i.e. after hours) move are no longer an option.

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## SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

## 3.1. Telecommunications Services (cont'd)

REC'D JAN 10 2002

## 3.1.16. Feature Packaging

- 3.1.16.A. Feature Package No. 2 - Consists of a select number of custom calling features. The customer pays a flat monthly fee for the ability to access each of the features. Feature Package No. 2 is available to residential and business customers who subscribe to one of the company's local service plans.

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The following customer calling features are included in Feature Package No. 2:

Auto Redial  
Call Blocker  
Call Forwarding  
Call Return  
Call Trace  
Call Waiting  
Caller ID  
Priority call  
Selective Call Forward  
Speed Calling 8  
Three-Way Calling

At the customer's request, Call Waiting may be eliminated from the package. However, no credit will be given.

Feature Package No. 2 is subject to the availability and limitations specified in the tariffs for the individual services.

- 3.1.16.B. Feature Package No. 3 - Consists of a select number of custom calling features. The customer pays a flat monthly fee for the ability to access each of the features. Feature Package No. 3 is available to residential and business customers who subscribe to one of the company's local service plans.

The following customer calling features are included in Feature Package No. 3:

Call Forwarding  
Call Waiting  
Three-Way Calling

Feature Package No. 3 is subject to the availability and limitations specified in the tariffs for the individual services.

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## SECTION 3 - DESCRIPTION OF SERVICES

REC'D JAN 10 2002

## 3.1. Telecommunications Services (cont'd)

- 3.1.17. Tell-A-Friend Program - This program provides a one-time credit to local exchange service customers of Sage for referring a local exchange service customer to Sage and who choose Sage as their long distance carrier.

The credit is in addition to any other allowable promotional credits.

Referring customers can earn a credit for each customer referred, provided they meet all terms and conditions of the program.

Referred customer must remain a Sage local exchange service customer for a minimum of thirty (30) days. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to thirty (30) days from their service date.

The issuance of any allowable credit will occur once the referred customer has been a Sage local exchange service customer for at least thirty (30) days, and will appear on the customer's bill after the 30-day period.

## 3.1.18. Number Intercept Treatment

Upon changing a customer's telephone number, Sage will make known to the customer that Sage will intercept all calls to a customer's former telephone number and give out the new number, at no charge to the customer, provided the customer desires this service. The service will be provided for a minimum of 30 days.

## 3.1.19. Number Portability

Sage does not provide Number Portability Service.

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## SECTION 4 - RATES AND CHARGES

4.1. Local Exchange Service - The following rates and charges are applicable to Residential and Business Customers.

4.1.1. Non-Recurring Service Charges - All rates are per service order, except as noted.

4.1.1.A. Effective October 24, 2003, the following rates apply to all Sage customers.

Service Charge Type	Residence	Business
Installation Charge, per line	<b>\$ 38.00</b>	<b>\$ 57.00</b>
Order Processing Fee:		
Telephone Number Change	<b>\$ 25.00</b>	<b>\$ 25.00</b>
All Others	<b>\$ 5.00</b>	<b>\$ 5.00</b>
Referral Message Fee	<b>\$ 10.00</b>	<b>\$ 10.00</b>

4.1.1.B. Effective October 24, 2003, the following rates no longer apply to Sage customers.

Service Charge Type	Residence	Business
Installation Charge, per line	<b>\$ 45.00</b>	<b>\$ 57.00</b>
Order Processing Fee:		
Telephone Number Change	<b>\$ 25.00</b>	<b>\$ 25.00</b>
All Others	<b>\$ 5.00</b>	<b>\$ 5.00</b>
Referral Message Fee	<b>\$ 10.00</b>	<b>\$ 10.00</b>

4.1.1.C. Reconnect Fee:

Residence	<b>\$ 38.00 per line</b>
Business	<b>\$ 57.00 per line</b>

4.1.2. Monthly Local Service Plan Charges- All rates are per line.

4.1.2.A Residential	Monthly Rate	
Basic Local Service	<b>\$25.00</b>	
Home Choice Plan		
St. Louis & Kansas City Metropolitan Exchanges	<b>\$24.90</b>	
All Other Exchanges	<b>\$29.00</b>	
Home Choice with Regional Coverage	<b>\$39.00</b>	
Metropolitan Plan	<b>\$34.00</b>	
Metro Service with Regional Coverage	<b>\$44.00</b>	
Sage Unlimited Plan		
St. Louis & Kansas City Metropolitan Exchanges	<b>\$44.90</b>	
All Other Exchanges	<b>\$49.00</b>	
Sage Unlimited Plan with metro calling	<b>\$54.00</b>	
Simply Savings	<b>\$24.90</b>	(NR)
Simply Savings PLUS	<b>\$29.90</b>	
Simply Savings COMPLETE	<b>\$49.90</b>	(NR)

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SECTION 4 - RATES AND CHARGES

4.1 Local Exchange Service (cont'd)

4.1.2. Monthly Local Service Plan Charges - All rates are per line. (cont'd)

4.1.2.B.	Business		(MT)
		<b><u>Monthly Rate</u></b>	
	Basic Local Service	<b>\$29.00</b>	
	Business Choice Plan	<b>\$34.00</b>	
	Business Choice with Regional Coverage	<b>\$54.00</b>	
	Metropolitan Plan	<b>\$44.00</b>	
	Metro Service with Regional Coverage	<b>\$64.00</b>	

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## SECTION 4 - RATES AND CHARGES

## 4.1. Local Exchange Service (Cont'd)

## 4.1.3. Operator Assisted Service Rates

## 4.1.3.A. Operator Handled Calling

In addition to applicable Usage charges, the following operator-assisted charges will apply

Person-to-Person	
Local	<b>\$ 2.75 per call</b>

Station-to-Station	
Local - Fully/Semi Automated	<b>\$ 1.00 per call</b>
Local - Non Automated	<b>\$ 1.25 per call</b>

The term "Local" is meant to mean a call placed to a point within the Customer's local calling area as defined by the applicable local service plan.

## 4.1.3.B. Directory Assistance Service

Directory Assistance	
Direct Dialed	<b>\$ 0.75 per call</b>
Via Operator	<b>\$ 0.75 per call</b>
Fully-Automated	
Sent-Paid	<b>\$ 0.00 per call</b>
Collect	<b>\$ 1.00 per call</b>
Bill to 3 <sup>rd</sup> Number	<b>\$ 1.00 per call</b>
Semi-Automated	
Sent-Paid	<b>\$ 1.00 per call</b>
Collect	<b>\$ 1.25 per call (CR)</b>
Bill to 3 <sup>rd</sup> Number	<b>\$ 1.25 per call (CR)</b>
Person-to-Person	<b>\$ 2.75 per call</b>

## 4.1.3.C. Busy Line Verification and Line Interrupt Service

Busy Line Verification	<b>\$ 1.50 per request</b>
Line Interrupt	<b>\$ 2.00 per request</b>

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## SECTION 4 - RATES AND CHARGES

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## 4.1. Local Exchange Service (Cont'd)

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## 4.1.4. Telephone Directory Service Rates

Service Type	Set-up Charge	Monthly Rate
Non-Listed Service		
Primary Line	*	\$ 1.40
Additional Line	*	\$ 1.40
Non-Published Service	*	\$ 1.85
Regular Extra Listing		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Extra Line Listings		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Alternate Listings		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Secretarial Listings	*	\$ 4.00
Add'l Listings - Rotary No. Group	*	\$ 4.00
Foreign Listings		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Residence Signature Listing	*	\$ 3.00
Residence Family Space Listings	*	\$ 5.00
Residence Personality Logo		\$ 5.00

\* Set-up Charges for newly created listings apply as follows:

	Rate
Residential	\$ 6.00
Business	\$ 9.50

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## SECTION 4 - RATES AND CHARGES

## 4.1. Local Exchange Service (Cont'd)

Missouri Public

## 4.1.5. Custom Calling Features Rates (Monthly rates unless otherwise noted.)

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Feature	Res	Bus
Anonymous Call Rejection	\$ 2.00	\$ 3.00
Auto Redial	\$ 2.00	\$ 3.00
Auto Redial (per occurrence)	\$ 0.75	\$ 0.75
Call Blocker	\$ 2.00	\$ 3.00
Call Forwarding	\$ 2.00	\$ 4.00
Call Return	\$ 2.00	\$ 3.00
Call Return (per occurrence)	\$ 0.75	\$ 0.75
Call Trace (per occurrence)	\$ 6.00	\$ 6.00
Call Waiting	\$ 4.00	\$ 5.00
Call Waiting ID Options	\$ 2.00	\$ 3.00
Call Waiting ID	\$ 2.00	\$ 3.00
Personalized Ring	\$ 2.00	\$ 4.00
Priority Call	\$ 2.00	\$ 3.00
Remote Access to Call Forwarding	\$ 2.00	\$ 3.00
Selective Call Forward	\$ 2.00	\$ 3.00
Speed Calling 8	\$ 2.00	\$ 3.00
Speed Calling 30	\$ 2.00	\$ 3.00
Three-Way Calling	\$ 2.00	\$ 3.00
Three-Way Calling (per occurrence)	\$ 0.75	\$ 0.75

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## 4.1.6. Caller ID Service

	Monthly Rate
Residential	\$ 5.00
Business	\$ 8.00

## 4.1.7. Multi-Line Hunting Service Rate

	Monthly Rate
Residential, per line	\$ 1.00
Business, per line	\$ 2.00

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## SECTION 4 - RATES AND CHARGES

## 4.1. Local Exchange Service (Cont'd)

## 4.1.8. Maintenance Visit Charge

Charge Type

Standard Service Call Charge

Emergency Service Call Charge

NID Move

Monthly Rate

**\$50.00****\$300.00**\$100.00 plus Standard  
or Emergency charge

## 4.1.9. Reserved for Future Use

## 4.1.10. Toll Restriction Service

Per local access line

Monthly Rate

**\$ 15.00**

## 4.1.11. Dual Service

Per local access line

Monthly Rate

**\$ 25.00**

## 4.1.12. Feature Packaging

## 4.1.12.A. Feature Package No. 2

Residential

Business

Monthly Rate

**\$ 20.00****\$ 20.00**

## 4.1.12.B. Feature Package No. 3

Residential

Business

Monthly Rate

**\$ 5.00****\$ 8.00**

## 4.1.13. Tell-A-Friend Program

Amount of credit

Per customer **\$ 10.00**

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GENERAL EXCHANGE TARIFF

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Fourth Revised Page 1  
Cancels Third Revised Page 1

OPERATOR SERVICES

I. BUSY VERIFICATION SERVICE

A. GENERAL

1. Busy Verification Service is furnished to customers upon request to provide Line Status or Busy Interrupt for a requested line or trunk.
2. This service is provided where facilities exist for Line Status or Busy Interrupt through a Telephone Company operator.
3. The provision of Line Status involves an operator determining the condition of a line or trunk that a customer requests to be checked. The status of this line or trunk is verified to the customer for a charge as listed below.
4. The provision of Busy Interrupt involves an operator interrupting a line or trunk that a customer requests to be checked. Information concerning the Busy Interrupt to this line or trunk is passed to the customer for a charge as listed below.
5. No request will be processed on a collect or reversal of charge basis.

B. CHARGES

The charges listed below are in addition to the rates and charges associated with local or Long Distance Message Telecommunications Service.

1.	Per Request	Charge	
(a)	Line Status	\$ .45	
(b)	Busy Interrupt	\$ .95	(1)

No charge will apply if the line situation indicates a trouble condition. No charge applies when the request is identified as an emergency request by the customer and originates from or to emergency agencies, such as 911 service, police, fire, rescue, or ambulance.

ISSUED:  
October 25, 2002

BY: Richard D. Lawson  
State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

EFFECTIVE:  
December 18, 2002

## GENERAL EXCHANGE TARIFF

UNITED TELEPHONE COMPANY  
OF MISSOURI

Original Page 2

## OPERATOR SERVICES

## II. DIRECTORY ASSISTANCE (D.A.) SERVICE

## A. GENERAL

1. The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory information in the same local calling area or in the same Home Numbering Plan Area (HNPA).

## B. ALLOWANCES

1. A customer is allowed direct dialed Directory Assistance calls at no charge in accordance with the following schedule:

<u>Type of Service</u>	<u>Allowance</u>
Flat and measured rate residence and business Exchange Access Lines.	Three direct-dialed Directory Assistance Service calls per line, per month.
Flat and measured rate Private Branch Exchange and Key System Access Trunks.	Three direct-dialed Directory Assistance Service calls per line, per month.
2. A maximum of two telephone numbers may be requested per call to a directory assistance attendant.	
3. Third number, special billing number or Telephone company calling card directory assistance calls are not included in the monthly allowances, and are always billed, except to those customers exempted by the Telephone Company's tariff.	
4. No credit will be given for requested telephone numbers that are non-published or otherwise not found in the telephone directory.	

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September 17, 1992BY: Richard D. Lawson  
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319 Madison  
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GENERAL EXCHANGE TARIFF

SPRINT MISSOURI, INC.  
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Sixth Revised Page 3  
Cancels Fifth Revised Page 3

OPERATOR SERVICES

II. DIRECTORY ASSISTANCE (D.A.) SERVICE (Cont'd)

B. ALLOWANCES (Cont'd)

5. No credit will be given for any unused portion of the customer's allowance.
6. Charges for Directory Assistance Service are not applicable to calls placed from Payphone Line Service telephone service or from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory. The method of exempting those handicapped customers shall be via completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.
7. Charges for Directory Assistance service are not applicable to calls placed from a hospital which has as its principal undertaking the inpatient medical or surgical care of the sick or disabled persons.

C. RATES

1. For customer direct dialed calls to a directory assistance attendant in excess of the monthly allowance, a charge of **\$.59** per call is applicable. (1)
2. For all customer requests for Directory Assistance which are placed to a directory assistance attendant via an operator, a charge of **\$.59** per call is applicable. (1)
3. Directory Assistance service charges billed to a third number; a special billing number; or a Telephone Company calling card, will be billed at the **\$.59** rate. (1)

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GENERAL EXCHANGE TARIFF

SPRINT MISSOURI, INC.  
d/b/a SPRINT

Third Revised Page 3.1  
Cancels Second Revised Page 3.1

OPERATOR SERVICES

III. NATIONAL DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. National Directory Assistance Service is provided to customers of the Telephone Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area, as defined in Section 40 II.A.1. of this tariff.
2. National Directory Assistance Service is available only in exchanges for which the Telephone Company provides local operator services.

B. REGULATIONS

1. There are no call allowances or exemptions for National Directory Assistance Service.
2. A maximum of two requested telephone numbers is allowed per call.
3. The rate in C.2. following applies to each call to National Directory Assistance, even if one of the numbers requested is in the local Directory Assistance service area.
4. In locations where the customer has the capability to direct dial National Directory Assistance but places the call to the National Directory Assistance Service attendant via an operator, the operator handled service charges listed in Section 40 V.B. apply in addition to the rate in C.2. following.
5. This service may be alternately billed, i.e., billed to a third number; a special billing number; or a Telephone Company calling card.
6. National Directory Assistance Service is not available from Payphone Line Service.

(CP)  
(CP)

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GENERAL EXCHANGE TARIFF

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Original Page 3.2

OPERATOR SERVICES

III. NATIONAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

(N)

C. CHARGES

1. Charges apply to each call placed to National Directory Assistance Service.

2. Charge per call  
\$ .95  
plus operator handled service  
charges, if applicable

(N)

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State Executive, External Affairs  
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Jefferson City, MO 65101

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## GENERAL EXCHANGE TARIFF

SPRINT MISSOURI, INC.  
d/b/a SPRINT

First Revised Page 3.3  
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## OPERATOR SERVICES

## IV. DIRECTORY ASSISTANCE CALL COMPLETION

## A. GENERAL

1. Local Directory Assistance Call Completion (DACC) service provides customers who dial Directory Assistance the option of having the requested telephone number automatically dialed and the call completed by the automated Directory Assistance System.

When the customer receives the requested directory number from the automated Directory Assistance System, the customer hears the DACC announcement prompt offering to automatically dial the requested telephone number. DACC is activated by the customer when the customer depresses a specific digit on a touch-tone telephone during the DACC announcement prompt.

2. DACC will be furnished only where facilities permit and where the service used by the customer can support all billing requirements for the service.
3. Only the second provided Directory Assistance telephone number may be dialed and completed by DACC if two Directory Assistance requests are made during the same call.

## B. RATES AND CHARGES

1. Alternate billing arrangements such as collect, third number, or calling card calls are not available for DACC.
2. DACC charges are not applicable to handicapped customers who are exempt from Directory Assistance charges.
3. The DACC service charge applies for all completed calls in addition to the appropriate Directory Assistance charge and other applicable charges. If a call is not completed (i.e. busy or no answer), the DACC service charge does not apply.

	<u>RATE</u>	
(a) Directory Assistance Call Completion Charge, per call sent non-coin	<b>\$.32</b>	(1)
(b) Directory Assistance Call Completion Charge, per call sent paid payphone telephone	<b>\$.25</b>	

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State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

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GENERAL EXCHANGE TARIFF

SPRINT MISSOURI, INC.  
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Third Revised Page 4  
Cancels Second Revised Page 4

OPERATOR SERVICES

V. LOCAL OPERATOR ASSISTANCE

A. GENERAL

1. Local Telecommunications Service is that of furnishing telephone communications within local service areas.
2. Local operator assistance is furnished to customers upon request in order to complete local calls.
3. Three classes of Local Service are offered: Dial Station-to-Station Service; i.e., Local Measured and Flat Rate, Operator Station-to-Station Service, and Person-to-Person Service. These definitions are found in the Long Distance Message Telecommunications Service tariff and these definitions apply to local calls as well.
4. Dial Station-to-Station class of service applies to operator Station-to-Station calls placed sent paid from residence service lines or trunks which are certified by a qualified authority as services of persons who are disabled and unable to dial telephone numbers. All Station-to-Station calling card calls charged to the certified line are subject to the charges in B.1. following.
5. Certification is provided upon the customer's written application to the Telephone Company for each residence line to be included. Certification becomes effective with the bill following approval of the application. Requests to change to or from certification are not subject to charge. Customers may verbally identify themselves as being unable to dial a call because of their disability. Only the Dial Station-to-Station charges will apply to these sent-paid calls.
6. Customers who identify themselves as being disabled and unable to dial the call will not be required to pay the operator-assisted charge for sent-paid Station-to-Station calls from Payphone Line Service telephones.
7. When an operator is used to complete a local call, the charges appearing in B.1., 2. and 3., following apply.

