

**Global Crossing Telemangement, Inc.**  
1221 Nicollet Mall, Suite 300  
Minneapolis, MN 55403-2420  
Tel. 612.343.5400  
Fax. 612.372.3988



**FILED**

NOV 12 1999

**Missouri Public  
Service Commission**

Via Federal Express

November 9, 1999

Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
301 West High Street, Suite 530  
Jefferson City, MO 65102

70-2000-326

**RE: Name Change of Frontier Telemangement Inc. to Global Crossing  
Telemangement, Inc.**

Dear Mr. Roberts:

This is written to inform the Commission of the name change of Frontier Telemangement Inc. to Global Crossing Telemangement, Inc. Frontier Telemangement Inc, was a wholly-owned subsidiary of Frontier Corporation which has merged into Global Crossing, Ltd.

Enclosed please find the following Exhibits:

"Exhibit A"

Qualification from the Missouri Secretary of State's Office for an Amended Certificate of Authority to transact business using the name Global Crossing Telemangement, Inc.;

"Exhibit B"

An "Original Tariff for Global Crossing Telemangement, Inc." with an intended effective date of December 15, 1999;

"Exhibit C"

A current listing of personnel to whom consumer complaints should be addressed;

0000447

"Exhibit D"

A current listing of Officers and Directors for Global Crossing Telemanagement, Inc.;

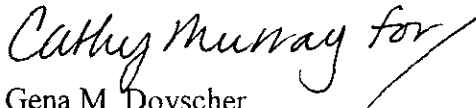
"Exhibit E"

Customer Notification language as appears in bill messages for 10/11/99 - 12/15/99.

Enclosed are 15 copies of the above documents, plus the original. Please date-stamp and return one of the copies for our records.

Please contact me by phone (612) 343.5678 or by electronic mail at [genadoyscher@globalcrossing.com](mailto:genadoyscher@globalcrossing.com) if you have any questions.

Sincerely,



Gena M. Doyscher  
Director, State Regulatory

Enc.

**Exhibit A**

**Secretary of State Certification**



# State of Missouri

Rebecca McDowell Cook, Secretary of State

Corporation Division **FILED**  
AND AMENDED CERTIFICATE OF  
AUTHORITY ISSUED

## Application for an Amended Certificate of Authority for a Foreign Corporation

OCT 27 1999

(Submit in duplicate with filing fee of \$25.00)

*Rebecca McDowell Cook*  
SECRETARY OF STATE

The below corporation, relating to amending its certificate of authority of Foreign Corporation, does hereby state:

(1) Its name is: Frontier Telemangement Inc.  
and is incorporated in the State of: Wisconsin and it was qualified  
in the State of Missouri on September 24, 1997  
(month/day/year)

(2) By appropriate corporate action on: \_\_\_\_\_, the corporation:  
(month/day/year)

(1) Changed its corporation name to: Global Crossing Telemangement, Inc.  
Name it will use in Missouri if new name not available: \_\_\_\_\_

(2) Changed its period of duration to: \_\_\_\_\_

(3) Changed the state or country of its incorporation to: \_\_\_\_\_

(3) There is attached hereto a Certificate of the Secretary of State of the State of Wisconsin  
relating to the amendment(s), set forth in item 2 above and showing that the Corporation is in existence  
and in good standing in said State.

(4) The effective date of this document is the date it is filed by the Secretary of State of Missouri, unless you  
indicate a future date, as follows: \_\_\_\_\_  
(Date may not be more than 90 days after the filing date in this office)

In affirmation thereon, the facts stated above are true.

*Barbara Noel* Assistant Secretary  
(Authorized signature of officer or chairman of the board) (Title) (Date of signature)

Attached is a current certificate attesting to the change, duly authenticated by the secretary of state or  
other official having custody of corporate records in the state or country of incorporation.

# STATE OF MISSOURI



**Rebecca McDowell Cook**  
**Secretary of State**

**CORPORATION DIVISION**  
**AMENDED CERTIFICATE OF AUTHORITY**  
**OF A FOREIGN CORPORATION**

WHEREAS,

GLOBAL CROSSING TELEMAGEMENT, INC.

FORMERLY,

FRONTIER TELEMAGEMENT INC.

INCORPORATED UNDER THE LAWS OF THE STATE OF WISCONSIN AND NOW IN EXISTENCE AND IN GOOD STANDING IN SAID STATE, AND QUALIFIED TO TRANSACT BUSINESS IN MISSOURI HAS DELIVERED TO ME, DULY AUTHENTICATED EVIDENCE OF AN AMENDMENT TO ITS ARTICLES OF INCORPORATION AS PROVIDED BY LAW; AND HAS, IN ALL RESPECTS, COMPLIED WITH THE REQUIREMENTS OF THE THE GENERAL AND BUSINESS CORPORATION LAW OF MISSOURI, GOVERNING AMENDMENTS TO THE ARTICLES OF INCORPORATION OF FOREIGN CORPORATIONS AND IN ACCORDANCE THEREWITH ISSUE THIS CERTIFICATE OF AMENDMENT.

IN TESTIMONY WHEREOF, I HAVE SET MY HAND AND IMPRINTED THE GREAT SEAL OF THE STATE OF MISSOURI ON THIS, THE 27TH DAY OF OCTOBER, 1999.

*Rebecca McDowell Cook*  
Secretary of State



\$25.00

**Exhibit B**

**Missouri Tariff of Global Crossing Telemanagement, Inc.**

**GLOBAL CROSSING TELEMAGEMENT, INC.  
RATES, TERMS AND CONDITIONS  
RELATING TO THE PROVISION OF  
BASIC LOCAL TELECOMMUNICATIONS AND  
LOCAL EXCHANGE SERVICES  
IN THE STATE OF MISSOURI, PURSUANT  
TO CASE NO. TA-98-161**

This tariff contains the descriptions, regulations, and rates applicable to the resale telecommunications services offered by Global Crossing Telemanagement, Inc. ("GCTI" or "Company") within the state of Missouri. This tariff is on file with the Missouri Public Service Commission ("Commission"). Copies may be inspected during normal business hours at the Company's principal place of business.

GCTI operates as a competitive telecommunications company as defined by Case No. TA-98-161 within the state of Missouri.

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Table of Contents

APPLICATION OF TARIFF .....	5
WAIVER OF REGULATIONS .....	5
INDEX .....	6
EXPLANATION OF SYMBOLS .....	7
EXPLANATION OF TERMS .....	7
1. REGULATIONS .....	13
1.1 UNDERTAKING OF THE COMPANY .....	13
1.2 TERMS AND CONDITIONS .....	14
1.3 NOTIFICATION OF SERVICE AFFECTING ACTIVITIES .....	16
1.4 PROVISION OF SERVICES .....	17
1.5 LIABILITY OF THE COMPANY .....	19
1.5.1 WITH RESPECT TO EMERGENCY NUMBER 911 SERVICE .....	22
1.5.2 WITH RESPECT TO DIRECTORY LISTINGS .....	23
1.5.3 WITH RESPECT TO CALLER ID BLOCKING .....	25
1.6 DIRECTORY LISTINGS .....	26
1.7 INTERRUPTIONS IN SERVICE .....	27
1.7.1 TEMPORARY SUSPENSION FOR REPAIRS .....	27
1.7.2 CREDIT ALLOWANCE FOR INTERRUPTIONS .....	27
1.7.3 LIMITATIONS ON CREDIT ALLOWANCES .....	28
1.8 OBLIGATIONS OF THE CUSTOMER .....	29
1.8.1 CLAIMS .....	30
1.8.2 STATION EQUIPMENT .....	31
1.8.3 INTERCONNECTION OF FACILITIES .....	32



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---

1.8.4 INSPECTIONS.....	33
1.9 PAYMENT ARRANGEMENTS.....	34
1.9.1 TAXES.....	34
1.9.2 BILLS AND COLLECTION OF CHARGES.....	35
1.9.3 DISPUTED BILLS.....	37
1.10 DISCONTINUANCE OF SERVICE.....	38
1.10.1 DISCONTINUANCE OF SERVICE BY THE COMPANY.....	38
1.10.2 DISCONTINUANCE OF SERVICE BY CUSTOMER.....	39
1.10.3 CANCELLATION OF APPLICATION FOR SERVICE.....	40
1.11 RESTORATION OF SERVICE.....	41
1.12 TRANSFERS AND ASSIGNMENTS.....	42
1.13 NOTICES AND COMMUNICATIONS.....	42
1.14 PROMOTIONAL OFFERS.....	43
1.15 RESALE OF COMPANY SERVICES.....	43
1.16 CUSTOMER SERVICE.....	43
2 SERVICE DESCRIPTIONS AND RATES.....	44
2.1 LOCAL SERVICE.....	44
2.1.1 GENERAL.....	44
2.1.2 EXCHANGES BY RATE GROUP.....	45
2.1.3 BUSINESS LINE SERVICE.....	49
2.1.4 PRIVATE BRANCH EXCHANGE SERVICE.....	50
2.1.5 INITIAL SERVICE CONVERSION CHARGE.....	50
2.1.6 LINE INSTALLATION CHARGE.....	50
2.1.7 RELAY SERVIE SURCHARGE.....	51

---

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2.2 FEATURES.....	51
2.2.1 GENERAL .....	51
2.2.2 RATES .....	54
2.3 DIRECTORY LISTINGS .....	55
2.3.1 DESCRIPTION .....	55
2.3.2 RATES .....	55
2.4 DIRECTORY ASSISTANCE .....	56
2.4.1 DESCRIPTION .....	56
2.4.2 RATES .....	56
2.4.3 DIRECTORY ASSISTANCE CREDITS.....	56
2.5 OPERATOR SERVICES.....	57
2.5.1 GENERAL .....	57
2.5.2 RATES .....	58
2.6 PRESUBSCRIPTION.....	58
2.6.1 DESCRIPTION .....	58
2.6.2 RATES .....	58
2.7 INTERCEPT SERVICE .....	59
2.7.1 GENERAL .....	59
2.7.2 RATES .....	59
2.8 SERVICE RESTORAL CHARGE.....	59
2.9 SERVICE CHANGE CHARGE (PBX).....	60
2.10 DIRECT INWARD DIAL (DID) SERVICE .....	61

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APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of basic local telecommunications service and local exchange service by Global Crossing Telemangement, Inc. ("the Company") in the calling areas defined herein. Service will be provided to business customers only.

The provision of basic local telecommunications service and local exchange services is subject to existing regulations and terms and conditions specified in this tariff and may be revised, added to or supplemented by superseding issues.

CONCURRENCE

Global Crossing concurs in the condition, limitations and restrictions applying to and governing services offered by Southwestern Bell Telephone Company in its tariffs on file with and approved by the Public Service Commission of the State of Missouri and in any amendments or revisions thereto as authorized by the Missouri Public Service Commission.

WAIVER OF REGULATIONS

The application of the following statutes and regulations was waived by the Missouri Public Service Commission in Case No TA-98-161.

<u>Statutes</u>	<u>Regulations</u>
392.210.2	4 CSR 240-10.020
392.270	4 CSR 240-30.040
392.280	4 CSR 240-35
392.290.1	
392.300.2	
392.310	
391.320	
392.330	
392.340	