(CT)

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BY: Richard D. Lawson  
State Executive, External Affairs  
319 Madison  
Jefferson City, MO 65101

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March 24, 2000



## GENERAL EXCHANGE TARIFF

SPRINT MISSOURI, INC.  
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Ninth Revised Page 5  
Cancels Eighth Revised Page 5

## OPERATOR SERVICES

## V. LOCAL OPERATOR ASSISTANCE (Cont'd)

## B. CHARGES

	<u>Charge</u>	
1. For Operator Station-to-Station calls where automatic recording equipment for operator assisted calls is available and the person originating the call dials zero, the telephone number desired, and the call is billed to the calling card or special billing number, a charge will be assessed per call. This also applies when no automatic recording equipment for operator assisted calls is available in order to complete a calling card or special billing number call.	<b>\$ .32</b>	( 1 )
2. For all other Operator Station-to-Station calls, a charge will be assessed per call.	<b>\$1.35</b>	( 1 )
3. For Person-to-Person calls, a charge will be assessed per call.	\$2.95	
4. The charges for local operator assistance are in addition to the rate for each local message originating from a Payphone Line Service Telephone.		
5. Operator assistance charges on local calls will be in addition to any local usage charges and any local service charges.		
6. Local operator assistance charges will not apply to calls placed to the Telephone Company Business Office, Telephone Company Repair Service, or emergency agencies, such as police, fire, rescue or ambulance.		
7. This charge will not be subject to any discounts.		
8. A customer will not be billed for incomplete calls.		

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## Business Customer Local Exchange Services Tariff

MAR 17 2000

## SECTION 3 - SERVICE DESCRIPTIONS

**MISSOURI  
Public Service Commission**

- 3.1 General – Business Services consist of the services offered pursuant to this tariff, either individually or in combination. Each service is offered independently of the other and is offered via Teligent's facilities, conventional network elements purchased from other local exchange carriers, or via resale of facilities of other local exchange carriers for the transmission of one-way or two-way communications, unless otherwise noted. Business Services provide a Customer with a connection to Teligent's switching network that enable the Customer to:

1. Receive calls from other stations on the public switched telephone network;
2. Access Teligent's services as set forth in this tariff;
3. Access intrastate, interstate, and international calling services provided by Teligent or another certified common earner of the Customer's choice;
4. Access (at no additional charge) Teligent's operators and business office for service related assistance;
5. Access toll-free telecommunications services such as 800 NPA; and
6. Access 9-1-1 service for emergency calling.

- 3.1.1 Service is furnished only for use by the Customer, its guests, employees, and business associates.

- 3.1.1.A Service is available whenever the use of the service is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use. Business rates are applicable to:

1. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private, or parochial schools, hospitals, nursing homes, libraries, institutions, churches, and all other establishments of a strictly business nature.
2. Any location where a business designation is provided or when a title indicating a trade, occupation, or profession is listed.
3. Service terminating solely on the answering service facilities of a telephone-answering firm will carry business rate.
4. Residential locations where the Customer has no regular business telephone service and the use of the service, by the Customer, members of the household, or guests, is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

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Public Service Commission**

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Issued By:

Terri B. Natoli

Vice President - Law and Regulatory  
Teligent Services, Inc.  
8065 Leesburg Pike, Suite 400  
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Tariff MO P.S.C. No. 2

Original Page No. 37

MAR 17 2000

Business Customer Local Exchange Service

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Public Service Commission

3.2 Non-Recurring Service Charges - The following charges are applicable to all services unless otherwise noted.

3.2.1 Service Connection Charges

3.2.1.A Establish Service Order (Per Order) - for the processing of a Customers' request to establish new service.

3.2.1.B Transfer of Service Order - for the relocation of existing service to a different rate demarcation point, building, or property.

3.2.1.C Change Telephone Number - applies to any Customer request that requires Teligent to change the Customer's telephone number.

3.2.1.D Charge Class of Service - applies to any Customer request for a change in service class. For example, changes in business line or trunk service.

3.2.1.E Restoration of Service - for the programming of a Customer's request to restore service after service is suspended.

3.3 Local Exchange Service - Semite provides a Customer with the ability to originate calls from a Teligent-provided access line to all other stations on the public switched telephone network bearing the designation of any central office exchange and areas included in the Customer's local calling area. Calls to destinations outside the local calling area, but within the same LATA will be charged the intraLATA rates, pursuant to this tariff. Calls to destinations outside the Customer's LATA but within the same state will be charged Interexchange Communications Service rates.

3.3.1 Basis of Call - Local Service is available on a flat basis.

3.3.1.A Flat Basis - Customers are assessed a monthly recurring charge for Business Line Trunk Service, including unlimited local calling.

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## Business Customer Local Exchange Services Tariff

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3.3.1.B Minimum Call Completion Rate - A Customer can expect a call completion rate (number of calls completed/number of calls attempted) of not less than 99% during peak use periods for all Feature Group D services, Charges are not made for uncompleted or unanswered calls.

## 3.3.2 Local Service Areas

- A. Service Area – Teligent’s service area consists of the St. Louis metropolitan exchange, the Kansas City metropolitan exchange, and the Springfield metropolitan exchange.
- B. Local Calling Area - Teligent concurs in the MCA Calling Scope as shown in Southwestern Bell Local Exchange Tariff PSC Mo. No. 24.

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## 3.3.2.1 Metropolitan Exchange Service

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## 3.3.2.1.A General

In the Kansas City and St. Louis Metropolitan Exchanges there is a Principal Zone, a group of Metropolitan Calling Area-1 (MCA-1) Zones and a group of Metropolitan Calling Area-2 (MCA-2) Zones.

In the Springfield Metropolitan Exchange there is a Principal Zone and a group of Metropolitan Calling Area-1 (MCA-1) Zones.

The rates specified for each zone in the Metropolitan Exchange entitle the customer to local service within the primary service area specified for that zone.

3.3.2.1.B The following are the zones included in the Kansas City Metropolitan Exchange Kansas City Metropolitan Exchange

Missouri	Kansas
Principal	Principal
Metropolitan	Metropolitan
Calling Area-1	Calling Area-1
MCA-1) Zones	MCA-1) Zones
Gladstone	Bethel
Independence	Melrose
Parkville	
Raytown	
South Kansas City	
Metropolitan	Metropolitan
Calling Area	Calling Area
MCA-2) Zones	MCA-2) Zones
Belton	Bonner Springs
Blue Springs	Olathe
East Independence	Stanley
Lee's Summit	
Liberty	
Nashua	
Tiffany Springs	

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Exchange	Exchange Included in Primary Service Area
Principal Kansas City Zone and MCA-1 Zones Gladstone Independence Parkville Raytown South Kansas City	All subscribers in the Kansas City Metropolitan Exchange and Ferrelview (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Greenwood Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.
MCA-2 Zones East Independence Tiffany Springs	All subscribers in the Kansas City Metropolitan Exchange and Ferrelview (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Greenwood Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Keamey, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point Edgerton, Holt Orrick, Oak Grove, Lone Jack Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.

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Business Customer Local Exchange Services Tariff

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Public Service Commission

Belton

All subscribers in the Kansas City Metropolitan Exchange, Ferrelview (1) and Greenwood, plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Hanisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.

Lee's Summit

All subscribers in the Kansas City Metropolitan Exchange and Ferrelview (1), Greenwood and Lake Lotawana (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Keamey, Missouri City, Buckner, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service customers.

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## Business Customer Local Exchange Services Tariff

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Public Service Comm.

All subscribers in the Kansas City Metropolitan Exchange, Ferrelview (1) and Smithville, plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Grain Valley, Greenwood, Excelsior Springs,

Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.

Blue Springs

All subscribers in the Kansas City Metropolitan Exchange, Grain Valley, Lake Lotawana (1), and Ferrelview (1); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgertonj Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harnsonville, Dearborn, Henrietta, Wellington Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freen; and Basehor, Kansas optional service subscribers.

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## Business Customer Local Exchange Services Tariff

3.3.2.1.C The following are the zones included in the St. Louis Metropolitan Exchange:

St. Louis Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 (MCA-1) Zones

Ferguson  
Ladue  
Mehlville  
Overland  
Sappington  
Riverview  
Webster Groves

Metropolitan Calling Area-2 (MCA-2) Zones

Bridgeton  
Creve Coeur  
Flonssant  
Kirkwood Oakville  
Spanish Lake

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Exchange	Exchange Areas Included in Primary Service Area
Principal St. Louis Zone	All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peter O'Fallon, Dardenne, Winfield, Troy, Old Monro Moscow Mills, Wentzville, Foristell, New Men Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm. In addition, customers in East St. Louis (1) and Granite City, Illinois (1) who subscribe to Extended Local Area Service.

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## Business Customer Local Exchange Services Tariff

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Exchange	APR 17 2000	Exchange Areas Included in Primary Service Area
MCA-1 Zones	MISSOURI	All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers Southwestern Bell's etchings of Portage Des Sioux, St. Charles, Chesterfield Manchester, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest Incorporated's (GTE's) exchanges of St. Peters, O'Fallen, Dardenne, Winfield Troy, Old Monroe, Moscow Mills Wentzville, Foristell, New Melle, Defiance and Augusta, and Orchard Farm Telephone Company's exchange of Orchard Farm.
Ferguson Ladue Overland Riverview Webster Groves	Public Service Comm.	
Mehlville		All subscribers in the St. Louis Metropolitan Exchange and Maxville; plus Optional Metropolitan Calling Area service subscribers Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield Manchester, Valley Park Fenton, Imperial, Harvester, Pond Eureka, High Ridge, Antonia, Herculaneum-Pevely Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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## Business Customer Local Exchange Services Tariff

Sappington

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MISSOURI  
Public Service Commission

All subscribers in the St. Louis Metropolitan Exchange, Fenton and Maxville; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

MCA-2 Zones

Bridgeton

Florissant

Spanish Lake

All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTB Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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## Business Customer Local Exchange Services Tariff

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All subscribers in the St. Louis Metropolitan Exchange, Manchester, Fenton and Valley Park; plus Optional Metropolitan Calling Area service Subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest Incorporated's (GTE's) exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

Oakville

All subscribers in the St. Louis Metropolitan Exchange, Maxville and Imperial; plus Optional Metropolitan Calling Area service Subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm

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All subscribers in the St. Louis Metropolitan Exchange, Chesterfield and Manchester plus Optional Metropolitan Calling Area service Subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm

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## 3.3.1.2.D Springfield Metropolitan Exchange

The following area the zones included in the Springfield Metropolitan Exchange:

Springfield Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 (MCA-1) zones

Fair Grove

Nixa

Republic

Rogersville

Strafford

Willard

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Exchange Zone	Exchange Areas Included in Primary Service Area
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## Principal Springfield Zone

All subscribers in the Springfield Metropolitan Exchange, plus Optional Metropolitan Calling Aea-2 (MCA-2) subscribers in: Southwestern Bell's exchanges of Ash Grove, Billings, Clever, Marionville, and Walnut Grove; GTE Midwest, Incorporated's (GTE's) exchanges of Elkland, Fordland, Highlandville, Hurley, Marshfield, Ozark and Sparta; Missouri Telephone Company's exchanges of Morrisville and Pleasant Hope; and Choctaw Telephone Company's exchange of Halltown.

## MCA-1 Zones

Fair Grove

Nixa

Republic

Rogersville

Strafford

Willard

All subscribers in the Springfield Metropolitan Exchange, plus (MCA-2) subscribers in: Southwestern Bell's exchanges of Ash Grove, Billings, Clever, Marionville, and Walnut Grove; GTE's exchanges of Elkland, Fordland, Highlandville, Hurley, Marshfield, Ozark and Sparta; Missouri Telephone Company's exchanges of Monisville and Pleasant Hope; and Choctaw Telephone Company's exchange of Halltown.

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- 3.3.3 Monthly Network Access Line Charges - A Customer can access Teligent's network via Business Line or Trunk Service.

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3.3.3.A Business Line Service – Service provides a Customer with a single, voice-grade communications channel to the public switched telephone network. Business Lines can terminate at a single line set, key set, fax, modem or key system. Customers that order Business Line Service pay for usage and Custom Calling Features separately. Customers must initially take a minimum of five (5) Business Lines. There is no minimum order requirement for subsequent purchases.

1. Business Line Customer Calling Features - purchased individually or as a package selected by the Customer.
  - (a) Call Forward – redirects incoming calls to another phone. This service contemplates that normal transmission performance quality cannot be guaranteed for all calls. Calls forwarded are subject to local and long distance message charges. Call Forward is incompatible with Call Waiting.

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- (a)(i) Call Forward Busy - Incoming calls are redirected to another phone when the called party's Business Line is busy, Calls are forwarded to a 1- to 32- digit phone number within or outside of the Customer's group. The forwarding phone number can either be predetermined or user programmable. The forwarding phone number can only be changed by contacting Teligent Customer Service and requesting a Service Order unless the Customer subscribes to the User Programmable Option.
- (a)(ii) Call Forward No Answer - Incoming calls are redirected to another phone when the called party's Business Line is not answered. If the Customer has selected both Call Forward Busy and Call Forward No Answer, the forwarding phone number does not have to be the same for each. Calls are forwarded to a predetermined 1- to 32- digit phone number within or outside of the Customer's group. The forward phone number can only be changed by contacting Teligent Customer Service and requesting a Service Order, unless the Customer subscribes to the User Programmable Option. The number of rings that will occur prior to the forwarding of the call is established and modified by the Service Order.
- (a)(iii) Call Forward Variable - Incoming calls are immediately redirected to a 1- to 32- digit phone number, which is selected by the Customer, within or outside the Customer's group, The Customer can change the forwarding telephone number at any time by dialing a Feature Access Code.
- (a)(iv) Call Forward Busy/No Answer - Combines the functionality of both Call Forward Busy and Call Forward No Answer.
- (a)(v) Selective Call Forward - Incoming calls from up to eleven (11) preselected numbers are automatically forwarded to another telephone number selected by the Customer. The line can be restored to normal operation at any time.

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- (a)(vi) Remote Access to Call Forward - Permits the Customer to activate, deactivate, or change the forward telephone number from a remote location. Remote Access to Call Forward is available on either a monthly or per call basis.
- (b) Three Way Call Transfer - allows a Customer to establish a call consisting of up to three participants without the use of an attendant of outside service. When the third party answers, a two-way conversation can be held before adding the original party for a three-way call. The initiator of the call controls the call and all parties will be dropped with the call initiator hangs up. The feature may be used to add a third party to either an outgoing or an incoming call. The activation of Three Way Call Transfer will disable Call Waiting.
- (c) Call Waiting - sends a tone signal while a call is in progress to indicate that a second call is waiting. By operation of the switchhook, the host call will be placed on hold so that the waiting call can be answered. Operation of the switchhook permits passage back and forth between the two calls, but a three-way conference cannot be established. The activation of Call Waiting will disable Three Way Call Transfer. Call Waiting takes precedence over Call Forward Busy. Call Waiting and Hunting are not compatible. Calls in call wait status that are ignored by the called party are not forwarded if the Business Line has the Call Forward No Answer feature. Call Waiting can be canceled either before making a particular call or while on a particular call.

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## (d) Caller ID

Caller ID is one of the products that Teligent will offer. This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the CPN of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Teligent: A private, nonprofit, tax exempt, domestic violence intervention agencies, and federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

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A customer may prevent the delivery of their calling name and or number to the called party by dialing an access code prior to placing a call. The access code will activate per call blocking which is available at no charge.

If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from customer-owned pay telephone service. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device that will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Teligent assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN reformation transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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- (e) Hunting – is a combination of two or more Business Lines connected to the central office so that incoming calls overflow to the next available Business Line if the dialed Business Line is busy. A hunt group can consist of up to sixteen (16) Business Lines, however, optimal service is obtained when between five (5) and fifteen (15) Business Lines are grouped together. Call Waiting cannot be a defined feature for a Business Line in a circular hunt group, however, Call Waiting can be configured for the last Business Line in a sequential hunt group. A hunt group of Business Lines can only be assigned one type of Hunting. There are two types of Hunting:
- (i) Circular - all Business Lines will be checked for an available line. Call Forward Busy cannot be a defined feature for a Business Line in a Circular serial hunt group.
- (ii) Sequential - only Business Lines with numbers in the hunt sequence following the dialed number will be checked for an available line.
- (f) Call Pick-Up - allows a Customer to pick up a ringing phone that is within a pre-defined Call Pick-Up group of phones by dialing a Feature Access Code. Call Pick-Up cannot pick up calls that are call waiting.
- (g) Distinctive Ringing – allows a Customer to have up to four (4) separate phone numbers, one primary and three secondary, assigned to a single Business Line. Each phone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to Customers also subscribing to Call Waiting. Distinctive Ringing is incompatible with Hunting.

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- (h) Call Rejection - allows calls from up to eleven (11) pre-specified telephone numbers to be rejected or blocked. Callers from the pre-specified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multi-line-hunting group, the call will be blocked only when the main telephone number is included as one of the pre-specified telephone numbers.

- (i) Call Trace

Customers, situated in an area also served by SWBT, receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by Teligent or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the Customer to dial an access code to automatically request that the following information be recorded:

- a. The originating telephone number
- b. The date and time of the call
- c. The date and time call trace was activated

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll-free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Teligent for further instructions. Activation of Call Trace never authorizes Teligent to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or unable to resolve the case it may be necessary to place a manual trap on the customer's telephone line.

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- (i) Priority Ringing - differentiates incoming calls from up to eleven (11) preselected telephone numbers by signaling with a distinctive ringing pattern. If Call Waiting is also subscribed to, a distinctive tone is heard for the selected set of numbers. The distinctive ring/tone that identifies the numbers on the Priority Ringer List is the same for all the numbers on the list.
- (k) Anonymous Call Rejection - allows a Customer, with or without Caller ID, to reject calls for which calling name/number display information has been intentionally blocked. If this feature is assigned to the main number of the hunt group, then the rejected incoming call will continue to hunt rather than be completely rejected.
- (l) Speed Call - an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available:
  - (i) Speed Call 8 - Consists of a maximum of eight (8) stored numbers that can be dialed by entering an \* and 1-digit code, which can be from 2 to 9.
  - (ii) Speed Call 30 - Consists of a maximum of thirty (30) stored numbers that can be dialed by entering an \* and 2-digit code, which can be from 20 to 49. The Speed Call 30 codes cannot conflict with any other Feature Access Codes.