INDEX

<b>A</b>		Limitations on Credit Allowances.....	29
Application of Tariff.....	5	Line Installation Charge.....	51
<b>B</b>		Local Service.....	45, 46
Bills and Collection of Charges.....	36	<b>M</b>	
<b>C</b>		Monthly Recurring Charges for Local Service .....	50
Cancellation of Application for Service.....	41	<b>N</b>	
Claims .....	31	Notices and Communications .....	43
Credit Allowance for Interruptions.....	28	Notification of Service Affecting Activities.....	17
Customer Service.....	44	<b>O</b>	
Customized Telecommunications Service.....	60	Obligations of the Customer .....	30
<b>D</b>		Operator Services .....	58
Direct Inward Dial Service.....	60	Operator Services Rates.....	59
Directory Assistance .....	57	<b>P</b>	
Directory Listing Rates .....	56	Payment Arrangements .....	35
Directory Listings .....	27, 56	Presubscription.....	59
Discontinuance of Service.....	39	Private Branch Exchange Service.....	50
Discontinuance of Service by Customer.....	40	Promotional Offers .....	44
Discontinuance of Service by the Company.....	39	Provision of Services .....	18
Disputed Bills .....	38	<b>R</b>	
<b>E</b>		Rates .....	55
Exchanges by Rate Group .....	46	Resale of Company Services .....	44
Explanation Of Symbols .....	7	Restoral of Service.....	42
Explanation Of Terms.....	8	<b>S</b>	
<b>F</b>		Service Restoral Charge.....	60
Features .....	52	Station Equipment.....	32
<b>I</b>		Surcharges.....	35
Initial Service Conversion Charge.....	51	<b>T</b>	
Inspections.....	34	Taxes.....	35
Intercept Service .....	60	Temporary Suspension for Repairs .....	28
Interconnection of Facilities .....	33	Terms and Conditions .....	15
Interruptions in Service.....	28	Transfers and Assignments.....	43
<b>L</b>		<b>U</b>	
Liability of the Company.....	20	Undertaking of the Company.....	14
Liability of the Company With Respect to Caller ID Blocking.....	26	<b>W</b>	
Liability of the Company With Respect to Directory Listing.....	24	Waiver of Regulations .....	5
Liability of the Company With Respect to Emergency Number 911 Service.....	23		

Issued: November 10, 1999

Effective: December 15, 1999

Catherine Murray  
Manager, State Regulatory Group  
1221 Nicollet Mall, Suite 300  
Minneapolis, MN 55403

## EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purposes indicated below:

- C To indicate changed regulation.
- D To indicate discontinued rate or regulation.
- I To indicate increased rate.
- M To indicate a move in the location of text.
- N To indicate new rate or regulation.
- R To indicate reduced rate.
- T To indicate a change in text but no change in rate or regulation.

## EXPLANATION OF TERMS

### ADVANCE PAYMENT

Part or all of a payment required before the start of service.

### AGENCY

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

### AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

### ATTENDANT

An operator of a PBX console or telephone switchboard.

### BASIC LOCAL TELECOMMUNICATION SERVICE

Telephone exchange service within a local calling area.

### BUILDING

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

### CALL INITIATION

The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

### CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

EXPLANATION OF TERMS (cont'd)

**CENTRAL OFFICE**

An operating office of the incumbent local exchange company where connections are made between telephone exchange lines.

**CUSTOMER**

A person, firm, partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency, or other entity receiving telecommunications services. Service is provided to business users only.

**EMERGENCY**

A situation that appears to present immediate danger to person or property.

**EMERGENCY SERVICE (ENHANCED 911)**

Allows customers to reach appropriate emergency services, including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Safety Answering Point (PSAP).

**E911 SERVICE AREA**

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**E911 CUSTOMER**

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**ERROR**

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

EXPLANATION OF TERMS (cont'd)

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

FINAL ACCOUNT

A customer's outstanding charges still owed to the Company.

INVESTIGATIVE OR LAW ENFORCEMENT OFFICER

An officer of the United States, a state or a political subdivision of the United States which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.

LAST NUMBER REDIAL

Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

LATA

A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

LOCAL CALL

A call which is not rated as a long distance call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a long distance charge.



EXPLANATION OF TERMS (cont'd)

LOCAL EXCHANGE CARRIER

A company that furnishes exchange telephone service.

MOVE

The disconnection of existing service at one location and reconnection of the same service at a new location in the same building or in a different building on the same premises.

PBX

A private branch exchange.

PRESUBSCRIPTION

An arrangement whereby a Customer may select and designate to the Company an Exchange Carrier it wishes to access, without an access code, for completing intraLATA and interLATA toll calls. The selected Exchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC).

PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RATE CENTER

Company-designated service locations from which service is rendered or rated.

RECURRING CHARGES

The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

SERVICE COMMENCEMENT DATE

The first day following the date on which the Company notifies the customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

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Issued: November 10, 1999

Effective: December 15, 1999

Catherine Murray  
Manager, State Regulatory Group  
1221 Nicollet Mall, Suite 300  
Minneapolis, MN 55403

EXPLANATION OF TERMS (cont'd)

SERVICE ORDER

The written request for Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

SPEED CALLING

Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable.

TELECOMMUNICATIONS RELAY SERVICE (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT or vice versa. A customer will be able to access the state provider to complete such calls.

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TOLL BLOCKING

Allows end users to block direct-dialed long distance calls from their telephones.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

EXPLANATION OF TERMS (cont'd)

USER

A customer or any other person authorized by a Customer to use service provided under this Tariff.

1. Regulations

1.1 Undertaking of the Company

- A The Company undertakes to provide the services in this tariff on the terms and conditions and at the rates and charges set forth herein.
- B The Company is responsible under this tariff only for the services provided herein, and it assumes no responsibility for quality of service provided by any other entity. Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers.
- C The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.
- D The Company will comply with any applicable quality of service requirements according to Missouri laws and rules.

1.1.1 Emergency Telephone Service

- A The Company 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 the Telephone Company submits customer orders to the local exchange company whose service is being resold pursuant to these tariffs.
- B 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.
- C The Company will be obligated to provide facilities to route calls from the end users to the proper 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.
- D The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190.310.

1. Regulations (cont'd)

1.2 Terms and Conditions

- A Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. The Customer will be required to execute any other documents as may be reasonably requested by the Company.
- B Service is provided for a minimum period of at least one month, 24 hours a day. A month is considered to have thirty days unless otherwise specified. At the expiration of the initial terms specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current tariffed, month to month rates, unless terminated by the Customer. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- C This tariff shall be interpreted and governed by the laws of the State of Missouri without regard for the State's choice of laws provisions.
- D Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- E The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

1. Regulations (cont'd)

1.2 Terms and Conditions (cont'd)

- F In response to a subpoena or investigation or other demand issued or authorized by a court or government agency, the Company shall provide customer records and related information without further notice.
- G The Customer shall not connect any equipment to the Company's underlying network, except with at least ten (10) days prior written notice to the Company.

1. Regulations (cont'd)

1.3 Notification of Service Affecting Activities

- A The Company will provide the Customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service-affecting activities. The Company will work cooperatively with the Customer to determine reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

1. Regulations (cont'd)

1.4 Provision of Services

- A The Company will make every reasonable effort to make services available to a Customer on or before a particular date, generally within five working days, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. An inability to meet these guidelines is governed by Section 1.5 of this tariff.
- B The Company shall use reasonable efforts to maintain the services that it furnishes to the Customer. The Customer may not rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company. The Customer may not permit others to rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company.
- C The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- D The Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. The Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.



1. Regulations (cont'd)

1.4 Provision of Services (cont'd)

E The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of services offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- (i) the transmission of signals by Customer provided equipment or for the quality of, or defects in such transmission; or
- (ii) the reception of signals by Customer provided equipment; or
- (iii) network control signaling where such signaling is performed by Customer provided network control signaling equipment.

1. Regulations (cont'd)

1.5 Liability of the Company

- A The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to the Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- B The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of the Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 1.7.2, the Company's liability, if any, shall be limited as provided herein.

1. Regulations (cont'd)

1.5 Liability of the Company (cont'd)

- C The Company shall be indemnified, defended and held harmless against any claim, loss or damage arising from the use of service offered under this tariff, involving:
- (i) claims for libel, slander, invasions of privacy or infringement of copyright arising from any communication; or
  - (ii) claims for patent infringement arising from combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
  - (iii) claims for loss of profit; or
  - (iv) all other claims arising out of any act or omission of others in the course of using services provided pursuant to this tariff.
- D The Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commissions, preemption of existing services to restore services in compliance with Part 64 , Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's control.

1. Regulations (cont'd)

1.5 Liability of the Company (cont'd)

- E The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to Company-provided exchange access lines. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

1. Regulations (cont'd)

1.5 Liability of the Company (cont'd)

1.5.1 With Respect to Emergency Number 911 Service

- A This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any equipment and facilities furnishing this service.

1. Regulations (cont'd)

1.5 Liability of the Company (cont'd)

1.5.2 With Respect to Directory Listing

- A In the absence of gross negligence or willful misconduct, and except for any allowances stated below, no liability for damages arising from errors or mistakes in or omissions of any directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.
- B An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:
- (i) Free Listings: For free or non-charged published directory listings credit shall be given at the rate of one times the monthly tariff rate for an additional or charge listing affected for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - (ii) Charge Listings: For each additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - (iii) Operator Records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/20ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

1. Regulations (cont'd)

1.5 Liability of the Company (cont'd)

1.5.2 With Respect to Directory Listings (cont'd)

- (iv) Credit limitation: The total amount of the credit provided for the preceding paragraphs (i) and (ii) shall not exceed, on a monthly basis the total of the charges for each charge listing as specified in paragraph (ii), for the line or lines in question.
- (v) Definitions: As used in paragraphs (i), (ii) and (iii) above, the terms "error," "mistake," or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on a street or a community different from the one provided to the Company.
- (vi) Notice: Such allowances or credits as specified in paragraphs (i) and (ii) above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

1. Regulations (cont'd)

1.5 Liability of the Company (cont'd)

1.5.3 With Respect to Caller ID Blocking

- A The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of Caller ID Blocking, whether or not arising from or relating to any ordinary negligence by the Company.



1. Regulations (cont'd)

1.6 Directory Listings

- A The Company will, as a service to the Customer, arrange for listing of the Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 1.5.2 preceding. The Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- B When a Customer with a non-published telephone number, as defined herein, places a call to Emergency 911 Service, the name and address of the calling party will be released, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.
- C In conjunction with a non-published telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of such telephone number, but will not be liable should such number be divulged.
- D The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

1. Regulations (cont'd)

1.7 Interruptions in Service

- A An interruption is deemed to have occurred when the phone lines of the underlying carrier are inoperative. If a Customer reports a facility, service or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

1.7.1 Temporary Suspension for Repairs

- A The Company's underlying provider shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company's services are being repaired or changed, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

1.7.2 Credit Allowance for Interruptions

- A Interruptions of more than 8 hours during a continuous 24 hour period, which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited to the Customer at the pro rata monthly charge involved for each twenty-four hours or fraction thereof of interruption. Credit is not allowed for interruptions to service of less 8 hours during a continuous 24 hour period.
- B For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly recurring charges specified thereunder for local line or local trunk service and is dependent upon the length of interruption. Only those facilities on the interrupted portion of circuit will receive a credit.

I. Regulations (cont'd)

1.7 Interruptions in Service (cont'd)

1.7.3 Limitations on Credit Allowances

A No credit allowances will be made for:

- (i) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by the Customer;
- (ii) interruptions which are restored on or before the day after the interruption is reported or discovered by the Company.

1. Regulations (cont'd)

1.8 Obligations of the Customer

A The Customer shall be responsible for:

- (i) the payment of all applicable charges pursuant to this Tariff;
- (ii) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's services.

1. Regulations (cont'd)

1.8 Obligations of the Customer (cont'd)

1.8.1 Claims

A With respect to any service provided by the Company, Customer shall indemnify, defend and hold the Company harmless from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:

- (i) Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- (ii) Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

I. Regulations (cont'd)

1.8 Obligations of the Customer (cont'd)

1.8.2 Station Equipment

- A The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the discontinuance, credit allowance for service interruptions as set forth in Section 1.7.2 is not applicable.

1. Regulations (cont'd)

1.8 Obligations of the Customer (cont'd)

1.8.3 Interconnection of Facilities

- A Any special interface equipment necessary to achieve compatibility between the facilities used by the Company for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. The Customer shall be liable for damages resulting from the Customer's use of non-compatible equipment.
- B Local services may be connected to the services or facilities of other communication carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communication carriers which are applicable to such connections.
- C Services furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

1. Regulations (cont'd)

1.8 Obligations of the Customer (cont'd)

1.8.4 Inspections

- A Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 1.10.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-provided facilities. No credit will allowed for any interruptions occurring during such inspections.
- B If the protective requirements for the Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.