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- (m) Repeat Dialing – allows calls to be automatically redialed when the first attempt reaches a busy number or is not answered. The line is checked every forty-five (45) seconds for up to thirty (30) minutes and alerts the originating telephone line with a distinctive ringing pattern when the busy number and the originating line are free. Calls may continue to be made and received while the feature is activated.
- (n) Return Call – allows a Customer to automatically redial the last incoming call, whether answered or not.
- (o) Touch-Tone – provides for the origination of calls using tone-type address signaling.

**3.3.4 Dialing Restriction**

3.3.4.A 900/976 – Teligent will block calls to 900/976 numbers unless the Customer requests that these calls be completed. Teligent will unblock 900/976 calls free of charge.

3.3.4.B Class of Service - Customers may select a Class of Service for each Business Line and Trunk. The Class of Service will determine the calls that are blocked from each Business Line or Trunk. Teligent offers nine (9) Class of Service categories as follows:

1. UNREST – Unrestricted. No calls are blocked.
2. NO900 – No calls, except those to 900/976 numbers are blocked. This is Teligent's default setting.
3. 911611 – Only allows calls to 911 and 611.
4. CARD – Only allows calls to 911, 611, 1-800/888/877, 950, 0-, 0+, and 0+0.
5. LOCAL – Only allows local and intraLATA toll calls, and calls to 911, 611, 1-800/888/877, 950, 0-, 0+, and 0+0.
6. NOTOLL – Only allows local calls, and calls to 911, 611, 1-800/888/877, 950, 0-, 0+, and 0+0.
7. NOINTL – Allows all call types except international (011+ and 01+).
8. LOCLDA – Only allows local calls, 911, 611, 1-800/888/877, 950, 0-, 0+, 0+0, and 411/555-1212/NPA-555-1212.
9. NODA – Allows all calls except 411/555-1212/NPA-555-1212.

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3.3.5 Trunk Service – Service provides a Customer with a voice-grade communications connection to the public switched telephone network.

3.3.5.A Trunk Types – The following Trunk types are available:

1. Analog Trunk - Provides the Customer with a single, voice-grade telephonic communications channel for connection of Customer-provided PBXs to the public switched telephone network. Customers must initially take a minimum of five (5) trunks. There is no minimum order requirement for subsequent purchase.
2. Digital Trunk - Provides the Customer with a DS1 circuit that can carry 1.544 Mbps of traffic. The Digital Trunk is time division multiplexed into 24 channels, which can be individually provisioned for a DID or Two-Way DID services. Digital Trunks are only available in whole units. DID and Two-Way DID channel charges apply per channel, and are in addition to the basic Digital Trunk rate.

3.3.5.B Provision of Trunks – Trunks can be provided as follows:

1. Basic - The connection can be used to carry inbound, outbound, and two-way traffic.
2. Direct Inward Dialing (DID) – DID service allows inbound traffic to directly access a particular station without going through an attendant. DID Trunks transmit the dialed digits for all incoming calls, allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. DID Trunks are furnished where operating conditions and the availability of facilities exist. Customers who purchase DID and Two-Way DID services are required to purchase DID Number Blocks.

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3. Two-Way DID - Two-Way DID service allows both inbound and outbound traffic between an outside call and a particular station without going through an attendant. Two-Way DID Trunks transmit the dialed digits for all incoming calls, allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Two-Way DID Trunks are furnished where operating conditions and the availability of facilities exist. Customers who purchase DID and Two-Way DID services are required to purchase DID Number Blocks.
4. Trunk Customer Calling Features – The following Customer Calling Features are available with Trunk Service.
  - a. Hunting - A combination of two (2) or more Trunks connected to the central office so that incoming calls overflow to the next available Trunk if the dialed number is busy. A hunt group can consist of up to sixteen (16) Trunks. There are types for Serial:
    - (i) Circular - All Trunks will be checked for an available line. Call Forward Busy cannot be a defined feature for a Trunk in a circular serial hunt group.
    - (ii) Sequential – Only Trunks with numbers after the dialed number will be checked for an available line.
  - b. Multi-Line Hunting – A combination of two (2) or more Trunks connected to the central office so that incoming calls overflow to the next available Trunk if the dialed number is busy. A hunt group can consist of up to sixteen (16) Trunks. Multi-Line Hunting requires that only one phone number be assigned to the multiple trunks in a hunt group. The only option of Multi-Line Hunting is sequential since the number dialed is linked to the first trunk in the hunt group.

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- c. Call Forward No Answer-Incoming calls are redirected to another phone when the called party's Business Line is not answered. If the Customer has selected both Call Forward Busy and Call Forward No Answer, the forwarding phone number does not have to be the same for each. Calls are forwarded to a predetermined 1- to 32- digit phone number within or outside of the Customer's group.

3.3.6 Monthly Subscriber Line Charge - A Monthly Subscriber Line Charge applies to all services.

3.3.7 Directory Services

3.3.7.A Directory Assistance - allows Customers and Users of Teligent's services (excluding 800 services) to obtain Directory Assistance in determining telephone numbers within Missouri by calling the Directory Assistance Operator. Calls to Directory Assistance can be either direct dialed by the Customer or End User by dialing 4-1-1, or placed by a Teligent operator.

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1. Directory Assistance Charges – Charges apply for all requests for which Teligent's facilities are used. A maximum of two requested telephone numbers is permitted per Directory Assistance call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.
  - a. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, as specified in this tariff, plus the charge for Directory Assistance.
  - b. A credit will be given for calls to Directory Assistance when:
    - (i) The Customer experiences poor transmission or is cut-off during the call.
    - (ii) The Customer is given an incorrect telephone number, or the Customer inadvertently misdials an incorrect Directory Assistance.
  - c. To receive a credit, the Customer must notify the Teligent operator or Business Office of the problem experienced.
  - d. The Customer will not be charged in the following circumstances:
    - (i) To reach the called Directory Assistance Service number when attempts by the Customer to direct dial such a call cannot be completed.
    - (ii) Charges for Directory Assistance are not applicable to calls placed to the Directory Assistance Service attendant from hospital services; or, to calls placed to the Directory Assistance Service attendant from telephones where the Customer has been affirmed in writing as unable to use a Teligent provided directory because of a visual, physical, or reading handicap, including calls made by such handicapped persons from their place of employment.

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2. Call Complete - Customers have the ability to have the number requested from Directory Assistance to be automatically dialed.
  - a. Calls automatically completed using Call Complete are subject to a surcharge and any other applicable rates for the call. The Call Complete surcharge is applied only to completed calls.

3.3.7.B Telephone Directory Service - Teligent, in contract with the Incumbent Local Exchange Carrier (ILEC), will provide telephone directory services to its Customers. Directory Service is composed of alphabetical and street address directories.

1. Primary Phone Number Listing – Each Customer can list its primary phone number free of charge. Teligent will provide a Primary Phone Number Listing that will entitle the Customer to a listing in the 411/Directory Assistance database, White Pages, and Yellow Pages that are specific to the ILEC area in which the Customer's phone number is located. The listing will consist of a straight-line listing consisting of the Customer's name, business address, and primary phone number.
2. The Customer may request listed non-listed or non-published listing services from Teligent.
  - a. Listed - The phone number is listed in the 411 database, the White Pages, and the Yellow Pages.
  - b. Non-Listed – The phone number is listed in the 411 database only.
  - c. Non-Published - The phone number is not listed in the 411 database, or in the White Pages or Yellow Pages.
3. Gold/Vanity Numbers - Customers can request a special or particular telephone number. For example, one ending in "00" or "0".

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## 3.3.8 Operated Assisted Services

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3.3.8.A Operator Handled Calling-Operator Handled Calling Service is provided to Customers and Users of Teligent's calling services. Teligent's Operator Services are supplied by a third party and provided to the customer under Teligent's name.

## 1. Charge Details

- a . Teligent will not bill for incomplete calls where answer supervision is available. Teligent will not bill for incomplete calls and will remove any charges for incomplete calls upon (I) subscriber notification, or (ii) Teligent's knowledge,
- b . The caller and billed party, if different from the caller, will be advised that Teligent is the operator service provider at the time of the initial contact.
- c . Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d . Only tariffed rates approved by the Commission for Teligent shall appear on any local exchange telephone company (LEC) billings.
- e . Companies shall be listed on the LEC billing if the LEC has multicompany billing ability.
- f . Teligent will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- g . Teligent will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h . Upon request, Teligent will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.
- i . Teligent will refuse operator services to traffic aggregators that block access to other companies,
- j . Teligent will assure that traffic aggregators will post and display information including: (1) that Teligent is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

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## 3.3.8.B Operator Service Charges

In addition to charges that would otherwise apply pursuant to other sections of this tariff, each operator call will be assessed a charge(s) set forth within. Calls can be billed collect to the end user's calling card, or to a third party as described below.

1. Collect Calls - Calls where the called person agrees to pay for the call. Teligent offers two types of collect calls. A Customer can request free of charge, that collect calls not be billed to their Business Lines or Trunks.
  - a. Person-to-Person - Calls completed with the assistance of a Teligent operator to a particular person, station, department or PBX extension specified by the calling party.
  - b. Station-to-Station - Operator assisted calls other than Person-to-Person. Calls may be dialed with or without assistance of Teligent's operator. Collect calls to coin telephones and transfers of charges to third telephones that are coin telephones will not be accepted.
2. Third Party Billed Cards-Calls where the Customer requests that the phone call be charged to a third party's phone number. If the originating caller is calling from a payphone, the third party number is called. The third party has to answer the phone and accept the charges before the operator completes the call. A Teligent Customer can request, free of charge, that the third party calls not be billed to their Business Lines or Trunks.

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3.3.8.B Busy Line Verification and Line Interrupt Service – Upon request of a calling party, the Company will verify a busy condition on a called line.

1. The operator will determine if the line is clear or in use, and report to the calling party.
2. The operator will interrupt the call on the called line only if the calling party indicates an emergency.
3. A charge will apply when:
  - a. The operator verifies that the line is busy.
  - b. The operator verifies that the line is available for incoming calls.
  - c. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.
4. No charge will apply when:
  - a. When the calling party advises that the call is to or from an official public emergency agency.
  - b. Under conditions other than those specified within, preceding.
5. Charges for verification and interruption may be billed to a third number or a Teligent issued calling card.
6. Busy Line Verification and Line Interrupt Service is furnished where and to the extent that facilities permit. The Customer shall indemnify and save Teligent harmless against all claims that may arise from either party to the interrupted call or any person.

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## 3.3.9 Universal Emergency Number Service (911)

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- 3.3.9.A Teligent is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database at the time Teligent receives customer orders.
- 3.3.9.B At the time Teligent provides basic local service to a customer by means of its own facilities, or over any other exclusively owned facility, Teligent will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 3.3.9.C Teligent will be obligated to provide facilities to route calls from the end users to the proper PSAP. Teligent recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by Teligent.
- 3.3.9.D Teligent will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190-310.

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## 3.3.10 Individual Case Basis (ICB) Arrangements

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Rates for Dedicated Access and Private Lines will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover Teligent's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission staff upon request on a proprietary basis. ICB rates are not offered for switched service.


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## 3.4 Number Portability Service

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Number Portability Service applies to an interconnection arrangement between Teligent and the connecting company. This service enable the connecting company to provide basic local exchange service within the State of Missouri to a given customer(s) that wish to retain their telephone number(s), assigned by Teligent. The connecting company may choose from two options:

## A. Direct Inward Dialing

Direct Inward Dialing (DID) option for number portability is a service which permits incoming dialed calls to a telephone number, assigned to Teligent, to be forwarded to a connecting company end office over Direct Inward Dial (DID) facilities, Teligent will deliver the called number to the connecting company via the connecting company-provided trunk for call completion.

## B. Remote Call Forwarding

Remote Call Forwarding (RCF) option for number portability is a service which permits incoming dialed calls to a telephone number, assigned to Teligent, to be forwarded to a connecting company end office, utilizing a call forwarding of Teligent's end office switch.

## 3.4.1 Rules and Regulations

Number portability and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices. Number portability services and facilities are not offered for Teligent's coin telephone service.

When the exchange service offering(s) associated with number portability services are provisioned using remote switch, number portability service is available from host central offices.

## 3.5 Telephone Number Intercept

Whenever a Customer's telephone number is changed after a directory is published, the Company will intercept all calls to the former number for 30 days at no charge and give the calling party the new number, provided existing central office equipment will permit and the Customer so desires. If the Customer desires to have the intercept remain active for more than 30 days, the charge will be \$10 for every additional 30 days.

## 3.6 Customer Requested Service Suspensions

At the customer's request, Teligent will, for thirty (30) days, provide the customer with an intercept recording referring callers to another number. This service is available to customers at no charge, for the first thirty (30) days.

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## 3,3.11. Usage Limitations.

## 3.3.11.A.CCS Limitation.

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Teligent's network is engineered to provide certain maximum Centi Call Seconds ("CCS") per line, trunk or PRI group. The CCS shall be calculated on a rolling one (1) hour basis. If during a billing month the Business Customer's usage exceeds the applicable maximum, the Business Customer shall, when notified by Teligent, add additional service as needed to bring all of the Business Customer's usage into compliance. If, after notification by Teligent, the Business Customer does not make good faith efforts to bring its usage into compliance, Teligent shall have the right to immediately terminate this Agreement upon written notice to Business Customer. Teligent's waiver of the right of termination in any month does not waive Teligent's right to termination for subsequent months. The maximum permitted CCSS are as follows:

Local Access Service Business Lines	Maximum CCS 12 Per Business Line
SmartWave PRI	
1 PRI circuit per PRI Group	21 Per Channel
2PM circuit per PRI Group	25 Per Channel
3 PRI circuit per PRI Group	27 Per Channel
4 or More PRI circuit per PRI Group	29 Per Channel
Analog Trunks	18 Per Trunk
Digital Trunks	
Up to 12 Trunks per Trunk Group	18 Per Trunk
13-24 Trunks per Trunk Group	21 Per Trunk
25-48 Trunks per Trunk Group	25 Per Trunk
49-72 Trunks per Trunk Group	27 Per Trunk
73 or More Trunks per Trunk Group	29 Per Trunk

## 3.3.11.B.MOU Limitation.

Teligent will provide a maximum of 4,000 call attempts or 4,000 MOUS (minutes of use) per DS0 channel, per month. If during a billing month the Business Customer's usage exceeds either the call attempt or MOU maximum, the Business Customer shall, when notified by Teligent, add additional service as needed to bring all of the Business Customer's usage into compliance with Teligent's usage limitations. If, after notification by Teligent, the Business Customer does not make good faith efforts to bring its usage into compliance, Teligent shall have the right to immediately terminate the Business Customer's service agreement upon written notice to the Business Customer. Teligent's waiver of the right of termination in any month does not waive Teligent's right to termination for subsequent months.

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## SECTION 4 - TELIGENT PRICING SCHEDULE

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## 4.1 Teligent Standard Pricing Plan

## 4.1.1 Non-Recurring Service Charges - Non-recurring charges are applicable to all services unless otherwise noted as follows:

Establish Service Order (per order)	\$0.00
Transfer of Service Order (per transfer per line)	\$0.00
Change Class of Service	\$0.00
Change Telephone Number	\$0.00
Restoration of Service	\$0.00

## 4.1.2 Business Line Service

## 4.1.2.A Monthly Rates

Basic Business Line	Monthly Recurring
Monthly Recurring Charge	\$25.00
Nonrecurring Charge	\$0.00
Local Usage Charge	\$0.00 per minute .

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## 4.1.3 Trunk Service

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## 4.1.3.A Analog Trunks

Monthly Recurring

Basic	\$25.00
DID	\$87.00
Two-Way DID	\$98.00

## 4.1.3.B Digital Trunks – Kansas City

Monthly Recurring

Basic (per trunk)	\$704.00
DID Channel Charge (per channel)	\$11.00
Two-Way DID Per Channel Charge	\$21.00

## 4.1.3.C Digital Trunks – St. Louis

Monthly Recurring

Basic (per trunk)	\$704.00
DID Channel Charge (per channel)	\$11.00
Two-Way DID Per Channel Charge	\$21.00

## 4.1.3.D Digital Trunks – Springfield

Monthly Recurring

Basic (per trunk)	\$704.00
DID Channel Charge (per channel)	\$11.00
Two-Way DID Per Channel Charge	\$21.00

4.1.3.E Trunk Custom Calling Features – Charges for Trunk Custom Calling Features are the same as the charges for Business Line Customer Calling Features.

## 4.1.3.F DID Number Blocks

Monthly Recurring

Block of 10	\$2.00
Block of 10	\$18.00
Additional Blocks of 10	\$2.00

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## 4.1.4 Custom Calling Features

## 4.1.4.A Service Order Charges

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There are no Service Order or Set-Up charges.

## 4.1.4.B Feature Packages

Charges vary based on the feature package selected.

1. Basic Feature Package **\$4.00**

Includes a choice of up to 3 of the following Custom Calling Features:

Call Forward (including all Call Forwarding features), Call Pick-Up, Call Rejection, Call Waiting (includes Cancel Call Waiting), 3-Way Calling, Priority Ringing, Distinctive Ringing, Message Waiting Notification, and Speed Call 30

2. Enhanced Feature Package **\$7.50**

Includes a choice of up to 4 features from the Basic Feature Package, and includes Caller Number Delivery and 3-Way Call Transfer

3. Deluxe Feature Package **\$12.00**

Includes a choice of up to all features from the Basic and Enhanced Feature Packages above, and includes Caller ID with name and number.

4. Universally Available Custom Calling Features Package

Includes Anonymous Call Rejection, Repeat Dialing, Return Call, Caller ID Delivery Block, and Call Trace.

There is no monthly recurring charge for Universally Available Custom Calling Features.