1. Regulations (cont'd)

1.9 Payment Arrangements

- A The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Authorized Users. Objections must be received by the Company within a reasonable period of time after receipt of bill, or all the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company non-recurring charge is specified, those charges may be passed on to the Customer.

1.9.1 Taxes

- A The Customer is responsible for the payment of any sales, use, excise, access or other local, state and federal taxes, excluding taxes on the Company's net income imposed on or based upon the provision of local exchange service, all of which shall be separately designated on the Company's invoices. The Customer will be responsible for all state and municipal surcharges which are included in the monthly recurring rates for service. Any taxes imposed by a local jurisdiction (e.g. county and municipal taxes) will only be recovered from those Customers located in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

B Missouri Relay Surcharge

The Missouri Relay Surcharge will be itemized on the Customer's bill and payment thereof will be the Customer's responsibility. The rate will be at the current rate as approved by the Missouri Public Service Commission.

1. Regulations (cont'd)

1.9 Payment Arrangements (cont'd)

1.9.2 Bills and Collection of Charges

- A Bills will be rendered monthly to the Customer. Fixed monthly recurring charges are billed in advance. Usage charges and minimum charges for service are billed in arrears. The Customer shall be liable for all accrued local charges, directory charges, long distance charges and other charges arising prior to the service commencement date, as defined herein, and shall pay the Company for any such charges which may be assessed against the Company in any manner.
- B All service, installation, monthly recurring charges and non-recurring charges are due and payable upon receipt. Amounts not paid within 30 days after the date of invoice are considered past due.

1 Regulations (cont'd)

1.9 Payment Arrangements (cont'd)

1.9.2 Bills and Collection of Charges (cont'd)

- C For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5% per month shall apply to amounts shown on a monthly bill which remain after 30 days, to cover the cost of handling the delinquent account. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- E A \$15.00 charge will be assessed for checks with insufficient funds or non-existing accounts.
- F If the Customer chooses to place information services provider (ISP) calls or receives calls via a non-Global Crossing affiliated carrier, customer will be liable for all charges related to such calls; including without limitation, charges billed to the Company or Customer by ISP or other carriers, and a rebilling charge of 10% in addition to the charges for services provided by the Company or its affiliates.

1. Regulations (cont'd)

1.9 Bills and Collection of Charges (cont'd)

1.9.3 Disputed Bills

- A The Customer shall notify the Company of any disputed items on a bill within a reasonable period of time after receipt of the bill. The existence of a disputed amount does not relieve the Customer of their obligation to pay undisputed charges. If an undisputed amount becomes delinquent, as defined in 1.9.2, the Company may discontinue service within five days of such delinquency. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedure.
- B The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- C The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

1. Regulations (cont'd)

1.10 Discontinuance of Service

- A. The discontinuance of service by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to discontinuance of service.
- B. Upon the Company's discontinuance of service to the Customer pursuant to this section, all applicable charges, as defined in 1.10.2, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

1.10.1 Discontinuance of Service by the Company

- A. The Company may discontinue or suspend service to the Customer upon such notice as required by applicable Commission regulations without incurring any liability for the following reasons upon:
  - (i) Non-payment of any undisputed delinquent sum due to the Company by a Customer; or
  - (ii) A breach of any of the Customer's representations, or a violation by the Customer of any covenant, term or condition governing the furnishing of service as specified in this Tariff or in the contract for service between the Customer and the Company.
- B. The Company may discontinue service to the Customer immediately and without notice for any of the following reasons without incurring liability:
  - (i) In the event of tampering with the Company's equipment, facilities or property in any way; or
  - (ii) In the event of a condition determined to be hazardous to the Customer, to other customers of the Company; to the public, or to employees of the Company; or
  - (iii) In the event of the Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

1. Regulations (cont'd)

1.10 Discontinuance of Service (cont'd)

1.10.2 Discontinuance of Service by Customer

A If the Customer cancels a service order or terminates service before the completion of the term for any reason whatsoever other than a service interruption (as defined in 1.7), the Customer agrees to pay to Company the following sums, which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 1.9.2 (B), all costs, fees, and expenses incurred in connection with:

- (i) all non-recurring charges reasonably expended by the Company to establish service to the Customer, plus
- (ii) all recurring charges specified in the applicable service order for the balance of the then current term.

1. Regulations (cont'd)

1.10 Discontinuance of Service (cont'd)

1.10.3 Cancellation of Application for Service

- A Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, that would have been chargeable to the Customer had service begun.
- B Applications for service may be cancelled prior to the start of service or prior to any special construction. No charges will be imposed except for those specified above.
- C The special charges described above will be calculated and applied on a case-by-case basis.

1. Regulations (cont'd)

1.11 Restoration of Service

- A When the Customer's service has been disconnected in accordance with this tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service and when the cause for disconnection has been eliminated.



1. Regulations (cont'd)

1.12 Transfers and Assignments

- A Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (i) to any subsidiary, parent Company affiliate of the Company; (ii) pursuant to any sale or transfer of substantially all the assets of the Company; or (iii) pursuant to any financing, merger or reorganization of the Company.

1.13 Notices and Communications

- A The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- B The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate an address on the bill for service to which the Customer shall mail payment for that bill.
- C All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall have been presumed to have been delivered to the party on the third business day following the deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D The Company or Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

1. Regulations (cont'd)

1.14 Promotional Offers

A The Company may, from time to time, make promotional offerings of its services. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made. The Company will seek Commission approval of such promotions.

1.15 Resale of Company Services

A Resale of Company services is not allowed.

1.16 Customer Service

A Customer service personnel are available twenty-four (24) hours a day, seven days a week and may be reached toll-free.

2 Service Descriptions and Rates

2.1 Local Service

2.1.1 General

- A Global Crossing Telemangement, Inc.'s basic local telecommunications and local exchange service provides the Customer with a connection to the Company's facilities that enable the Customer to:
- (i) receive calls from other stations on the public switched telephone network;
  - (ii) place calls to other stations on the public switched telephone network;
  - (iii) access directory assistance for the local calling area; access toll free telecommunications services; access enhanced 911 services for emergency calling; access Telephone Relay Service; and
  - (iv) access the interexchange network. A Customer may presubscribe to the carrier of their choice for interLATA and intraLATA calling, or Customer may access a provider on an *ad hoc* basis by dialing the provider's Carrier Identification Code (10XXX).
- B The local calling area will be the same as that used Southwestern Bell Telephone Company, a description of which can be found in the telephone directory published by the Southwestern Bell Telephone Company.
- C Service will be offered in the service areas in which the Company has been certified by the Public Service Commission of Missouri, which are those exchanges served by Southwestern Bell Telephone Company.

2 Service Descriptions and Rates

2.1 Local Service

2.1.2 Exchanges by Rate Group

Exchange boundaries are contained in Southwestern Bell Telephone Company's General Exchange Tariff.

**Rate Group A:**

Adrian	Clarksville	Hornersville	Pocohontas-New
Advance	Clever	Jasper	Wells
Agency	Climax Springs	Knob Noster	Portage Des Sioux
Altenburg-Frohna	Deering	Lamar	Portageville
Antonia	DeKalb	LaMonte	Puxico
Archie	Delta	Lancaster	Qulin
Argyle	Downing	Leadwood	Richmond
Armstrong	East Prairie	Lilbourn	Richwoods
Ash Grove	Edina	Linn	Risco
Beaufort	Elsberry	Lockwood	Rushville
Bell City	Essex	Louisiana	Ste. Genevieve
Benton	Eureka	Macks Creek	St. Marys
Billings	Farley	Malden	San Antonio
Bismarck	Fayette	Marble Hill	Scott City
Bloomfield	Fisk	Marceline	Senath
Bloomsdale	Frankford	Marionville	Slater
Bonne Terre	Fredericktown	Marston	Smithville
Boonville	Freeburg	Meta	Stanberry
Bowling Green	Gideon	Montgomery City	Trenton
Brookfield	Glasgow	Morehouse	Tuscumbia
Campbell	Grain Valley	New Franklin	Versailles
Cardwell	Gray Summit	New Madrid	Vienna
Carl Junction	Greenwood	Oak Ridge	Walnut Grove
Carrollton	Hayti	Old Appleton	Wardell
Caruthersville	Herculaneum-Pevely	Oran	Ware
Center	Higbee	Patton	Wellsville
Chaffee	Hillsboro	Paynesville	Westphalia
Charleston	Holcomb	Pierce City	Wyatt

2 Service Descriptions and Rates (cont'd)

2.1 Local Service (cont'd)

2.1.2 Exchanges by Rate Group (cont'd)

**Rate Group B:**

Cape Girardeau  
Carthage  
Chillicothe  
Dexter  
Eldon  
Excelsior Springs  
Farmington  
Fenton  
Festus-Crystal City  
Fulton  
Hannibal  
Joplin  
Kirksville  
Mexico  
Monett  
Moberly  
Neosho  
Nevada  
Perryville  
Poplar Bluff  
St. Charles  
St. Clair  
St. Joseph  
Sedalia  
Sikeston  
Union  
Washington

**Rate Group B1:**

Camdenton	High Ridge
Cedar Hill	Kennett
Chesterfield	Manchester
DeSoto	Valley Park
Gravois Mills	Webb City
Harvester	

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2 Service Descriptions and Rates (cont'd)

2.1 Local Service (cont'd)

2.1.2 Exchanges by Rate Group (cont'd)

**Rate Group C:**

Flat River  
Imperial  
Jackson  
Lake Ozark-Osage Beach  
Maxville  
Pacific  
Pond  
Springfield Metropolitan

**Rate Group C, Metropolitan Calling Area:**

Fair Grove  
Nixa  
Republic  
Rogersville  
Strafford  
Willard

**Rate Group D:**

Kansas City Metropolitan Exchange - Principal Zone  
St. Louis Metropolitan Exchange - Principal Zone

2 Service Descriptions and Rates (cont'd)

2.1 Local Service (cont'd)

2.1.2 Exchanges by Rate Group (cont'd)

**Rate Group D, Metropolitan Calling Area 1:**

Ferguson	Parkville
Gladstone	Raytown
Independence	Riverview
Ladue	Sappington
Mehlville	South Kansas City
Overland	Webster Groves

**Rate Group D, Metropolitan Calling Area 2:**

Belton	Lee's Summit
Blue Springs	Liberty
Bridgeton	Nashua
Creve Coeur	Oakville
East Independence	Spanish Lake
Florissant	Tiffany Springs
Kirkwood	

2 Service Descriptions and Rates (cont'd)

2.1 Local Service (cont'd)

2.1.3 Business Line Service

The monthly recurring line rate does not include the federally-mandated End User Common Line Charge.

Rate Group (A)	A	\$30.65
Rate Group (B)	B	\$31.90
Rate Group (C)	B1	\$33.65
Rate Group (D)	C	\$35.15
Rate Group (E)	C, Metro	\$39.65
Rate Group (F)	D	\$43.15
Rate Group (G)	D, Metro 1	\$44.65
Rate Group (H)	D, Metro 2	\$46.65

2.1.4 Private Branch Exchange (PBX) Service Monthly Recurring Charges

The Company's PBX Service uses PBX Trunks to connect to a Customer's PBX system or other similar equipment. Standard trunk configurations include Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and Combinations Trunks. This service provides customers with unrestricted local calling and Carrier Access. The Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks. Installation and/or conversion charges as specified in Sections 2.1.5 and 2.1.6 also apply.

Rate Group (A)	A	\$35.65
Rate Group (B)	B	\$38.40
Rate Group (C)	B1	\$40.65
Rate Group (D)	C	\$42.40
Rate Group (E)	C, Metro	\$48.40
Rate Group (F)	D	\$53.90
Rate Group (G)	D, Metro 1	\$55.90
Rate Group (H)	D, Metro 2	\$58.65



2 Service Descriptions and Rates

2.1 Local Service

2.1.5 Initial Service Conversion Charge

- A The following charge applies when an existing local service line or trunk is converted to Global Crossing Telemangement, Inc.'s local service. It is a one-time, non-recurring charge:

\$5.00

2.1.6 Line Installation Charge

- A The following charge applies per line when a new local service line or trunk is added to a new or existing account. It is a one-time, non-recurring charge:

\$50.00

- B Service is available on a ground start basis for those telephone systems that require it. There is additional non-recurring charge for each line or trunk equipped of:

\$5.25

2.1.7 Relay Service Surcharge

\$0.13 per line or trunk

2 Service Description and Rates (cont'd)

2.2 Features

2.2.1 General

The following features will be available on all lines. Not all features are compatible with certain key sets and PBX systems.