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## 4.1.4.C A La Carte Feature Pricing

- |    |  |        |
|----|--|--------|
| 1. | Per feature price – all basic features<br>(Excludes Caller Number Delivery, Caller ID and 3-Way Call Transfer) | \$1.50 |
| 2. | Caller Number Delivery   | \$4.00 |
| 3. | Caller ID with name and number   | \$5.50 |

## 4.1.5 Dialing Restrictions Charges

There is no charge to the Customer for Dialing Restrictions

## 4.1.6 [reserved]

## 4.1.7 Directory Services

## 4.1.7.A Directory Assistance

First 5 per month (per call)	No Charge
Each Additional (per call)	\$0.40

## 4.1.7.B Call Complete (charges are in addition to any Directory Assistance Charges)

Each Call	\$0.30
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## 4.1.8 Telephone Directory Service Charges

1.	Primary	
	Primary Listing	No Charge
	Each Additional Directory Listing	\$1.25
	Directory Listing - Additional Line	\$1.00
	Alternate Directory Listing	\$1.00
	Published Number	No Charge
	Non-Listed Number	No Charge
	Non-Published Number	No Charge
2.	Foreign	
	Foreign Main Listing	\$1.25
	Foreign Each Additional Directory Listing	\$1.25
	Foreign Directory Listing - Additional Line	\$1.00
	Foreign Alternate Listing	\$1.00

## 4.1.9 Gold/Vanity Numbers

Monthly Recurring Charge	\$2.00
Non-Recurring Set-Up Charge	\$0.00

## 4.1.10 Operated Assisted Services

## 4.1.10.A Operated Handled Calling

Station-to-Station	
Sent Paid	No Charge
Collect Call	\$2.10
Bill to 3rd Party	\$2.10
Operator Dialed	No Charge
Person to Person	\$4.50

## 4.1.10.B Busy Line Verification and Line Interrupt Service

Busy Line Verification	No Charge
Busy Line Verification with Line Interrupt	No Charge

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Business Customer Local Exchange Services Tariff

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## 4.2 Integrated Access Service (IAS) (N)

As stated above, Teligent IAS is available under a minimum term of one (1) year. Customer may subscribe to a longer term, but at rates and charges defined below.

4.2.1 The monthly recurring charges specified below include a Subscriber Line Charge for each of the 15 channels configured for local voice service. The "IAS w/Router" service includes 24x7 network monitoring and optional web hosting.

4.2.2 The monthly recurring charge for the T-1 Digital Trunk channels provided on Teligent IAS is as follows:

Teligent IAS	Monthly Recurring Charge
IAS w/o Router	\$1,000.00
IAS WI Router	\$1,120.00

4.2.3 The non-recurring charge for the T-1 Digital Trunk channels provided on Teligent IAS is as follows:

Type of DIA Service Teligent IAS	Non-Recurring Charge
IAS w/o Router	\$1,000.00
IAS WI Router	\$1,000.00

4.2.4 Basic Business Line features can be added to Basic Business Lines on Teligent IAS at the same rates, terms and conditions as specified for features found elsewhere in this tariff.

4.2.5 DID Channel and two-way DID channel Charges shall apply to T-1 Digital Trunk channels configured as DID / two-way DID at the same rates, terms and conditions as specified for these features found elsewhere in this tariff.

(N)

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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS

## 3.1 General

VarTec's Local Exchange Service provides Customers with unlimited calling to points within their designated local calling area. VarTec concurs with the exchange areas and exchange maps filed by the incumbent Local Exchange Carriers currently on file with the Commission. VarTec's service area is limited to the exchanges listed in Section 3.1.1 following.

VTI also provides optional services to allow Customers to efficiently manage the call flow generated over their telephone line(s). These services are subject to availability of facilities and compatibility with Customer type of access line and premises equipment. Optional services are only available to Customers of VTI's basic local services and are not available on Centrex and PBX trunks. When multiple services are activated on the same line, certain services may take precedence over others.

## 3.1.1 Service Areas and Zones

Local exchange telecommunications services provided by VTI shall be limited to Customers within the following exchanges as defined by the exchange maps tiled by the incumbent Local Exchange Carriers and currently on file with the Commission.

3.1.1.A	Zone A			
	Gladstone	Independence	Parkville	
	Raytown	South Kansas City	Belton	
	Blue Springs	East Independence	Lee's Summit	
	Liberty	Nashua	Farley	(N)
	Ferguson	Ladue	Mehlville	
	Overland	Riverview	Sappington	
	Webster Groves	Bridgeton	Creve Coeur	
	Florissant	Kirkwood	Tiffany Springs	
	Oakville	Spanish Lake	Grain Valley	(N)
	CREVECOEUR (STLSM027DS0, STLSM007DSA)			(N)
	*Greenwood	Hazelwood		(N)
	Manchester (NPA-636, NXX-891)			(N)

\* Exchange reclassified from Zone C as of June 6, 2004.

ISSUED: May 6, 2004

EFFECTIVE: June 6, 2004

BY: Becky Gipson  
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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS (Continued)

## 3.1.1 Service Areas and Zones (Continued)

## 3.1.1.B. Zone B

		Camdenton	
Cape Girardeau	Carthage	Cedar Hill	(M)
Chesterfield	Chillicothe	DeSoto	
Dexter	Eldon		
Excelsior Springs	Farmington	Fenton	(M)
Festus-Crystal City	Flat River		
Fulton	Gravois Mills	House Spring***	(M)
Hannibal	Harvester	High Ridge	(M)
Imperial	Jackson	Joplin (JPLNMOADO)	
Kennett	Kirksville	Knob Nester	(N)
Lake Ozark-Osage Beach	Manchester	Marshall	
Maxville	Mexico	Monette	
Moberly	Neosho	Nevada	
**Pacific	Perryville	Pond	
Poplar Bluff	Richmond	St. Charles	
St. Clair	St. Joseph	Union	
Sedalia	Sikeston	Webb City	
Valley Park	Washington		

## 3.1.1.C. Zone C

Adrian	Advance	Agency	
Altenberg Frohna	Antonia	Archie	
Argyle	Armstrong	Ashgrove	
Beufort	Bell City	Benton	
Billings	Bismark	Bloomfield	
Bloomsdale	Bowling Green	Brookfield	
*Bonne Terre	*Boonville	*Eureka	(N)
*Knob Nester	*Pond	*Fredericktown	(N)
*Ste. Genevieve	Fairgrove	*Richmond	(N)
Crevecoeur (NPA-312, NXX-529		Keskaskia	(N)

\* Exchange reclassified from Zone B as of June 6, 2004

\*\* Existing Customers will be grandfathered on existing rate plans

\*\*\* Exchange reclassified from Zone C as Of June 6, 2004

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.1.1 Service Areas and Zones (Continued)

3.1.1.D Zone D

(D)

(D)

Fair Grove

Nixa

Republic

Rogersville

Springfield

Stafford

Joplin (NPA-417, NXX-571 & 572

(N)

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LOCAL EXCHANGE SERVICES TARIFF

Missouri Public

REC'D JUL 12 2001

3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.2 Basic Residential Local Service

Basic Residential Local Service allows residential Customers to place local calls according to the rates as set forth herein. The standard features of Basic Residential Local Service include an assigned telephone number, dial tone, Dual Tone Multi-Frequency (DTMF-i.e., Touch Tone) and rotary signaling access to long distance services and unlimited local calling within the standard local calling area.

Customers of Basic Residential Local Service have the ability to utilize 911/E911 emergency services, 711,611 and 411 services (where available), operator services and long distance services. Three (3) calls per month are allowed and included per line for Directory Assistance inquiries within the local calling area. In addition, the Customer will have a listing in the applicable 911/E911 database, white pages telephone directory and the Directory Assistance database. Information obtained from the Customers required but may have a designation for non-publication.

Increments for provision of non-optional Extended Area Service will be added when applicable.

Rates and charges associated with Basic Residential Local Service are set forth in Section 4.2 following.

Missouri Public

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.1 One Choice® Additional Line Service

One Choice® Additional Line Service provides the same features and benefits of Basic Residential Service as described in Section 3.2, including unlimited local calling and the ability to utilize 911 emergency services. As of March 23, 2004, One Choice® Additional Line Service is only available to existing Customers of the One Choice® Additional Line Service. One Choice® Additional Line Service is only available to Customers who also subscribe to one of VTI's One Choice® Bundled Packages in Sections 3.2.2, 3.2.3 and 3.2.4, and this service may not be available in all areas. One Choice® Additional Line Service must be installed at the same service address as the Customer's primary line subscribed to one of the One Choice® Classic Bundled Packages. Any additional benefits of the Customer's selected One Choice® Classic Bundled Package, such as included long distance minutes or Call Management features, do not apply to One Choice® Additional Line Service. Optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice® Additional Line Service and will be billed at the rates defined therein in addition to all charges associated with the Customer's One Choice® Additional Line Service.

In order to subscribe to One Choice® Additional Line Service, Customers must select VTI as the primary service provider for interexchange services for the One Choice® Additional Line. Furthermore, Customers must select one of the following two long distance plans: FiveLine® Service as described in Section 3.5 of the Company's Missouri P.S.C. Telecommunications Services Tariff or One Choice Long Distance Service (a.k.a. VarTec Voice™ Service) as described in Section 3.27.1 of VTI's Missouri P.S.C. Telecommunications Services Tariff.

Rates and charges associated with One Choice® Additional Line Service are set forth in Section 4.2.1 following.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.2 One Choice® Premium Package

One Choice® Premium Package provides residential Customers in Missouri with local calling and selected optional features for a flat rate. As of March 23, 2004, (N) One Choice® Premium Package is only available to existing Customers of the One (N) Choice® Premium Package. In order to subscribe to One Choice® Premium (N) Package, Customers must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, Customers must select one of the following two long distance plans: FiveLine® Service as described in Section 3.5 of the Company's Missouri P.S.C. Telecommunications Services Tariff or One Choice® Long Distance Service (a.k.a VarTec Voice<sup>SM</sup> Service) as described in Section 3.27.1 of VTI's Missouri P.S.C. Telecommunications Services Tariff. The availability of One Choice® Premium Package to Customers maybe restricted based upon both VTI's access to resold services through Southwestern Bell and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice® Premium Package includes Basic Residential Local Service as described in Section 3.2, Call Waiting as described in Section 3.4.10. Caller IO as described in 3.4.11 and Three-Way Calling as described in 3.4.13. One Choice® Premium Package does not include equipment associated with the Caller ID feature.

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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS (Continued)

## 3.2 Basic Residential Local Service (Continued)

## 3.2.3 One Choice® Classic Select Package

(T)

One Choice® Classic Select Package provides residential Customers in Missouri with local and long distance calling for a flat rate. As of March 23, 2004, One Choice® Classic Select Package is only available to existing Customers of the One Choice® Classic Select Package (formerly known as One Choice® Select Package). In order to subscribe to One Choice® Classic Select Package, Customers must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, Customers must select one of the following two long distance plans: FiveLine® Service as described in Section 3.5 of the Company's Missouri P. SC. Telecommunications Services Tariff or One Choice® Long Distance Service (a.k.a. VarTec Voice™ Service) as described in Section 3.27.1 of VTI's Missouri P.S.C. Telecommunications Services Tariff. The availability of One Choice® Classic Select Package to Customers may be restricted based upon both VTI's access to resold services through Southwestern Bell and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

(T)

(N)

(N)

(N)

(N)/(T)

(T)

One Choice® Classic Select Package includes Basic Residential Local Service as described in Section 3.2, Call Waiting as described in Section 3.4.10, Caller ID as described in 3.4.11, Three-Way Calling as described in 3.4.13, Call Return as described in Section 3.4.9, Call Waiting ID as described in Section 3.4.15 and 200 minutes of domestic long distance usage which are subject to call length minimums associated with the Customer's selected long distance service, the FiveLine® Service or the One Choice® Long Distance Service (a.k.a. VarTec Voice™ Service). Any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included allotted minutes. One Choice® Classic Select Package does not include equipment associated with the Caller ID feature.

(T)

(T)

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.4 One Choice® Classic Elite Package (T)

One Choice® Classic Elite Package provides residential Customers in Missouri (T) with local and long distance calling for a flat rate. As of March 23, 2004, One (N) Choice<sup>SM</sup> Elite Package is only available to existing Customers of the One (N) Choice® Classic Elite Package (formerly known as One Choice® Elite Package). (N)/(T) In order to subscribe to One Choice® Classic Elite Package, Customers must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, Customers must select one of the following two long distance plans: FiveLine® Service as described in Section 3.5 of the Company's Missouri P.S.C. Telecommunications Services Tariff or One Choice® Long Distance Service (a.k.a. VarTec Voice<sup>SM</sup> Service) as described in Section 3.27.1 of VTI's Missouri P.S.C. Telecommunications Services Tariff. The availability of One Choice® Classic Elite Package to Customers may be restricted based upon both VTI's (T) access to resold services through Southwestern Bell and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice® Classic Elite Package includes Basic Residential Local Service as (T) described in Section 3.2, Call Waiting as described in Section 3.4.10, Caller ID as described in 3.4.11, Three-Way Calling as described in 3.4.13, Call Return as described in Section 3.4.9, Call Waiting ID as described in Section 3.4.15, Anonymous Call Rejection as described in Section 3.4.14, Auto Redial as described in Section 3.4.1 and 300 minutes of domestic long distance usage which are subject to call length minimums associated with the Customer's selected long distance service, the FiveLine® Service or the One Choice<sup>SM</sup> Long Distance Service (a.k.a. VarTec Voice<sup>SM</sup> Service). Any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included allotted minutes. One Choice® Classic Elite Package does not include (T) equipment associated with the Caller ID feature.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTION (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.6 VarTec Friends-R-Free<sup>SM</sup> Package

The VarTec Friends-R-Free<sup>SM</sup> Package provides Customers with local and long distance calling for a flat monthly rate. As of March 23, 2004, VarTec (N) Friends-R-Free<sup>SM</sup> Package is only available to existing Customers of the (N) VarTec Friends-R-Free<sup>SM</sup> Package. In order to select the VarTec Friends-R- (N) Free<sup>SM</sup> Package, Customers must subscribe to VTI as their primary service provider for local exchange services. Customers may also select VTI for intraLATA interexchange and interLATA interexchange telecommunications services or may utilize VTI's interexchange services by using a Company-designated 10-1X-XXX access code. Furthermore, Customers must select one of the following two (2) VTI long distance plans: FlveLine<sup>®</sup> Service as described in Section 3.30 of the Company's Missouri P.S.C. No. 3 - Telephone Tariff or One Choice<sup>®</sup> Long Distance Service (a.k.a VarTec Voice<sup>SM</sup> Long Distance Service) as described in Section 3.27 of the Company's Missouri P.S.C. No. 3 - Telephone Tariff. The availability of the VarTec Friends-R-Free<sup>SM</sup> Package may be restricted based upon the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

The VarTec Friends-R-Free<sup>SM</sup> Package includes Basic Residential Local Service as described in Section 3.2, Call Waiting as described in Section 3.4.10, Caller ID - Name & Number as described in Section 3.4.11 and Call Waiting ID as described in Section 3.4.15.

The VarTec Friends-R-Free<sup>SM</sup> Package does not include equipment associated with the Caller ID - Name and Number feature.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTION (Continued)

3.2 Basic Residential Local Service (Continued)

(T)

3.2.7 One Choice®Classic Unlimited Package

(T)

One Choice®Classic Unlimited Package provides residential Customers in Missouri (N) with local and long distance calling for a flat rate. As of March 23, 2004, One (N) Choice®Classic Unlimited Package is only available to existing Customers of the One(N)/(T) Choice®Classic Unlimited Package (formerly known as One Choice®Unlimited (T) Package). In order to select One Choice®Classic Unlimited Package, Customers must subscribe to VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. The availability of One Choice®Classic Unlimited Package to Customers may be restricted (T) based upon both VTI's access to resold services through Southwestern Bell and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice®Classic Unlimited includes Basic Residential Local Service as described (T) in Section 3.2, Caller ID Name and Number as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Call Forwarding as described in Section 3.4.3, Call Waiting ID as described in Section 3.4.15, Anonymous Call Rejection as described in Section 3.4.14, Speed Calling as described in Section 3.4.12, Call Block as described in Section 3.4.2 and unlimited domestic long distance usage subject to the terms and conditions of the VarTec One Choice®Classic Unlimited Package (T) Acceptable Use Policy. The unlimited domestic long distance usage only applies to non-operator assisted, direct dialed domestic calls. One Choice®Classic Unlimited (T) Package does not include equipment associated with the Caller ID - Name and Number feature. One Choice®Classic Unlimited Package is intended for residential (T) use only and all terms of the Acceptable Use Policy for One Choice®Classic (T) Unlimited Package apply. At VTI's sole discretion, action may be taken to limit access to toll services if the Customer's toll usage exceeds normal calling patterns or differ from usual and normal industry standards for residential Customers. VTI may also limit or prohibit access to toll services if usage exceeds the Customer's established history of toll usage. These actions may be taken without notice and without incurring liability.

Rates and charges associated with One Choice®Classic Unlimited Package are set (T) forth in Section 4.2.7 following.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice® Classic Unlimited Package (Continued) (T)

3.2.7.1 Acceptable Use Policy for One Choice® Classic Unlimited Package (T)

One Choice® Classic Unlimited service provides unlimited interstate and intrastate long distance calls for residential voice use only. Certain excessive uses or calling patterns, however, may be considered evidence of abuse or disallowed commercial or data usage and may result in termination of service or assessment of a fee. Calling patterns other than that which are considered usual and normal based on Customer calling history or industry standards may cause termination of service. (T)

The One Choice® Classic Unlimited plan is intended only for residential voice usage. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service. Customer account usage and calling patterns may be reviewed periodically at the discretion of VarTec Telecom. Customer use of the One Choice® Classic Unlimited service plan that reflects calling patterns other than those that are considered usual and normal for residential customers based on industry standards or personal past calling history may be considered abuse and result in termination of service without refund or the possibility of renewal. (T)

VarTec Telecom reserves the right in its sole discretion to cancel service for violation of this policy or other terms and conditions of service at any time. By selecting VarTec Telecom One Choice® Classic Unlimited service plan, Customer agrees to use the service in accordance with this acceptable use policy and other terms and conditions of service and to indemnify and hold the company harmless from any claims resulting from use or misuse of its products and services. This Acceptable Use Policy may be revised periodically without notice. Customers agree that revisions are applicable to your then current service and usage. (T)

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice® Classic Unlimited Package (Continued) (T)

3.2.7.1 Acceptable Use Policy for One Choice® Classic Unlimited Package (T)  
(Continued)

Prohibited Use/Abuse

The following are prohibited uses of the One Choice® Classic Unlimited (T) service plan that may result in termination of service:

- Calling patterns and usage that considerably exceed what is considered usual and normal for residential customers by industry standards
- Calling usage that considerably exceeds your established history of usage
- Use for any type of commercial business
- Commercial faxing, fax broadcasting, or fax blasting
- Use of Auto-Dialers or predictive dialer
- Use of Phone Chat Rooms
- Calls to 900 or 976 numbers
- Modem data transfer
- Use for dialing into an ISP or any type of data transmission
- Use for medical transcription
- Use is not for call back, call sell, or debit card services
- Service is not to be used for call centers or telemarketing
- Any use not consistent with residential voice usage, or for which the service is otherwise intended.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.7 One Choice® Classic Unlimited Package (Continued) (T)

3.2.7.1 Acceptable Use Policy for One Choice® Classic Unlimited Package (T)  
(Continued)

Prohibited Use/Abuse

Customers who exceed 2000 minutes of combined intrastate and interstate long distance usage in one month may have their service plan evaluated for compliance with this acceptable use policy. Depending on the evaluation results, Customers whose use constitutes, in VarTec's discretion, violation of this policy will be notified in writing that their One Choice® Classic (T) Unlimited service plan may be terminated and/or a \$50.00 data/commercial usage fee assessed for any subsequent violation.