**Caller ID/Name and Number**

Allows for the automatic delivery of a calling party's name and number to the called customer. The telephone number is displayed on customer-provided equipment.

**Caller ID Blocking/Unblocking**

A calling party may prevent the delivery of their name and/or number to the called party by dialing an access code immediately prior to placing a call. This is referred to as per call blocking and is available at no charge.

Call blocking is available on a per line basis to the following entities and their employees/volunteers for lines over which the official business of the agency is conducted, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

The calling name and/or number will not be transmitted from a line equipped with this capability. Per line blocking is available at no charge. Per 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 immediately prior to placing a call. 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.

**Call Return**

Allows a customer to automatically redial the telephone number of the last incoming call to that line. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the customer, who then has the choice of either continuing the recall by entering a code, or terminating the recall by hanging up. If the telephone number of the last incoming call has been blocked through the use of a service such as Caller ID Blocking, the number cannot be redialed.

2 Service Description and Rates (cont'd)

2.2 Features (cont'd)

2.2.1 General (cont'd)

**Call Forward Variable**

This optional feature allows all calls directed to a telephone number to be routed to a user defined telephone number. The user is charged any applicable usage charges for the re-routed call. The user can activate/deactivate Call Forward and define a telephone number where all calls will be forwarded. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

**Call Forward Busy Line**

This optional feature forwards calls to a busy station to a predetermined number. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number. The user is charged any applicable usage charges for the forwarded call.

**Call Forward Don't Answer**

This optional feature allows users to re-route a call to a predetermined station in the event that the call is not answered within a customer-specified number of rings. Users are charged for any applicable usage charges on the forwarded call.

**Call Forward Busy Line/Don't Answer**

This optional feature forwards calls to a busy or not answered station. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

**Call Forward Remote Access**

Allows customers to remotely activate and deactivate the forwarding of calls.

**Call Trace**

Enables a customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. The results of the trace will not be provided to the customer directly, but will be provided only to law enforcement authorities upon proper request.

**Call Waiting**

Provides a tone to notify customer on an existing call that a second call is waiting.

2 Service Description and Rates (cont'd)

2.2 Features (cont'd)

2.2.1 General (cont'd)

**Continuous Redial**

Allows a customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a limited period of time.

A distinctive ring alerts the customer when the called number becomes available.

**Direct Connect Line**

Allows a customer to automatically dial a pre-designated number whenever the originating telephone goes off-hook. This feature is assigned to a telephone which is used only for this purpose.

**Speed Dial**

Allows Customer to designate up to six numbers to be called by dialing a code. This service is available on a grandfathered basis only to customers with the pre-existing feature. It is not available on a new-install basis.

**Speed Dial, Expanded**

Allows Customer to designate up to thirty numbers to be called by dialing a code. This service is available on a grandfathered basis only to customers with the pre-existing feature. It is not available on a new-install basis.

**Three Way Calling**

Allows a user to add a third party to an existing conversation without expensive conferencing equipment. This feature also allows a user to place a call on hold in order to make a consultation call on the same line. When the consultation call is completed the user hangs-up or depresses the flash key on the telephone and is reconnected to the original conversation.

**Toll Blocking**

Allows the user to restrict long distance outgoing calls.

2 Service Description and Rates (cont'd)2.2 Features (cont'd)2.2.2 Rates

	Nonrecurring Charge	Monthly Recurring Charge	Per Use Charge
Call Forward Variable	\$13.95	\$5.75	
Call Forward Busy Line	\$13.95	\$2.85	
Call Forward Don't Answer	\$13.95	\$2.85	
Call Forward Busy Line/Don't Answer	\$13.95	\$2.85	
Call Forward Remote Access	\$13.95	\$2.65	
Caller ID Name/Number	\$13.95	\$8.00	
Call Return			\$0.54
Call Trace			\$6.00
Continuous Redial			\$0.54
Call Waiting	\$13.95	\$7.65	
Direct Connect Line	\$48.00	\$9.60	
Three Way Calling	\$13.95	\$3.80	
Toll Blocking	\$ 2.60	\$19.00	
Change Call Blocking	\$18.00		
Hunting (per PBX trunk)	\$ 5.25		
Hunting (per Business Line):			
Rate Group A		\$4.85	
Rate Groups B, C, D		\$6.60	
Rate Group E		\$8.00	
Rate Groups F, G		\$9.50	
Rate Group H	\$10.50		

2 Service Description and Rates (cont'd)

2.3 Directory Listings

2.3.1 Description

Directory listings will be provided in accordance with Section 1.6 of this tariff. The following types of listings are available:

- (i) **Primary Listing.** A primary listing contains the name of the Customer, or the name under which business is regularly conducted, as well as the address and telephone number of the Customer. Primary listings are provided at no charge;
- (ii) **Additional Listings.** Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein;
- (iii) **Non-Published Listings.** Non-published listings are not printed in directories nor are they available from directory assistance. Non-published listings are subject to the provisions set forth in Sections 1.2 and 1.6;
- (iv) **Non-Listed Numbers.** Non-listed numbers are those which provide for the omission or deletion of the Customer's listing from the telephone directory. Such listings are available from directory assistance;
- (v) **Foreign Listings.** A foreign listing is one which is published in a directory not in the Customer's immediate calling area.
- (vi) **Extra Line Listings.** Provides additional information after a main or additional listings.
- (vii) **Cross Reference Listing.** This provides a reference to another listing in the same directory.