VTI reserves the right, in the event of fraud, to terminate service immediately without notice or exigent circumstances.

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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS (Continued)

## 3.2 Basic Residential Local Service (Continued)

## 3.2.8 One Choice® Select Package

(N)

One Choice® Select Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to One Choice® Select Package, the Customer must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: One Choice® \$.05 Plan or One Choice® \$.03 Plan as described in Sections 3.39.1 and 3.39.2 of VTI's Missouri P.S.C. Tariff No. 3 "Telecommunications Services Tariff. Rates and charges for the One Choice® Select Package may vary based on the Customer's selected long distance calling plan. The availability of One Choice® Select Package to the Customer may be restricted based upon both VTI's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice® Select Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following five Call Management Features: Caller ID as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Three-Way Calling as described in Section 3.4.13, Call Waiting ID as described in Section 3.4.15 and Call Return as described in Section 3.4.9. The Customer will also receive 200 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

One Choice® Select Package does not include equipment associated with the Caller ID feature. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with One Choice® Select Package are set forth in Section 4.2.8 following.

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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS (Continued)

## 3.2 Basic Residential Local Service (Continued)

## 3.2.9 One Choice®Elite Package

(N)

One Choice®Elite Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to One Choice®Elite Package, the Customer must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: One Choice®\$.05 Plan or One Choice®\$.03 Plan as described in Sections 3.39.1 and 3.39.2 of VTI's Missouri P.S.C. Tariff No. 3 "Telecommunications Services Tariff. Rates and charges for the One Choice®Elite Package may vary based on the Customer's selected long distance calling plan. The availability of One Choice®Elite Package to the Customer may be restricted based upon both VTI's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice®Elite Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following eight Call Management Features: Caller ID as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Three-Way Calling as described in Section 3.4.13, Call Waiting ID as described in Section 3.4.15, Call Return as described in Section 3.4.9, Speed Calling as described in Section 3.4.12, Call Forwarding as described in Section 3.4.3, and Auto Redial as described in Section 3.4.1. The Customer will also receive 500 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

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LOCAL EXCHANGE SERVICES TARIFF

3.0 SERVICE DESCRIPTIONS (Continued)

3.2 Basic Residential Local Service (Continued)

3.2.9 One Choice® Elite Package (Continued) (N)

In addition to the features described herein, One Choice® Elite Package includes subscription to an unregulated service, VTI's Voice Mail. One Choice® Elite Package does not include equipment associated with the Caller ID feature. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with One Choice® Elite Package are set forth in Section 4.2.8 following.

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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS (Continued)

## 3.2 Basic Residential Local Service (Continued)

## 3.2.10 One Choice®Unlimited Package

(N)

One Choice®Unlimited provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to One Choice®Unlimited, the Customer must select VTI as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select the One Choice®\$.05 Plan as described in Section 3.39.1 of VTI's Missouri P.S.C. Tariff No. 3 "Telecommunications Services Tariff. The availability of One Choice®Unlimited to the Customer may be restricted based upon both VTI'S access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

One Choice®Unlimited is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following eight Call Management Features: Caller ID as described in Section 3.4.11, Call Waiting as described in Section 3.4.10, Three-Way Calling as described in Section 3.4.13, Call Waiting ID as described in Section 3.4.15, Call Return as described in Section 3.4.9, Speed Calling as described in Section 3.4.12, Call Forwarding as described in Section 3.4.3 and Auto Redial as described in Section 3.4.1. Customers will also receive unlimited domestic long distance usage. The unlimited domestic long distance usage is for residential voice use only and applies to non-operator assisted, direct-dialed domestic calls. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service.

In addition to the features described herein, One Choice®Unlimited includes subscription to an unregulated service, VTI's Voice Mail. One Choice®Unlimited does not include equipment associated with the Caller ID feature. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with One Choice®Unlimited are set forth in Section 4.2.8 following.

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## LOCAL EXCHANGE SERVICES TARIFF

## 3.0 SERVICE DESCRIPTIONS (Continued)

## 3.2 Basic Residential Local Service (Continued)

## 3.2.11 Additional Line Service

(N)

Additional Line Service provides the same features and benefits of Basic Residential Local Service as described in Section 3.2, including unlimited local calling and the ability to utilize 911 emergency services. Additional Line Service is only available to Customers who also subscribe to VTI's Basic Residential Local Service or an associated bundled service package as described herein, and Additional Line Service must be installed at the same service address as the Customer's primary line. Any additional benefits of the Customer's selected local service package, such as included long distance minutes or Call Management features, do not apply to Additional Line Service. Optional Call Management features as described in Section 3.4 are available to subscribers of Additional Line Service and will be billed at the rates defined therein in addition to all charges associated with the Customer's Additional Line Service.

In order to subscribe to Additional Line Service, Customers must select VTI as the primary service provider for interLATA interexchange and intraLATA interexchange services for the additional line. Furthermore, Customers must select one of the following two long distance plans: One Choice®\$.05 Plan or One Choice®\$.03 Plan as described in Sections 3.9.1 and 3.9.2 of VTI's Missouri P.S.C. No. 3-Telephone "Telecommunications Services Tariff." Rates and charges for Additional Line Service may vary based on the Customer's selected long distance calling plan.

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LOCAL EXCHANGE SERVICES TARIFF

Missouri Public

3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.3 (Reserved for Future Use)

Service Commission

3.4 Call Management Features

VTI offers optional Call Management Services as described herein to allow Customers to efficiently manage the call flow generated over their telephone line(s). These services are subject to availability of facilities and compatibility with Customer type of access line and premises equipment. Optional services are only available to Customers of VTI's basic local service and are not available on Centrex and PBX trunks. When multiple services are activated on the same line, certain services may take precedence over others.

Rates and charges associated with the Call Management Features described herein are set forth in Section 4.4 following.

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## LOCAL EXCHANGE SERVICES TARIFF

Missouri Public

## 3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

## 3.4 Call Management Features (Continued)

Service Commission

## 3.4.1 Auto Redial

Auto Redial enables the Customer to redial automatically the last outgoing telephone number. If that telephone number is busy, the service will make call attempts to the telephone number for a maximum of thirty(30) minutes beginning with the Customer's activation of Auto Redial, in an effort to establish the call. The Customer will be signaled with a distinctive ring when the call can be completed. Customers access Auto Redial by dialing \*66 and can cancel an Auto Redial activation by dialing \*86.

## 3.4.2 Call Block

Call Block enables the Customer to block calls from pre-selected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the Customer builds a screening list via code activation. Customers may access their screening list to add telephone numbers by dialing \*60. Customers may deactivate Call Block by dialing \*80. To block an unknown telephone number after receiving the call, the Customer enters a blocking code to add the number to the Customer's screening list. In the event that facilities are unavailable to provide incoming call screening from the Customer's list standard call completion will occur. Customers whose telephone numbers are blocked are directed to a prerecorded announcement regarding the block.

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LOCAL EXCHANGE SERVICES TARIFF

~~Missouri Public~~

3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.4 Call Management Features (Continued)

Service Commission

3.4.3 Call Forwarding

Call Forwarding enables the Customer to transfer all incoming calls to another telephone number. The Customer is responsible for the payment of charges (i.e., toll charges) for each call between the Customer's call forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary. Customers who are subscribed to Call Forwarding activate the service by dialing #72 and can deactivate the service by dialing #73.

Call Forwarding may also include the Call Forwarding - Busy Line and Call Forwarding - Don't Answer features described in Sections 3.4.4 and 3.4.5. However, only one Call Forwarding feature is allowed for each telephone line.

3.4.4 Call Forwarding - Busy Line

Call Forwarding - BusyLine allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number. The Call Forwarding-Busy Line Customer is responsible for the payment of charges (i.e., toll charges) for each call between his/her call forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary.

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LOCAL EXCHANGE SERVICES TARIFF

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.4 Call Management Features (Continued)

Service Commission

3.4.5 Call Forwarding - No Answer

Call Forwarding - No Answer allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number. The Call Forwarding - No Answer Customer is responsible for the payment of charges (i.e., toll charges) for each call between his/her call forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary.

3.4.6 Call Forwarding - Busy Line/No Answer

Call Forwarding - Busy Line/No Answer provides the features of Call Forwarding - Busy Line as described in Section 3.4.4 as well as the features of Call Forwarding - No Answer as described in Section 3.4.5. The Customer is responsible for the payment of charges (i.e., toll charges) for each call between his/her call forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending upon the distance and routing necessary.

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## LOCAL EXCHANGE SERVICES TARIFF

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## 3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

## 3.4 Call Management Features (Continued)

Service Commission

## 3.4.7 Remote Access to Call Forwarding

Remote Access to Call Forwarding provides the Customer that is a subscriber of a Call Forwarding service with the ability to activate, deactivate or change Call Forwarding designations from a remote location. This service can only be accessed from a DTMF equipped telephone which has a full set of characters, including "\*" and "#." All charges incurred to access the remote number will be billed appropriately. The transmission may not meet normal standards depending upon the distance and routing necessary. The Customer must also subscribe to one of the Call Forwarding features described herein.

## 3.4.8 Selective Call Forwarding

Selective Call Forwarding provides the Customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. The Customer can construct or modify a telephone number screening list. VTI equipment will screen incoming calls against the Customer's list and forward only those from telephone numbers on the list. The Selective Call Forwarding Customer is responsible for the payment of charges (i.e., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion. The Customer must also subscribe to one of the Call Forwarding features as described herein.

Subscribers to Selective Call Forwarding activate the service and construct or modify the screening list by dialing \*63 and following the prompts. This service may be temporarily deactivated by dialing \*83.

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.4 Call Management Features (Continued)

Service Commission

3.4.9 Call Return

Call Return enables the Customer to redial automatically the last incoming call, whether or not it was answered. If that telephone number is busy, automated continuous attempts will occur to call the number for a maximum of thirty (30) minutes beginning with the Customer's activation of Call Return in an attempt to establish the call. The Customer will be signaled with a distinctive ring when the call can be completed. Customers activate Call Return by dialing \*69.

3.4.10 Call Waiting

Call Waiting alerts Customers via a tone signal while a call is in progress to indicate a second call is waiting and, by operation of the switchhook, allows the Customer to place the first call on hold and answer the waiting call. Call Waiting subscribers may deactivate Call Waiting for the duration of one call by dialing \*70 prior to the direct-dialed digits. Call Waiting is automatically reactivated for the next originating or terminating call.

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## 3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

## 3.4 Call Management Features (Continued)

Service Commission

## 3.4.11 Caller ID

Caller ID allows the Customer to identify the calling party prior to the telephone being answered. Caller ID displays the name and/or telephone number of the calling party on the Customer's CPE before the call is answered at the Customer's premises. Caller ID consists of two features: 1) Calling Number Delivery, which identifies the telephone number of the calling party, before the telephone is answered and 2) Calling Name and Number Delivery, which identifies the name and telephone number of the calling party, before the telephone is answered. Caller ID requires a period of time equivalent to two ringing tones in order to produce the name and telephone number display on the CPE. Caller ID displays non-published telephone numbers, unless the Customer who has anon-published listing activates a call identification block.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via CallerID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.4 Call Management Features (Continued)

Service Commission

3.4.12 Speed Calling

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, Speed Calling 8 Number allows for an eight (8) telephone number capacity, wherein the telephone numbers are assigned a one digit code.

Customers may program Speed Calling 8 Number by dialing 74# and waiting for the dial tone. Customers then dial the code (consisting of numbers 2 through 9) to be assigned and the telephone number, including area code if necessary. To dial the number, Customers dial the code number followed by the pound sign (#).

3.4.13 Three-Way Calling

Three-Way Calling enables a Customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may not meet normal standards depending on the distance and routing necessary to activate a three-way call.

Customers access Three-Way Calling during a current call by pressing and releasing the receiver button to receive a second dial tone, dialing the third-party telephone number, and pressing and releasing the receiver button to connect the two calls.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.4 Call Management Features (Continued)

Service Commission

3.4.14 Anonymous Call Rejection

Anonymous Call Rejection allows a Customer to reject all calls which have been indicated as anonymous, unavailable or private by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Customers who are subscribed to Anonymous Call Rejection activate the service by dialing \*77 and can deactivate the service by dialing \*87.

3.4.15 Call Waiting ID

Call Waiting ID allows the Customer to identify the calling party on awaiting call prior to the telephone being answered. Call Waiting ID displays the telephone number and/or name of the calling party on a Customer's CPE while a call is in progress. Call Waiting ID requires a period of time equivalent to two ringing tones in order to produce the name and telephone number display on the CPE. Call Waiting II) displays non-published telephone numbers, unless the Customer who has anon-published listing activates a call identification block. Call Waiting II) requires subscription to Call Waiting and Caller ID Services as described in Sections 3.4.10 and 3.4.11.

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3.0 SERVICE DESCRIPTIONS (Continued)

3.4 Call Management Features (Continued)

Service Commission

3.4.16 Caller ID - Delivery Blocking

Per line blocking of CPN will be available upon request, at no charge, ONLY to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company

- a) Private, nonprofit, tax exempt domestic violence intervention agencies
- b) Federal, state, and local law enforcement agencies.

The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. The Customer can deactivate Caller ID - Delivery Blocking on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A Customer can prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept call whose CPN has been blocked.

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## LOCAL EXCHANGE SERVICES TARIFF

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## 3.0 SERVICE DESCRIPTIONS (Continued)

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## 3.4 Call Management Features (Continued)

Service Commission (1N)

## 3.4.16 Toll Restriction

Toll Restriction prohibits Customers from originating direct-dialed (1+) or operator assisted (0 or 0+) outgoing long distance calls from the designated local exchange access line. Toll Restriction also prohibits Customers from originating certain outgoing local calls if additional per-use charges or duration charges apply to such calls. If a call of this type is attempted, the call will be routed to an automated announcement informing the caller that toll calls are restricted on the access line. The following types of calls may be blocked by Toll Restriction.

- 1) Direct dialed 1+ long distance calls, including 1 + (area code when necessary) + NXX-XXXX and 101XXXX + 1 + area code (if required) + NXX-XXXX.
- 2) Local or long distance 0+ or 0 calls, including emergency calls. Examples of these calls include 0 + (area code when necessary) + NXX-XXXX; 101XXXX + 0 + area code (if required) + NXX-XXXX; or (0).
- 3) Directory Assistance calls for local or long distance telephone number inquiries, including 1 + 411 and 1 + (area code when necessary) + 555-1212.
- 4) Calls placed to a local 976 telephone number.
- 5) Any call to an emergency telephone number if it is a long distance call.

Toll Restriction does not block seven-digit or ten-digit direct dialed local calls or Inward WATS (i.e., 800 toll-free calling).

Toll Restriction is only available where required Central Office facilities exist. Toll call Restriction is not available in areas where a Universal Emergency Number Service (911) is not in operation.

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LOCAL EXCHANGE SERVICES TARIFF

REC'D JUL 12 2001

3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.5 Directory Assistance

VTI furnishes Directory Assistance Service whereby Customers may request assistance in determining directory listing information. The rates set forth herein apply to calls from Customers who request assistance in determining directory listing information for telephone users who are located in the same local calling area or intraLATA calling area.

A residential Customer is allowed three direct-dialed Directory Assistance calls per residential exchange line per month at no additional charge. No credit will be given for any unused portion of the Customer's allowance, and call allowances are not transferable between separate accounts of the same Customer. No credit will be given for requests in which the telephone number is non-published or unlisted, or for telephone numbers which are not found in the directory.

Customers are allowed up to two Directory Assistance listing requests per direct-dialed Directory Assistance call. Where a Customer makes more than two requests on a call, each subsequent request in excess of the Customer's allowance is billed an additional fee. A maximum of ten Directory Assistance requests is allowed per direct-dialed Directory Assistance call.

Additional charges may apply to Customers who place Directory Assistance calls via an operator or have Directory Assistance charges billed to a telephone calling card or a telephone number other than the originating telephone number. A maximum of two requests per call applies to Directory Assistance calls placed via an operator or billed to a telephone calling card or a telephone number other than the originating telephone number. Where dialing facilities are not available, Directory Assistance calls via an operator are considered as direct-dialed calls.

Rates and charges associated with Directory Assistance are set forth in Section 4.5 following.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.5 Directory Assistance (Continued)

Service Commission

3.5.1 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) provides Customers with the option of having local calls automatically completed upon request of a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator. DACC is available where facilities permit.

The DACC portion of the call may either be billed in the same manner as the Directory Assistance portion or alternately billed (i.e., third number or collect billing). There are no allowances for DACC; however, the appropriate call allowances as described in Section 3.5 apply to the Directory Assistance portion of the call.

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3.0 SERVICE DESCRIPTIONS (Continued)

3.6 Directory Listings

Service Commission

Upon the request of a directory listing publication, VTI will provide list of names and telephone numbers of Customers and joint-users for the purpose of informing calling parties of the telephone numbers of Customers and those entitled to use Customer's service. The Company limits the length of any listing by the use of abbreviations when, in the opinion of the directory publishing company, the clearness of the listing or the identification of the Customer or joint-user is not impaired thereby. Listings must conform to the practices of the directory publishing company with respect to its directories.

VarTec will furnish upon request the name and address of the Customer to exchange service when such service is used to provide recorded announcements under the provisions of this tariff. Listings are regularly provided in connection with all classes of exchange service, unless the Customer subscribes to non-published exchange service or non-listed service. The contract period for Directory Listings where the listing actually appears in the directory is the effective period of the directory. Where the listing has not been printed in the directory, the contract period is one month.

One Residential Primary Listing is provided without charge for each separate Customer service or joint-user. The Primary Listing must be the actual name of the Customer to whom the service is rendered or the name of a member of the Customer's family or household.

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3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

3.6 Directory Listings (Continued)

Service Commission

Presidential Customer may request that part or all of the address information which would otherwise be listed in the directory be deleted by the Company. Such deletion will be continued in successive directories without further request by the Customer until the Customer requests publication of part or all of the deleted address information in the directory.

Rates and charges associated with Directory Listings and the optional features described below are set forth in Section 4.6 following.

3.6.1 Non-Published Service

Customers who desire their telephone numbers to be omitted from directory publications may subscribe to Non-Published Service. Incoming calls to a Customer subscribing to Non-Published Service will be completed only when the calling party places the call by telephone number, notwithstanding any claim made by the calling party. When a call is placed from a telephone number associated with a Non-Published listing, the number may be disclosed if the called party has equipment to display Caller ID. Customers may prevent the display of their telephone number by subscribing to and activating Caller ID - Delivery Blocking.

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## 3.0 SERVICE DESCRIPTIONS (Continued)

REC'D JUL 12 2001

## 3.6 Directory Listings (Continued)

Service Commission

## 3.6.2 Non-Listed Service

At the Customer's request, any one or all of the Customer's primary listings, additional listings or other listings associated with the same or different residence telephone service line normally published in the directory will be omitted from the directory but will be listed in the directory assistance records available to the general public. The Customer indemnifies and holds the 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 has requested be omitted from the directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Non-Listed Service.

## 3.6.3 Residential Additional Listings

Residential Additional Listings maybe the names of members of the Customer's family or of other persons residing in the Customer's household. A Dual Name Additional Listing maybe provided for two persons who share the same surname and reside at the same address, or for a person known by two names. This listing is composed of a surname, two first names, address and telephone number.

Residential Additional Listings are not offered for purchase in the alphabetical business section of a directory separated for individual listings and business listings, except that a residential service number may be included in the business section as an alternate listing under a business service listing. A residential service number will be included in the business section when the listing contains a healing profession designation.

Residential Additional Listings may be nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names when, in the opinion of the directory publishing company, they are necessary for the proper identification of the Customer.

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## 3.0 SERVICE DESCRIPTIONS (Continued)

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## 3.7 Operator Assistance Services

Service Commission

VTI furnishes local assistance through an operator whereby Customers may request the services described herein. The rates set forth in Section 4.7 apply to local operator assistance requests originating for all classes and grades of services.

With respect to Operator Services, the following applies:

- 1) Company will not bill for incomplete calls where answer supervision is available. VTI will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
- 2) The caller and billed party, if different from the caller, will be advised that the Company is the operator service provider at the initial contact.
- 3) Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 4) Only tariffed rates approved by this Commission for Company shall appear on any LEC billings.
- 5) Company shall be listed on the LEC billing if the LEC has multi-Company billing ability.
- 6) Company will employ reasonable calling card verification procedures, acceptable to the Telephone Company issuing the calling card
- 7) Company will route all 0- or 00 - emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 8) Upon request, Company will transfer calls to another authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- 9) Company will refuse operator service to traffic aggregators that block access to other Companies.
- 10) Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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3.0 SERVICE DESCRIPTIONS (Continued)

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3.7 Operator Assistance Services (Continued)

Service Commission

3.7.1 Line Status Verification

Line Status Verification allows an operator to determine the condition of an access line that a Customer requests to be checked. This service is provided where facilities exist through a VTI provided operator. Line Status Verification requests will not be processed on a collect (reversal of charge) or person-to-person basis.

3.7.2 Busy Interrupt

Busy Interrupt allows an operator to interrupt a conversation in progress to ascertain willingness to establish a conversation with an alternate party. This service is provided where facilities exist through a VTI provided operator. Busy Interrupt requests will not be processed on a collect (reversal of charge) or person-to-person basis, except in the case of an emergency situation, when the caller may bill collect if necessary.

The charge for Busy Interrupt applies whenever the operator interrupts the conversation even if the interrupted parties refuse to terminate the conversation in progress.

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3.0 SERVICE DESCRIPTIONS (Continued)

Service Commission

3.7 Operator Assistance Services (Continued)

3.7.3 Call Trace

Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by Company's name or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the Customer to dial a code (\*57) to automatically request that the following information be recorded:

- 1) The originating telephone number;
- 2) The date and time of the call; and
- 3) The date and time call trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact VTI for further instructions. Activation of Call Trace never authorizes VTI to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it maybe necessary to place a manual trap on the Customer's telephone line.

3.8 Service Order Charges

Customers are billed applicable Service Order Charges when VTI receives, records and processes information in connection with a Customer request to add or change existing services. Service Order Charges apply to Customers who order new service or features, discontinue services or features, request telephone number changes, or transfer service from one premises to another. Service Order Charges also apply to service requests, including but not limited to, reconnection of existing service, temporary suspension of service, name changes on an account, or when service is required at the Customer's premises.

The applicable Service Order Charges for the items described above are set forth in Section 4.8 following.

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4.0 RATES

4.1 General

The rates for the services described in Section 3.0, including but not limited to, Basic Residential Local Service, Call Management Features, Operator Services and Directory Listings, are provided herein. The rates and charges set forth herein may include one-time charges, per-call charges or monthly subscription charges.

4.2 Basic Residential Local Service - Rates and Charges

Subscribers to Basic Residential Local Service will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage:

Monthly Rate	-	<b>\$29.95</b>
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4.2.1 One Choice® Additional Line Service - Rates and Charges

Subscribers to One Choice® Additional Line Service will be billed at the following rate in addition to all charges associated with the Customer's One Choice® Classic Bundled Package, optional services and/or long distance usage, if any: (T)

Each Additional Line	-	<b>\$14.95</b>
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LOCAL EXCHANGE SERVICES TARIFF

4.0 RATES (Continued)

4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.2 One Choice® Premium Package - Rates and Charges

Subscribers of One Choice® Premium Package will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage, if any

Monthly Rate	-	<b>\$19.95</b>
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In addition, optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice® Premium Package and will be billed at the rates set forth therein in addition to all charges associated with the Customer's One Choice® Premium Package.

4.2.3 One Choice® Classic Select Package - Rates and Charges (T)

Subscribers of One Choice® Classic Select Package will be billed at the (T) following rate in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any:

Monthly Rate	-	<b>\$29.95</b>
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In addition, optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice® Classic Select Package (T) and will be billed at the rates set forth therein in addition to all charges associated with the Customer's One Choice® Classic Select Package. (T)

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4.0 RATES (Continued)

4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.4 One Choice® Classic Elite Package - Rates and Charges (T)

Subscribers of One Choice® Classic Elite Package will be billed at the (T) following rate in addition to all charges associated with the Customer's optional services sod/or additional long distance usage, if any:

Monthly Rate **\$39.95**

In addition, optional Call Management features as described in Sections 3.4 and 4.4 are available to subscribers of One Choice® Classic Elite Package and (T) will be billed at the rates set forth therein in addition to all charges associated with the Customer's One Choice® Classic Elite Package. (T)

4.2.5 VarTec Friends-R-Free<sup>SM</sup> Classic Package - Usage Rates

Subscribers of the VarTec Friends-R-Free<sup>SM</sup> Classic Package will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage:

Monthly Rate **\$49.95**

In addition, optional Call Management features as described in Section 3.4 are available to subscribers of VarTec Friends-R-Free<sup>SM</sup> Classic Package and will be billed at the rates set forth in Section 4.4 of the Rate Schedule in addition to all charges associated with the Customer's VarTec Friends-R-Free<sup>SM</sup> Classic Package.

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## 4.0 RATES (Continued)

## 4.2 Basic Residential Local Service - Rates and Charges (Continued)

4.2.6 VarTec Friends-R-Free<sup>SM</sup> Package - Usage Rates

Subscribers of the VarTec Friends-R-Free<sup>SM</sup> Package will be billed at the following rate in addition to all charges associated with the Customer's optional services and/or long distance usage:

Monthly Rate	-	<b>\$29.95</b>
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In addition, optional Call Management features as described in Section 3.4 are available to subscribers of VarTec Friends-R-Free<sup>SM</sup> Package and will be billed at the rates set forth in Section 4.4 of the Rate Schedule in addition to all charges associated with the Customer's VarTec Friends-R-Free<sup>SM</sup> Package.

4.2.7 One Choice<sup>®</sup> Classic Unlimited Package - Usage Rates (T)

Subscribers of the One Choice<sup>SM</sup> Classic Unlimited Package will be billed (T) at the following rate in addition to all charges associated with the Customer's optional services and/or toll charges, if any:

Monthly Rate in Zone A	-	<b>\$49.95</b>
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Monthly Rate in Zones B, C & D -		<b>\$59.95</b>
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In addition, optional Call Management features as described in Section 3.4 are available to subscribers of One Choice<sup>®</sup> Classic Unlimited Package and (T) will be billed at the rates set forth in Section 4.4 of the Rate Schedule in addition to all charges associated with the Customer's One Choice<sup>®</sup> Classic Unlimited Package. (T)

(M)

Material previously located on First Revised Page No. 75.1 can now be found on Original Page No. 75.2.

ISSUED: February 23, 2004

EFFECTIVE: March 24, 2004

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## LOCAL EXCHANGE SERVICES TARIFF

## 4.0 RATES (Continued)

## 4.2 Basic Residential Local Service - Rates and Charges (Continued)

## 4.2.8 One Choice® Bundled Service Packages - Rates and Charges

The One Choice® bundled service packages will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any. The following per line monthly rates apply to the Customer's primary billing telephone number and any additional telephone numbers billed to the same account.

Zones A, B &amp; C

One Choice® Select Package	Monthly Rate
-With One Choice® \$.05 Plan	<b>\$29.95</b>
-With One Choice® \$.03 Plan	<b>\$32.90</b>
One Choice® Elite Package	Monthly Rate
-With One Choice® \$.05 Plan	<b>\$39.95</b>
-With One Choice® \$.03 Plan	<b>\$42.90</b>
One Choice® Unlimited	<u>Monthly Rate</u>
-With One Choice® \$.05 Plan	<b>\$48.95</b>

## 4.2.9 Additional Line Service - Rates and Charges

(N)

Additional Line Service will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any. The following per line monthly rates apply to each additional telephone number billed to the same account:

Zones A, B &amp; C

Additional Line Service	Monthly Rate
-With One Choice® \$.05 Plan	<b>\$14.95</b>
-With One Choice® \$.03 Plan	<b>\$17.90</b>

(N)

## 4.3 (Reserved for Future Use)

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EFFECTIVE: June 27, 2004

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(T)

(T)

## LOCAL EXCHANGE SERVICES TARIFF

## 4.0 RATES (Continued)

## 4.4 Call Management Features - Rates and Charges

Subscribers to Call Management Services will be billed at the following rates in addition to all charges associated with the Customer's basic local service plan. In addition, some Call Management Services may be activated and utilized by the Customer on a per-use basis and will be billed the rates as described herein.

	Monthly Rate	Per Use Charge	
Auto Redial	\$3.95	\$ .95	(I)
Call Block	\$3.95	N/A	
Call Forwarding	\$3.95	N/A	
Call Forwarding - Busy Line	\$3.95	N/A	
Call Forwarding - No Answer	\$3.95	N/A	
Call Forwarding - Busy/No Answer	\$3.95	N/A	
Remote Access to Call Forwarding	\$3.95	N/A	
Selective Call Forwarding	\$3.95	N/A	
Call Waiting	\$3.95	N/A	(I)
Caller ID - Number Only	\$3.95	N/A	(R)
Caller ID - Name & Number	\$6.95	N/A	(I)
Speed Calling 8	\$3.95	N/A	
Three-Way Calling	\$3.95	\$0.95	
Anonymous Call Rejection	\$3.95	N/A	
Call Waiting ID	\$3.95	N/A	
Caller ID Delivery Blocking	\$3.95	N/A	
Call Return	\$3.95	\$0.95	
Toll Restriction	\$3.95	N/A	(I)

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(T)

(T)

LOCAL EXCHANGE SERVICES TARIFF Missouri Public

4.0 RATES (Continued)

REC'D JUL 12 2001

4.5 Directory Assistance - Rates and Charges

Service Commission

The following Directory Assistance rates apply where the Customer places a direct dialed call to Directory Assistance. These rates are in addition to applicable usage charges or in lieu of local call rates from pay telephones. No credit will be given for requested listing information that is not found in the directory.

Direct-Dialed

Directory Assistance Call - \$0.50

4.5.1 Directory Assistance Call Completion

The following Directory Assistance Call Completion rates apply in addition to any applicable Directory Assistance rates as described in Section 4.5, as well as the Long Distance Message Telecommunications Service rates associated with the completion of the call, if applicable.

DACC Charge - \$0.75

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Missouri Public

FILED AUG 26 2001

Service Commission

## LOCAL EXCHANGE SERVICES TARIFF

REC'D JUL 12 2001

## 4.0 RATES (Continued)

Service Commission

## 4.6 Directory Listings - Rates and Charges

Subscribers will be billed at the following rates for Directory Listings and optional features in addition to all charges associated with the Customer's basic local service plan:

	Monthly Rate
Primary Listing	No charge
Non-Published Number	\$1.75
Non-Listed Number	\$1.25
Residential Additional Listing <sup>1</sup>	\$1.65

<sup>1</sup>Residential Extra Listing charges are incurred from the time the listing is posted to the Directory Assistance records.

## 4.7 Operator Assistance Services - Rates and Charges

Local Operator Assistance Service rates are in addition to applicable usage charges or in lieu of local call rates from pay telephones.

Per Use Charge

Line Status Verification	\$1.25
Busy Interrupt	\$2.00
Call Trace	\$7.00

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EFFECTIVE: August 26, 2001

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Service Commission

## LOCAL EXCHANGE SERVICES TARIFF

REC'D JUL 12 2001

## 4.0 RATES (Continued)

## 4.8 Service Order Charges - Rates and Charges

Service Commission

Customers will be billed the following charges for services described below. Additional charges may apply for service orders that require overtime labor performed at hours of the day or days of the week other than normal work hours.

	<u>One-Time Charge</u>
Customer requests to add a feature to an account	No charge
Customer requests to remove a feature from an account	\$5.00
Customer requests a billing name change on his/her account	\$5.00
Customer requests a telephone number change	\$25.00
Customer requests to transfer primary line from one service address to another	\$40.00
Customer requests to transfer an additional telephone line from one service address to another	\$30.00
Suspension of service by VTI	No charge
Restoration of Customer's service following suspension by VTI	\$20.00
Installation of a primary telephone line at new service address	\$40.00
Installation of an additional telephone line at new service address	\$30.00

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Service Commission

## LOCAL EXCHANGE SERVICES TARIFF

## 4.0 RATES (Continued)

## 4.9 Alternative Payment Processing Fees

The following fees apply for Customers who make payment for services rendered using alternative payment processing options. Per use charges apply for individual transactions. Customers may elect to enroll in VTI's Recurring Payment Plan, whereby the Customer's payment is automatically processed by VTI each month through the Customer's selected alternative payment processing option.

	Credit Card Payment	ACH Payment
One-time Payment (per use)	<b>\$0.00</b>	<b>\$0.00</b>
Online Payments (per use)	N/C	N/C
Recurring Payments	N/C	N/C

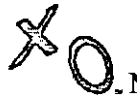
Beginning February 1, 2004, any residential Customer who enrolls in VTI's Recurring Payment Plan will be eligible to receive a one-time credit in the amount of ten dollars (\$10.00). This credit will be applied to the Customer's monthly billing statement after the Customer's first successful and valid automated payment transaction and should appear on one of the following two billing statements. Each Customer will be eligible to receive the credit only once per Customer account. A Customer becomes ineligible to receive this credit if, prior to the credit being applied to the Customer's account, one or more of the following occurs: 1) the account is suspended for non-payment of charges; 2) the account is suspended for violation(s) of regulations in this tariff; 3) the Customer cancels services or withdraws from the Recurring Payment Plan or 4) the Customer fails to comply with relevant laws and regulations. (T)

ISSUED: April 2, 2004

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EFFECTIVE: May 4, 2004  
 (T)





XO Missouri Inc.  
LOCAL EXCHANGE SERVICES TARIFF  
P.S.C. MO. No. 4

Fourth Revised Page 66  
Cancels Third Revised Page 66

4. Service Offerings, Rates and Charges (Cont'd)

4.2 Directory Assistance.

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the Customer's local calling area. Customers can reach a Directory Assistance Operator by dialing 411 or 555-1212. The Directory Assistance Operator will furnish up to three items per cell or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

4.2.1

Local Directory Assistance	Each Number	<b>\$1.25</b>	(I)
Long Distance Directory Assistance	Each Number	<b>\$1.25</b>	(I)
National Listing Service	Each Number	<b>\$0.95</b>	
Directory Assistance Call Completion	Each Number	<b>\$0.50</b>	

4.2.2 Call Completion Feature Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above. Customers will be charged for duration of the completed call as follows:

- 1) Customers placing the call from a telephone line that is subscribed to Company local service will be charged according to Customer's current Company rate plan.
- 2) Customers placing a call from a telephone line that is subscribed to Company long distance service only will be charged \$0.10 per minute of use for the duration of the completed call.

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

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**SECTION 4.0 -SERVICE DESCRIPTIONS****4.1 Network Exchange Bundled Service****4.1.1 General**

Z-Tel offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access<sup>1</sup> may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

**A. Primary Line**

The initial residential local exchange access line per account.

**B. Secondary Line**

The second or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

(T/C)  
(N)  
(N)

(D)

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<sup>1</sup> Voice mail and Internet access are not regulated by the Commission.

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.1 Network Exchange Bundled Service, Cont'd.****4.1.1 General, Cont'd.**

Network Exchange Bundled Service may include the calling features listed below:

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Z-Tel adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

(N)  
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(N)

Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Waiting with Caller ID with Name - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number will be substituted.

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Issued by:

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.1 Network Exchange Bundled Service, Cont'd.****4.1.1 General, Cont'd.**

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.):

Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion.

(N)

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.1 General, Cont'd.

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.)

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two (N) separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities. (N)

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service- A feature which intercepts calls that are marked "private" and "not of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscribers number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

#### 4.1 Network Exchange Bundled Service, Cont'd.

#### 4.1.1 General, Cont'd.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID with Name - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID with Name service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted. See Section 4.2 for regulations regarding this feature.

**Three Way Calling** - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

$$\begin{array}{c} \textbf{(M)} \\ | \\ | \\ | \\ | \\ | \\ | \\ | \\ \textbf{(M)} \end{array}$$

\* Material previously appearing on this page now found on Original Page 2.1, Section 4.