2.3.2 Rates

	Non-Recurring Charge	Monthly Recurring Charge
Primary Listing	n/c	n/c
Additional Listing	\$9.25	\$2.35
Non-Published Listing	\$5.90	\$1.55
Non-Listed Number	\$5.75	\$1.15
Foreign Listing	\$9.25	\$2.35
Extra Line Listing	\$9.25	\$2.35
Cross Reference Listing	\$9.25	\$2.35

2 Service Description and Rates (cont'd)

2.4 Directory Assistance

2.4.1 Description

- A The Customer may access Directory Assistance for the purpose of determining phone numbers within its local calling area by calling the Directory Assistance Operator. A maximum of two number requests per call will be allowed.
- B The Customer will have the option of utilizing Directory Assistance Call Completion for the option of placing a call to the number requested.

2.4.2 Rates

- A For all calls to directory assistance:  
\$.45 per call
- B For all requests for Directory Assistance Call Completion, the following additional charge will apply:  
\$.30 per call

2.4.3 Directory Assistance Credits

- A Credit will be given for calls to Directory Assistance as follows:
  - (i) The Customer experiences poor transmission or is cut-off during the call; or
  - (ii) The Customer is given the incorrect telephone number.
- B To obtain credit, the Customer must contact its Customer Service representative.

2 Service Description and Rates (cont'd)

2.5 Operator Services

2.5.1 General

- A The Customer has the option of contacting the incumbent local exchange company operator for general information, such as dialing instructions, country or city codes, area code information and Customer Service 800 numbers. The Customer may obtain the assistance of an incumbent local exchange operator to complete local exchange telephone calls in the following manner:
- (i) **Third Party Billing.** Provides the Customer with the ability 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.
  - (ii) **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.
  - (iii) **Calling Cards.** Provides the Customer with the capability of placing a call using a credit card of an interexchange carrier with or without the assistance of an operator.
  - (iv) **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.
  - (v) **Station to Station.** Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
  - (vi) **Busy Line Verification.** Provides the customer with the verification that a line is busy and not otherwise disrupted.
  - (vii) **Busy Line Interrupt.** Provides the customer with the option of interrupting a line that has been verified to be busy.



2 Service Description and Rates (cont'd)

2.5 Operator Services (cont'd)

2.5.2 Rates

	surcharge	per minute charge
Third Party Billing	\$1.00	\$.20
Collect	\$1.00	\$.20
Person to Person	\$2.25	\$.20
Station to Station	\$1.00	\$.20
Busy Line Verification	\$1.20	
Busy Line Verification w/Interrupt	\$1.85	

2.6 Presubscription

2.6.1 Description

A Customer may presubscribe to the intraLATA and/or interLATA carrier of their choice for long distance calling.

2.6.2 Rates

A Intra and/or interLATA carrier change

\$10.00 per line, per occurrence

B A single occurrence can include a change of both the intraLATA and interLATA carriers.

2 Service Description and Rates (cont'd)

2.7 Intercept Service

2.7.1 General

A Intercept service will be placed on a line at Customer's request redirecting calls to an alternate phone number.

2.7.2 Rates

A Intercept service will be provided at no charge for thirty days, or the life of the directory in which Customer's former number appears, whichever is longer.

2.8 Service Restoration Charge

When service has been discontinued in accordance with the provisions of this tariff, and Customer wishes to restore service, the following service restoration charge will apply:

\$12.00

2.9 Service Change Charge (PBX)

\$32.00

2 Service Description and Rates (cont'd)

2.10 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID Service transmits 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 central office termination and DID number blocks apply in addition to charges specified for PBX Trunks. One additional termination charge applies for each DID-equipped PBX Trunk. Telephone numbers are furnished in blocks of 20 or 100 numbers. Blocks of number groups will be determined at the sole discretion of the Company's resources. Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of numbers. 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.

Where all numbers in a group have not been connected for service, the Customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service. The Company will not terminate these numbers to an intercept message on the Customer's behalf.

<u>Description</u>	<u>Non-Recurring Charge</u>	<u>Monthly Recurring Charge</u>
DID Central Office Termination, per trunk	\$137.50	\$45.00
DID Number Group - initial 20	\$177.00	\$9.50
DID Number Group - add'l 20	\$30.00	\$9.50
DID Number Group - initial 100	\$167.00	\$22.50
DID Number Group - add'l 20	\$167.00	\$22.50

**Exhibit C**

**GLOBAL CROSSING TELEMAGEMENT, INC.**

**Customer service complaints** should be addressed as noted on customer's invoice or to:

Global Crossing Telemanagement, Inc.  
2710 Executive Drive  
P.O. Box 19052  
Green Bay, WI 54307-9052  
800 414 1973

**Agency complaints** should be addressed to:

Global Crossing Telemanagement, Inc.  
Att: Barbara Davies  
1221 Nicollet Mall, Suite 300  
Minneapolis, MN 55403-2420  
Ph: 612.343.5485  
Fax: 612.372.3988

**Exhibit D  
Directors, Officers  
Global Crossing Telemanagement, Inc.**

**DIRECTORS**

**Robert L. Barrett** **Director**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Joseph P. Clayton** **Director**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**James G. Dole** **Director**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**OFFICERS**

**Joseph P. Clayton** **Chief Executive Officer**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Donna L. Reeves-Collins** **Vice President**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Josephine S. Trubek** **Secretary**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Joseph Enis** **Treasurer**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Barbara J. LaVerdi** **Assistant Secretary**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Richard N. Kappler** **Assistant Treasurer**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

**Susan I. Sipperley** **Assistant Treasurer**  
Primary Address: 30300 Telegraph Road  
Bingham Farms, Michigan 48010

**Harold M. Winfield** **Chief Financial Officer**  
Primary Address: 180 South Clinton Avenue  
Rochester, New York 14646-0700

## **Exhibit E**

“The recent merger between Global Crossing and Frontier has created a company uniquely positioned to deliver a comprehensive portfolio of services to customers around the world. We have merged but you will continue to receive the same professional, personalized service you are accustomed to and deserve!

We will soon begin providing service to our customers under the Global Crossing name. In the near future, your invoice will reflect this name change. Until then, please continue to send payments to the name listed on your invoice.”