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SECTION 4.0 - SERVICE DESCRIPTIONS. CONT'D.

4.1 Network Exchange Bundled Service, Cont'd

4.1,2 Missouri Home Edition - Standard Service \*\*

A. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service (See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service. Standard Service includes the following

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling,
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge,

Secondary Line Customer Calling Features Package: Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.

4. Standard Service Customers will receive Member to Member service (See Section 4.2 ) at no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature

(N)

\*\* This option grandfathered effective October 12, 2002 and is available to existing customers only.

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.3 Missouri Home Edition - Basic Service \*\*

A. Basic Service includes the following

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of (60) second increments. For toll calls placed away from home, see Z-Line Travel Card Service (See Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

2. Local line and unlimited calling,

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Secondan Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for an additional monthly charge.

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

D. Distinctive Ring Calling Feature

(N)

\* \*This option grandfathered effective October 12, 2002 and is available to existing customers only.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.1 Network Exchange Bundled Service, Cont'd.****4.1.4 Z-LineHome Unlimited Service**

A. Z-LineHome Unlimited Service includes the following:

1. Unlimited toll calling. For toll calls placed away from home, see *Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Unlimited.
2. Local line and unlimited local calling
3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way and Calling Speed Calling included at no charge. (C)  
(C)
- Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge. (C)

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses ZLine Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

4. Member to Member Service.

(D)  
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(D)

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MOL0312

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.4 Z-LineHome Unlimited Service cont'd.

B. Calling Features

(N)

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities

Monthly Recurring Charge Per Feature:

**\$3.00**

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.5 Z-LineHome Select Service\*\*

A. Z-LineHome Select includes the following

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of sixty (60) seconds. For toll calls placed away from home, see Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Select.

2. Local line and unlimited local calling.

3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for on additional monthly charge.

4. Member to Member Service.

5. The following additional custom calling features are available with this service.

Distinctive Ring

(N)

VIP Alert:

Privacy Manager:

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.1 Network Exchange Bundled Service, Cont'd.**

**4.1.6 Member to Member Home Edition Service**

Member to Member Service is available to all Z-Tel Customers of a Network Exchange Bundled Service. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Z-Tel services where noted in the description of each service.

(N)

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.1 Network Exchange Bundled Service, Cont'd.**

(N)

**4.1.7 Z-Line Home Office**

Z-Line Home Office service is a bundled local and toll voice service offering. Service is restricted to a single line only. Customers with a requirement for multiple lines are referred to the Company's business service. Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

(N)

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MOL0305

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.1 Network Exchange Bundled Service, Cont'd.**

**4.1.7 Z-Line Home Office, (Cont'd.)**

A. Z-Line Home Office includes the following:

1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Line Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Z-Line Home Office.
2. Local line and unlimited local calling.
3. Calling Features Package: Caller ID with Name, Call Waiting with Caller ID (C)  
with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and (C)  
Speed Calling included at no charge.

(D)  
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(D)

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.1 Network Exchange Bundled Service, Cont'd.**

(N)

**4.1.8 Z-LineHOME Basic Service with PVA**

Z-LineHome Basic Service with PVA provides a basic residential local exchange line with Call Waiting for outbound calling. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail may be purchased at an additional charge (See Note 1).

**A.** Basic Service includes the following:

1. Local line and unlimited local calling
2. Call Waiting

Note 1: Voicemail may be purchased for an additional charge. This service is not regulated by the Commission. Call Forwarding Busy No Answer is only available to customers with voicemail. Other enhanced features such as Find Me and notify me are also only available to customers who choose to purchase voice mail.

(N)

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.8 Z-LineHOME Basic Service with PVA, (Cont'd.)

B. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

C. Intrastate long distance may be utilized with this service.

D. Member to Member Service is included at no charge.

E. Calling Features

(N)

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature:

**\$3.00**

(N)

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.1 Network Exchange Bundled Service, Cont'd.****4.1.9 Z-LineHOME Select with PVA**

Select Service with PVA provides a basic residential local exchange line with four Custom Calling Features and fifty (50) minutes of combined direct dialed interstate or intrastate long distance calling. Operator assisted calling, travel card calling and international calling are not included in the calling allowance. Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail is included with this service.

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service Cont'd.

4.2.6 Z-LineHOME Select with PVA, (Cont'd.)

A. Select Service includes the following:

1. Local line and unlimited local calling
2. Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Busy No Answer and Call Forwarding Variable.
3. 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.

B. Intrastate long distance may be utilized with this service.

C. Member to Member Service is included at no charge.

D. Calling Features

(N)

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature:

**\$3.00**

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.10 Z-LineBUSINESS Simplicity Service (T)

Z-LineBUSINESS Simplicity Service is targeted primarily at business customers as a bundled (T) service offering. Customers receive unlimited local and long distance calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. The primary line also includes the following custom calling features Caller ID, Call Waiting, Three-Way Calling Speed Dial and Call Forwarding, as well as one voice mail box]. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. Z-LineBUSINESS Simplicity Service is available on up to a (N) maximum of twelve(12) lines per location. Z-Tel Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location sod on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. (N)

Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

A. Outbound Service

B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling Speed Dial and Call Forwarding,

<sup>1</sup>Voice mail is not regulated by the Commission. Voice Mail on Additional Lines may be purchased separately far a monthly fee per mail box.

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SECTION 4.0 - SERVICE DESCRIPTIONS. CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.10 Z-LineBUSINESS simplicity Service, (Cont'd.)

(T)

C. Toll Free Service

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-Tel Business Simplicity Service Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Simplicity Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller, Rates are neither time-of-day sensitive nor mileage sensitive, Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

D. Travel Card Service

Z-Line Simplicity Travel Card Service is available to Z-Line Business Simplicity Service Customers for calls made away from the Customer's business location and billed to the business account, Calls are billed in six (6) second increments.

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SECTION 4.0 -SERVICE DESCRIPTIONS. CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.11 Affinity Pricing Plan - Z-Line Discount Program

(N)

The Z-Tel Affinity Pricing Plan - Z-Line Discount program offers discounts on specific Z-Tel services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Z-LineHOME Unlimited, Z-LineHOME Select with PVA, Z-LineHOME Basic with PVA. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.1 Network Exchange Bundled Service, Cont'd.

4.1.12 ISP Service Plan

(N)

ISP Service Plan is offered to Customers who subscribe to Z-LineHome Unlimited Service in conjunction with a participating Internet Service Provider (ISP). The participating ISP must have a previously established service participation agreement with the Company. As part of this service, the Customer may utilize local dial-up access numbers of a participating ISP for internet access for up to 3000 minutes per month and the dial-up internet connection restriction associated with Z-LineHome Unlimited will not apply to those 3000 minutes per month. All other Z-LineHome Unlimited Service rates and restrictions apply.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 Z-LineBUSINESS A La Carte Service\*\*****(C)**

Z-Line Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Z-Tel as the presubscribed carrier for local calling concurrent with enrollment for this service. Z-LineBusiness A La Carte provides Customers with the option of selecting Z-Tel for toll services.

**A. Local Exchange Service**

There is a one-time charge per line Service Connection Fee for Local Exchange Service <sup>1</sup>.

**B. Toll Service****.1 Long Distance Service**

Long distance service is billed in six (6) second increments.

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

<sup>1</sup>Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

**(C)**

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 Z-LineBUSINESS A La Carte Service, (Cont'd.) \*\*****(C)****C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-LineBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

**D. Business Network Rate Service**

Business Network Rate Service is available to Z-Tel business Customers for outbound calling from presubscribed lines. This service allows Z-Line Business A La Carte Customers presubscribed to Z-Tel for long distance service to call other Z-Tel Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Z-Tel business Customers or to ZTel residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 Z-LineBUSINESS A La Carte Service, (Cont'd) \*\*****(C)****E. Calling Features**

These features are offered subject to availability of suitable facilities. Z-LineBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 Z-LineBUSINESS A La Carte Service, (Cont'.d) \*\*****(C)****E. Calling Features, (Cont'd.)**

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 Z-LineBUSINESS A La Carte Service, (Cont'.d) \*\*****(C)****F. Guarantee Incentive Program**

If a Customer is not satisfied with the Z-Tel Business A La Carte Service, for any reason, during the first ninety (90) days of service, Z-Tel will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Z-Tel. This offer does not extend to any new service lines established with Z-Tel that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Z-Tel. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Z-Tel's toll free customer service telephone number.

**G. Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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## SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

## 4.2.1 Z-Line Business Plus Service

Z-Line Business Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

## A. Local Exchange Service

## .1 Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Z-Tel in this state or nationwide, (T) receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

Lines	Term	
	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

## .2 Calling Features

The following Calling features are available at an additional monthly recurring charge Call Forwarding Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID;Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2.1 Z-Line Business Plus Service, (Cont'd.)****(N)****B. Z-Line Business Plus Toll Service**

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

**C. Z-Line Business Plus Toll Free Service**

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

**D. Travel Card Service**

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

**E. Business Network Service**

For a full description of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2.1 Z-Line Business Plus Service, (Cont'd.)****F. Calling Features**

Customers subscribing to Z-Line Business Plus Service may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2.1 Z-Line Business Plus Service, (Cont'd.)****F. Calling Features, Cont'd.**

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

(N)

(N)

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2.1 Z-Line Business Plus Service, (Cont'd.)****G. Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.3 Stand Alone Local Exchange Service**

Stand Alone Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Stand Alone Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

**4.3.1 General**

Stand Alone Local Exchange Service includes the following:

Local exchange access line and unlimited local exchange calling.

(N)

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(N)

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges

Non-returning charges apply to processing Service Orders for new service and for changes in service.

4.4.1 Service Order Charges

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge. Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge - applies, in addition to all other charges for the visit, when a (T) visit to the Customer's premises is necessary to move, add, change or install service, or to isolate a problem reported to the Company that cannot be handled remotely. (T)

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

\* Material previously located on this page now found on Original Page 5.3 Section 4.

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SECTION 4.0 - SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.1 Service Order Charges, (cont'd.)

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

( N )

Trouble Isolation Charge -When a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

( N )

( M )

( N )

\*Material previously appearing on this page now found in Section 4, Page 5.1.1

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SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

4.4 Service Order and Change Charges, (Cont'd.)

4.4.2 Change Order Charges

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Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies, A change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Home Edition Charge Charge-applies when a residential Customer request/orders a change in service from Home Edition- Basic Service to Home Edition- Standard Service or from Home Edition - Standard Service to Home Edition - Basic Service.

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\*Material appearing on this page previously found in Section 4, Page 5.1

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.4 Service Order and Change Charges, (Cont'd.)**

**4.4.3 Record Change Charges**

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

**4.4.4 Miscellaneous Charges**

Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.

Call Detail Report - applies each time a Customer requests local call detail for a given month.

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.5 Reserved For Future Use**

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**4.6 Restoration of Service**

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A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.7 911 Emergency Service**

- 4.7.1** The Company is obligated to supply the E-911 service provider in the Company service area with information necessary to update the E-911 database at the time the Company submits Customer orders to the local exchange company whose service is being resold or whose lease facilities have been purchased for the provision of local service pursuant to these tariffs.
- 4.7.2** At the time the company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 4.7.3** The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point (PSAP). The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.7.4** The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.
- 4.7.5** The Company undertakes no responsibility to inspect or to monitor 911 service facilities to discover errors, defects or malfunctions in 911 service.
- 4.7.6** By dialing 911, the 911 service calling party waives all privacy rights afforded by non-listed and non-published service to the extent that the Customer's telephone number, name, address associated with the originating station location are furnished to the PSAP.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.8 Optional Calling Features**

The features in this section are made available to Residential and Business Customers on a per use basis. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the per feature activation charge shown in the table below each time a feature is used by the Customer. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

**4.8.1 Feature Descriptions**

Call Return: Allows a Customer to return the most recent incoming call and, after dialing a code, hear an announcement of the last telephone number that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.

Call Trace: Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by the Company; or (2) the capability to utilize Call Trace on a per activation basis as needed. Call Trace allows the Customer to dial a code (\*57) to automatically request that the following information be recorded: the originating telephone number; the date and time of the call; the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact the Company for further instructions. Activation of Call Trace never authorized the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's line. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

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\* Material previously appearing on this page now found on Original Page 7.1, Section 4.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.8 Optional Calling Features****4.8.1 Feature Descriptions**

Per-Call Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls. To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Auto Redial: Permits the Customer to redial automatically the last number dialed.

Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all Z-Tel services.

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VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. This feature may not be available with all Z-Tel services.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.9 Directory Assistance Services**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

**4.9.1 Basic Directory Assistance**

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

Charges will not apply for calls placed from hospital services or from business or residence main telephone exchange line registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.9 Directory Assistance Services, Cont'd.**

**4.9.2 Directory Assistance Call Completion**

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 4.9.1.

**A. Description of Service**

The three types of DACC offered are as follows:

Fully Automated DACC: The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

Semi-Automated DACC: The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

Person-to-Person DACC: The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.9 Directory Assistance Services, Cont'd.****4.9.3 Nationwide Directory Assistance**

Nationwide Directory Assistance is a service whereby Customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the basic Directory Assistance charges as described in this Section.

The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

The Customer will be charged for each call. Customer may request up to two listings per call. The nationwide listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for Nationwide Directory Assistance.

**4.9.4 PVA Directory Assistance**

PVA Directory Assistance is a directory service whereby Customers may request assistance in determining listing information on a nationwide basis through the Company's Personal Voice Assistance (PVA) enhanced services platform.

This service is only available to Customer of Z-Tel local and/or long distance services with PVA. Customers use a toll free number or access code to access the PVA platform and choose the directory assistance option. Up to two listings per call may be requested. The rate per call applies whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for PVA Directory Assistance.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.10 Local Operator Service**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate.

Operator Assistance charges do not apply for the following calls:

- Calls to Company-listed Official Public Emergency Agencies
- Calls to official Company numbers
- Calls to Directory Assistance Service
- Calls from persons experiencing dialing difficulty
- Calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Company.

**4.10.1 Regulations**

- A.** Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification of (2) Company knowledge.
- B.** The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
- C.** Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- D.** Only tariffed rates approved by this Commission for the Company shall appear on the Company's bill.
- E.** Company shall be listed on the bill.
- F.** Company will employ reasonable calling card verification procedures, acceptable to the company issuing the calling card.
- G.** Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.10 Local Operator Service, Cont'd.**

**4.10.1 Regulations**

- H.** Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- I.** Company will refuse operator services to traffic aggregators which block access to other Companies.
- J.** Company will assure that traffic aggregators will post and display information including (1) that company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.11 Busy Line Verification and Emergency Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

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The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service**

**4.12.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgement of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

**4.12.2 Listings**

One listing, termed the primary listing is included with each Customer's service.

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The additional directory listing charge commences with the delivery date of the issue of the directory in which the listing first appears. The monthly rate for an additional listing commences the day after the directory assistance records are posted.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.



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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.12 Directory Listing Service, Cont'd.****4.12.2 Listings, Cont'd.****A. Regular Additional Listings**

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional 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.

**B. Alternate Telephone Number Listings and Night Listings**

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing such as the following:

1. If no answer call (telephone number)
2. Night calls (telephone number)
3. Night calls after – P.M. (telephone number)
4. Nights, Sundays and holidays (telephone number)
5. 5 P.M. to 9 A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.12 Directory Listing Service, Cont'd.****4.12.2 Listings, Cont'd.****C. Nonpublished Service**

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

- .1 First, in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service (E911) the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point for dispatch of emergency service.
- .2 Second, the billing name and address that correspond to a non-published telephone number will be furnished to a subscriber to Billing Name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA subscriber.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service, Cont'd.**

**4.12.2 Listings, Cont'd.**

**C. Nonpublished Service, Cont'd.**

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save 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 non-published service or the disclosing of said number to any person.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.12 Directory Listing Service, Cont'd.****4.12.2 Listings, Cont'd.****D. Nonlisted Service**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save 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 non-listed service or the disclosing of said number to any person.

**E. Toll-Free Directory Listings**

Where available, a listing which references the Toll Free Number for a Business customer will be made available. A one-time charge per toll-free number applies to set up this listing.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.13 Toll Restriction**

Toll Restriction is a service offering that restricts long distance calling. Restricted calls are directed to an announcement.

Toll Restriction is activated when a dialed number is preceded by a one (1) or zero (0). Where facilities permit, 1+ calls to Company business offices and repair services are not restricted. In addition, all calls to operator services are disallowed for both residence and business Customers.

The minimum service period is one month. Service is furnished subject to the technical capability.

The Customer indemnifies and saves harmless the Company from any and all claims, losses and damages caused by this restriction of the Customer's long distance calling.

**4.14 900 Call Restriction**

900 Call Restriction allows Customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to an announcement.

This service is available where facilities permit. The minimum period for this service is one month.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.15 Carrier Presubscription****4.15.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**4.15.2 Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.15 Carrier Presubscription, Cont'd.**

**4.15.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 5 of this tariff.

**4.15.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in Section 5 of this tariff. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.16 Intercept Referral Service**

**4.16.1 Basic Intercept Referral Service**

Basic Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available if it is non-published or the Customer has left the area without providing a forwarding number.

Basic Intercept Referral Service is provided free of charge to Residential Customers for a minimum of thirty (30) days where facilities exist, and the threat of telephone exhaustion is not imminent.

Basic Intercept Referral Service for single line Business Customers shall be available upon request, free of charge, for a minimum of thirty days, or the life of the directory, whichever is greater. However, if the threat of telephone number exhaustion becomes imminent for a particular central office, the Company may reissue a disconnected number prior to the expiration of the directory but no earlier than thirty (30) days after the disconnection of the business telephone number.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.16 Intercept Referral Service, Cont'd.**

**4.16.2 Special Intercept Referral Service**

This level of service provides the same information as Basic Intercept Referral Service using either an operator-handled or recorded announcement, plus this level of service provides callers with additional information. Two types of additional information are available:

Location Referral Service: provides the caller with the Customer's new street address, city and/or state.

Multiple Referral Service: accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement or to an operator. Either option is available to the Customer when there are three or less referrals to be given. For more than three referrals, the calls must be routed to an operator. When the calls are routed to an operator, the calling party is queried as to whom they wish to reach, and the appropriate number is provided.

Name Referral Service: provides the caller with the name of the Customer's business and new telephone number.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.16 Intercept Referral Service, Cont'd.**

**4.16.3 Reserved For Future Use**

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.17 Public 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 intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

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

Whenever possible, the Public 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 Public 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.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.18 Z-Tel Referral Program**

Any existing Z-Tel Customer who refers a potential customer to the Z-Tel services listed below will receive a one-time credit should the referred customer subscribe to and remain a Z-Tel customer for at least 30 days. The referred customer must provide the name of the existing Z-Tel Customer who made the referral upon ordering the new Z-Tel service. The credit is applied only once to the Customer's next scheduled bill and expires with that bill. The credit does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.19 Caller ID****(M)**

This feature enable the Customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a Customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: (1) private, nonprofit, tax exempt, domestic violence intervention agencies and (2) federal, state and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad of 1182 from a rotary phone) immediately prior to placing a call.

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad of 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID Subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

\* Material appearing on this page previously found on First Revised Page 3 , Section 4.

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## SECTION 5.0 - RATES

## 5.1 Network Exchange Bundled Service

## 5.1.1 Missouri Home Edition - Standard Service \*\*

Package Price for Standard Service

Monthly Rate

Primary Line

**\$52.99**

Secondary Line

**\$25.00**

Service Connection Fee, one-time charge per line: \*

Primary Line

**\$69.99**

Secondary Line

**\$55.00**

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service. (See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

Toll calls within 100 minute allowance  
Direct Dial Access

Per minute rate  
**\$0.00**

Toll calls above 100 minute allowance  
Direct Dial Access

Per minute rate  
**\$0.15**

2. Local line and unlimited local calling

3. Primary Line Custom Calling Features Package Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month,

4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.

5. Distinctive Ring Calling Feature:

(N)

Monthly Recurring Charge Per Feature:

**\$3.00**

(N)

\*\* This option grandfathered effective October 12, 2002 and is available to existing customer only.

\* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.2 Missouri Home Edition - Basic Service \*\***

## Package Price for Missouri Home Edition - Basic Service

Primary Line, per month	\$36.99
Secondary Line, per month	\$25.00
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

**A.** Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Z-Line Travel Card Service (*See Z-Tel's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

Toll calls within 30 minute allowance

Direct Dial Access	\$0.00
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Toll calls above 30 minute allowance

Direct Dial Access	\$0.15
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2. Local line and unlimited local calling.

**B.** Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
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Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

(N)

(N)

**C.** Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$7.99 per month
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**\*\*This option grandfathered effective October 12, 2002 and is available to existing customers only.**

**# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.**

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.2 Missouri Home Edition - Basic Service,\*\* (Cont'd.)

D. Distinctive Ring Calling Feature: (N)

Monthly Recurring Charge Per Feature: **\$3.00** (N)

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.3 Member to Member Home Edition Service Add-On**

Member to Member Service is available to all Z-Tel Customers of a Network Exchange Bundled Service. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Z-Tel services where noted in the description of each service.

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.4 Z-LineHome Unlimited**

Package Price for Z-LineHome Unlimited

Primary Line, per month	\$55.99
Secondary Line, per month	\$35.00
Service Connection Fee, one time charge per line #	
Primary Line	\$69.99
Secondary Line	\$55.00

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Z-Line Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

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Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

**A.** Z-LineHome Unlimited Service includes the following:

1. Unlimited toll calling. For toll calls placed away from home, see *Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Unlimited.
2. Local line and unlimited local calling

*\*Material previously appearing on this page now found on Page 1.2.1.0, Section 5.*

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.4 Z-LineHome Unlimited**

A. Z-LineHome Unlimited includes the following, (cont'd.):

3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge. (C)  
(C)

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month. (C)

4. Member to Member Service

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## SECTION 5.0- RATES. CONT'D.

## 5.1 Network Exchange Bundled Service

## 5.1.5 Z-LineHome Select \*\*

## Package Price for Z-LineHome Select

Primary Line, per month	
UNE Zone 1:	<b>\$35.99 (R)</b>
UNE Zone 2	<b>\$45.99</b>
UNE Zone 3:	<b>\$49.99</b>
UNE Zone 4:	<b>\$45.99</b>
Secondary Line, per month	
UNE Zone 1:	<b>\$35.00</b>
UNE Zone 2:	<b>\$41.00</b>
UNE Zone 3:	<b>\$45.00</b>
UNE Zone 4:	<b>\$41.00</b>
New Service Connection Fee, one-time charge, per line <sup>1</sup>	
Per Primary Line:	<b>\$69.99</b>
Per Secondary Line:	<b>\$55.00</b>

<sup>1</sup>Service Correction fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when stitching their service to Z-Tel.

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## SECTION 5.0 - RATES, CONT'D.

## 5.1 Network Exchange Bundled Service

## 5.1.5 Z-LineHome Select\*\*

## A. Z-LineHome Select includes the following, (cont'd.):

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling, Toll calls will be billed in sixty (60) second increments For toll calls placed away from home, see Z-Tel's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff.) Such travel card calls are not included in the monthly toll call allowance for Z-LineHome Select.

Toll calls within 50 minute allowance	
Direct Dial Access	<b>\$0.00</b>

Toll calls above 50 minute allowance	
Direct Dial Access	<b>\$0.07</b>

2. Local line and unlimited local calling.

3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.

4. Member to Member Service.

5. The following additional custom calling features are available with this service.

	<b>Per Month</b>	
Distinctive Ring	<b>\$3.00</b>	(N)
VIP Alert	<b>\$2.00</b>	
Privacy Manager:	<b>\$2.00</b>	

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service \*\*****(C)****A. Local Exchange Service****.1 Local Access Line**

Local Business Line	
Monthly Rate	\$27.99
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line	\$49.99

<sup>1</sup>Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

**(C)**


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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) \*\*****(C)****B. Toll Service****.1 Long Distance Service**

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

<b>LD Minutes</b>	<b>LD Minutes Pack</b>	
	<b>Monthly Rate</b>	<b>Intrastate Overage</b>
1,000 Long Distance Minutes Pack	\$59.00	\$0.079
5,000 Long Distance Minutes Pack	\$245.00	\$0.069

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) \*\*****(C)****C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Z-LineBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Z-Tel as the local service provider will keep Z-Tel Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.069
Monthly Recurring Charge Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$ 9.99

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.6 Z-LineBUSINESS A La Carte Service, (Cont'd.) \*\*****(C)****D. Business Network Rate Service**

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

**E. Calling Features****a. Rates**

.1	Monthly Rates, per Feature:	\$3.00
.2	Monthly Rate, Feature Pack, (3 or more features):	\$9.00

**F. Remote Call Forwarding (RCF) Service**

The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call.

**.1 Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.1.6 of this tariff).

**.2 Monthly Recurring Charge**

Per line: \$15.00

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.7 Z-Line Home Office**

Package Price for Z-Line Home Office:

Primary Line, per month:	\$65.99
Service Connection Fee, one-time charge per line <sup>#</sup> :	\$69.99

A. Z-Line Home Office includes the following:

1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Z-Line Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Z-Line Home Office.

Toll calls within 1000 minute allowance

Direct Dial Access: \$0.00

Toll calls above 1000 minute allowance

Direct Dial Access: \$0.104

2. Local line and unlimited local calling.

3. Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge. (C)  
(C)

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(D)

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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**SECTION 5.0 - RATES, CONT'D.****5.1 Network Exchange Bundled Service****5.1.8 Z-LineHOME Basic Service with PVA****A. Rates**

Primary Line, per month	\$21.99
Secondary Line, per month:	\$21.99
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

- B.** Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

Feature Pack, per month:	\$4.95
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- C.** Intrastate long distance may be utilized with this service.

Direct Dial rate per minute:	\$0.070
Call completion through PVA per minute:	\$0.070

- D.** Member to Member Service is included at no charge.

**(N)**

<sup>#</sup> Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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## SECTION 5.0 - RATES, CONT'D.

## 5.1 Network Exchange Bundled Service

## 5.1.8 Z-LineHOME Select Service with PVA

## A. Rates

Primary Line, per month	
UNE Zones 1:	<b>\$35.99</b>
UNE Zone 2	<b>\$45.99 (I)</b>
UNE Zone 3:	<b>\$49.99 (I)</b>
UNE Zone 4:	<b>\$45.99 (I)</b>
Secondary Line, per month	
UNE Zones 1:	<b>\$35.00</b>
UNE Zone 2:	<b>\$41.00</b>
UNE Zone 3:	<b>\$45.00</b>
UNE Zone 4:	<b>\$41.00</b>
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	<b>\$69.99</b>
Per Secondary Line:	<b>\$55.00</b>

## B. Intrastate long distance may be utilized with this service.

Direct Dial rate per minute:	<b>\$0.070</b>
Call completion through PVA per minute:	<b>\$0.070</b>

## C. Member to Member Service is included at no charge.

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.9 Business Simplicity Service

(N)

A. Outbound Service

Primary Line, per month	<b>\$59.99</b>
Additional Lines, per month:	<b>\$49.99</b>
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per primary Line:	<b>\$49.99</b>
Per Secondary Line:	<b>\$49.99</b>

B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

Monthly Rate: **\$4.95**

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Z-Tel.

( N )

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**MO. PSC**

## SECTION 5.0 - RATES, CONT'D.

## 5.1 Network Exchange Bundled Service

## 5.1.9 Business Simplicity Service, (Cont'd.)

(N)

## C. Toll Free Service

Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	<b>\$0.049</b>
Monthly Recurring Charge, Per toll free access line:	<b>\$3.00</b>
Toll Free Service Installation *	<b>\$20.00</b>
Vanity Toll Free Number Search:	<b>\$9.99</b>

## D. Travel Card Service

Calls are billed in six (6) second increments.

Rate Per Minute:	<b>\$0.049</b>
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\*The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

(N)

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## SECTION 5.0 - RATES, CONT'D.

## 5.2 Z-Line Business Plus Service

## 5.2.1 Local Exchange Service

## A. Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

	SBC	Century Telephone
Monthly Rate:	<b>\$29.00</b>	<b>\$48.00</b>
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	<b>\$49.99</b>	<b>\$49.99</b>

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Z-Tel in this state or nationwide, (T) receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

Lines	Term	
	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

## B. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

	SBC	Century Telephone
Monthly Recurring Charge Per Feature:	<b>\$3.00</b>	<b>\$3.00</b>
Monthly Recurring Charge, Feature Pack (3 or more):	<b>\$9.00</b>	<b>\$9.00</b>

<sup>1</sup> Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Z-Tel. The charge will apply if additional lines are transferred to Z-Tel after the initial order.

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**SECTION 5.0 - RATES, CONT'D.**

**5.2 Z-Line Business Plus Service**

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**5.2.2 Z-Line Business Plus Toll Service**

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

**5.2.3 Z-Line Business Plus Toll Free Service**

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

**5.2.4 Travel Card Service**

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

**5.2.5 Business Network Service**

For a full description and rates of the long distance portion of Z-Line Business Plus Service please see Z-Tel's PSC MO Tariff No. 1.

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**SECTION 5.0 - RATES, CONT'D.****5.2 Z-Line Business Plus Service****5.2.6 Remote Call Forwarding (RCF) Service****A. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.2 of this tariff).

**B. Monthly Recurring Charge**

	<b><u>SBC</u></b>	<b><u>Century</u></b>	<b>(N)</b>
		<b><u>Telephone</u></b>	<b>(N)</b>
Per line:	\$15.00	\$15.00	

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**SECTION 5.0 - RATES, CONT'D.****5.3 Stand Alone Local Exchange Service**

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Stand Alone Service:	<u>Per Month</u>	
Primary Line	\$32.49	
Service Connection Fee, one-time charge per line:		
Primary Line	\$69.99	(T)

(D)  
(D)

\* Material now appearing on this page previously found on Original Page 1.1, Section 5.

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## SECTION 5.0 - RATES, CONT'D.

## 5.4 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

Service Order Charges			
Primary Service Connection Charge	*	*	
Secondary Service Correction Charge	*	*	
Transfer of Service Charge, Primary Line	\$69.99	\$49.99	
Transfer of Service Charge, Secondary Line	\$55.00	\$49.99	
Technician Dispatch Charge	\$69.99	\$200.00	
Service Order Charge	N/A	\$9.99	
Toll Free Directory Listing	N/A	\$10.00	
Missed Appointment Charge	N/A	\$100.00	(D)
Charge Order Service Charges			
Feature or Feature Pack Change Order	\$9.99	\$9.99	
Toll Restriction Fee Order	\$9.99	\$9.99	
Telephone Number Change Order	\$9.99	\$9.99	
Long Distance Minutes Pack Change Order	\$9.99	\$9.99	
Listing Change Charge	\$9.99	\$9.99	
Home Edition Change Charge	\$9.99	N/A	
Record Change	No charge	No charge	
Miscellaneous Charges			
Duplicate Invoice	\$5.00	\$5.00	
Call Detail Report	\$5.00	\$5.00	

\* Service Correction charges are listed with the rates for each specific service tariffed.

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**SECTION 5.0 - RATES, CONT'D.**

**5.4 Service Order and Change Charges, (Cont'd.)**

**5.4.1 Reserved For Future Use**

**5.5 Restoration of Service**

	<b><u>Residence</u></b>	<b><u>Business</u></b>
Per occasion:	\$35.00 (I)	\$49.99

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**SECTION 5.0 - RATES, CONT'D.****5.6 Optional Calling Features****A. Rates**

FEATURE	Residential Charge	Maximum Monthly Charge	Business Charge	Maximum Monthly Charge	
Call Tracing - per use	\$6.00	n/a	\$6.00	n/a	
Auto Redial, (*66) - per use	\$0.75	\$6.00	\$0.75	\$6.00	
Three-Way Calling	\$0.75	\$6.00	\$0.75	\$6.00	
Call Return, (*69) - per use	\$0.75	\$6.00	\$0.75	\$6.00	
Calling Number Delivery Blocking, Per Line	No Charge	No Charge	No Charge	No Charge	
Calling Number Delivery Blocking, Per Call	No Charge	No Charge	No Charge	No Charge	
	Per Month	N/A	Per Month	N/A	(N)
Call Blocking	\$3.00	N/A	\$3.00	N/A	
VIP Alert	\$3.00	N/A	\$3.00	N/A	(N)

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## SECTION 5.0 - RATES, CONT'D.

## 5.7 Directory Assistance Services

## 5.7.1 Directory Assistance

## A. Rates

A maximum of two requests will be allowed per call. Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator including requests for listings that are non-published, non-listed or not found.

	Per query charge		
	Residential	Business	(N)
Basic Directory Assistance			
Direct dialed	<b>\$0.99 (I)</b>	<b>\$0.51</b>	
Billed to third number, special billing number or Calling Card			
Initial query	<b>\$1.04</b>	<b>\$1.04</b>	
Additional query	<b>\$0.51</b>	<b>\$0.51</b>	
National Directory Assistance			
Sent-Paid	<b>\$1.25 (I)</b>	<b>\$1.02</b>	
Alternately Billed	<b>\$1.25 (I)</b>	<b>\$1.10</b>	
PVA - Directory Assistance	<b>\$0.43</b>	<b>\$0.43</b>	

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**SECTION 5.0 - RATES, CONT'D.****5.7 Directory Assistance Services, Cont'd.****5.7.2 Directory Assistance Call Completion****A. Rates**

The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the local or toll usage, if applicable.

Rate Per Call:

Per Call Basis  
\$0.30

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**SECTION 5.0 - RATES, CONT'D.****5.8 Local Operator Service**

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

**5.8.1 Local and IntraLATA Per Call Service Charges:**

	<u>Rate per call</u>
Calling Card	
Non-Automated	\$1.15
Semi-Automated	\$0.70
Fully-Automated	\$0.35
Collect	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Billed to a Third Number	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Person-to-person	
Non-Automated	\$2.55
Semi-Automated	\$2.15

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**SECTION 5.0 - RATES, CONT'D.**

**5.9 Busy Line Verification and Line Interrupt Service**

**5.9.1 Rates**

	<u>Per call</u>	
Busy Line Verification, per request	\$2.25	(I)
Emergency Interruption	\$3.00	(I/T)

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**SECTION 5.0 - RATES, CONT'D.****5.10 Directory Listing Service****5.10.1 Rates and Charges**

	<u>Monthly Rate</u>	<u>Service &amp; Equipment Charge</u>
Primary Listings	\$0.00	\$0.00
Additional Listings		
Residence	\$1.60	\$6.00
Business	\$2.45	\$9.50
Alternate Listings		
Residence	\$1.60	\$6.00
Business	\$2.45	\$9.50
Extra Lines		
Residence	\$1.60	\$6.00
Business	\$2.45	\$9.50
Nonlisted Service	\$1.29	\$6.00
Nonpublished Service	\$1.72	\$6.00

For non-recurring charges associated with a customer-initiated change in a directory listing,  
see Section 5.4 of this tariff.

(N)  
(N)

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**SECTION 5.0 - RATES, CONT'D.****5.11 Toll Restriction****5.11.1 Rates**

	<u>Business</u>	<u>Residence</u>
Monthly Rate	\$20.00	\$3.00
Nonrecurring Charge	\$ 5.50	\$4.75
Installation when adding to an existing line	\$ 2.75	\$2.75

**5.12 900 Call Restriction****5.12.1 Rates**

Residence	No Charge
Business	\$18.25 Nonrecurring Charge

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**SECTION 5.0 - RATES, CONT'D.**

**5.13 Carrier Presubscription**

**5.13.1 Presubscription Charges**

**A. Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**B. Nonrecurring Charges**

Per business or residence line, trunk, or port: \$5.00

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**SECTION 5.0 - RATES, CONT'D.****5.14 Intercept Referral Service****5.14.1 Rates and Charges**

The charges shown below are Nonrecurring. No other charges apply except for those listed in this Section. Referral service is available until the expiration of the Directory.

Basic Intercept Referral Service                      No charge

Special Intercept Referral Service

	<u>Up to 90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>
Location Intercept Referral	\$48.00	\$96.00	\$144.00
Multiple Intercept Referral			
Fully Automated	\$66.00	\$132.00	\$198.00
Operator Handled	\$108.00	\$216.00	\$324.00
Name Intercept	\$48.00	\$96.00	\$144.00

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**SECTION 5.0 - RATES, CONT'D.**

**5.14 Intercept Referral Service, (Cont'd.)**

**5.14.1 Reserved For Future Use**

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P.S.C. MO. Tariff No. 2  
Section 5  
3<sup>rd</sup> Revised Page 14  
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SECTION 5.0 - RATES, CONT'D.

5.15 Public Telephone Surcharge

	Residential	Business	(N)
Rate Per Call	<b>\$0.47 (1)</b>	<b>\$0.30</b>	

5.16 Z-Tel Referral Program

Referral Credit	<b>\$20.00</b>
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