

SECTION 6.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES NOV 2 1998

6.1 Directory Listings

LDD, Inc. Sub 3 & V & C LDD, Inc.

6.1.1 General

The following rules 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.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. The Company may reject a residence listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the Customer is legally doing business under that name.

A name may be repeated in the white pages only when only when a different address or telephone number is used.

When a business service terminates at a residential location, a dual name listing may be provided for two persons who reside at the same address.

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LDD, Inc.
24 South Minnesota
Cape Girardeau, Missouri 63702

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Original Page 105
J. W. B. # 118 71

SECTION 6.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES. (Continued)

NOV 2 1998

6.1 Directory Listings, (Cont'd)

MO. PUBLIC SERVICE COMMISSION

6.1.2 Types of Listings

(A) Standard Listing

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records.

6.1.3 Free Listings

The following listings are provided at no additional charge to the Customer: one listing for each individual line service, auxiliary line or PBX system.

6.1.4 Rates for Additional Listings

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided in this Section.

Listing of an alternate telephone number to be called in case no answer is received at the primary call number, or indicating an alternate number for certain periods or under certain circumstances is permitted and charged as an Alternative Listing.

Type of Listing	Residential Charge	Business Charge
- Each Additional Listing	\$1.52	\$2.33
- Alternative Listing	\$1.52	\$2.33
Service & Equipment Charge	\$5.70	\$9.03

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SECTION 6.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES. (CONT'D.) ^{NOV 2 1998}

6.2 Nonpublished Service

MO. PUBLIC SERVICE COM.

6.2.1 General

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and telephone number do not appear in printed directories or in the Company's Directory Assistance Bureau Records.

6.2.2 Regulations

This service is subject to the rules and regulations for **E911** service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

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 nonpublished 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 nonpublished service.

The Customer 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 nonpublished service or the disclosing of said number to any person.

6.2.3 Rates and Charges

There is a monthly charge for each nonpublished service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club **with** listed service; or if the service is installed for a temporary period.

	<u>Monthly Rate</u>	<u>Service & Equipment Charge</u>
Nonpublished service charge:	\$1.52	\$5.70

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6.3 Nonlisted Service

MO. PUBLIC SERVICE COM. 10/1/98

6.3.1 General

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

6.3.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number,

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 **nonlisted** 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 Customer indemnities (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 nonlisted service or the disclosing of said number to any person.

6.3.3 Rates and Charges

There is a monthly charge for each nonlisted service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	<u>Monthly Rate</u>	<u>Service & Equipment Charge</u>
Nonlisted service charge:		
Primary	\$1.14	\$5.70
Additional	\$1.14	\$5.70

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SECTION 6.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES. (CONT'D) 1998

6.4 Directory Assistance Services

MO. PUBLIC SERVICE COMMISSION

6.4.1 Directory Assistance

Directory Assistance provides for the identification of telephone directory numbers via an operator or automated platform. Customers are provided with **a maximum of two (2)** listings per each call to Directory Assistance. A Directory Assistance charge applies per local directory assistance call subject to the allowances listed below.

Information for nonpublished Customers will not be provided. Each request for listing information is considered one listing request. Listing request allowances do not apply for requests of listing information when that information is available in a current white page **Directory or for calls to intraLATA Directory Assistance (1-NPA-555-1212) where the NPA** is the same as the **NPA** from where the call is originated.

Allowances for listing requests apply only:

to sent-paid direct dialed calls to Directory Assistance. These calls will be allowed a maximum of two listing requests per call.

when the listing is new and not printed in the most recent white pages Directory, or when the listing is not found by the **Directory** Assistance Operator. Nonpublished and nonlisted telephone number requests will not be given and do not count toward a Customer's allowance.

<u>Type of Service</u>	<u>Allowance</u>
Flat and measured rate Residence Exchange Lines	30 listing requests per month Per exchange line/trunk
Flat and measured rate Business Exchange Lines	10 listing requests per month Per exchange line/trunk

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6.4 Directory Assistance Services, (Cont'd.)

add. Tariff 201 & 212

6.4.1 Directory Assistance, (Cont'd.)

(A) Rates and Charges

Residence & Business, subject to allowance above	\$0.43 per request
Sent-paid direct dialed call, subject to allowance described above	\$0.43 per request
Billed to a third number, a special billing Number or a Calling Card	\$0.86 initial request \$0.43 each additional request on the same call

6.4.2 Directory Assistance Call Completion Service (DACC)

Where facilities permit, the Company offers Directory Assistance Call Completion Service (DACC). This allows Customers to complete a local or **intraLATA** long distance call to a requested number either by the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

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, billed to a third number or collect.

Business Customers may obtain DACC screening at no additional charge.

There are no allowances for DAAC, however, the Directory Assistance portion of the call is governed by the appropriate call allowances in this Tariff.

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NOV 2 1998

6.4 Directory Assistance Services, (Cont'd.)

6.4.2 Directory Assistance Call Completion Service (DACC), (Cont'd.)

(A) DACC Feature Descriptions

Fully-Automated DACC - The Customer receives the requested directory number from the automated system and accepts DACC by pressing the designated key from a Touch-Tone telephone during the DACC announcement. The call completes without operator intervention for completion or billing assistance.

Semi-Automated DACC - The Customer receives the requested directory number from the automated system or verbally from the operator. The Customer may request DACC by either allowing the automated system to time-out back to the operator to provide call completion or the operator completes the call following the verbal report.

Person-to-Person DACC - The Customer receives the requested directory number from the automated system or verbally from the operator. The Customer completes the call to the individual specified by the Customer.

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SECTION 6.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES. (CONT'D) 2 1998

6.4 Directory Assistance Services, (Cont'd.)

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6.4.2 Directory Assistance Call Completion Service (DACC), (Cont'd.)

(B) Rates and Charges

Fully Automated DACC

Sent Paid Pay Telephones	\$0.33
Calling Card	Station-to-Station Calling Card Operator Assistance per call charge *
Collect	Station-to-Station Collect Operator Assistance per call charge *
Third Party	Station-to-Station Bill to Third Number Operator Assistance per call charge *

Semi-Automated DACC

Sent Paid	Station-to-Station Sent-Paid Operator Assistance per call charge *
Calling Card	Station-to-Station Calling Card Operator Assistance per call charge *
Collect	Station-to-Station Collect Operator Assistance per call charge *
Third Party	Station-to-Station Bill to Third Number Operator Assistance per call charge *

Person-to-Person DACC

Sent Paid	Semi-Automated Person-to-Person Operator Assistance per call charge *
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* Rates refer to the Local Operator Assistance Section in this Tariff.

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SECTION 7.0 - MISCELLANEOUS SERVICES

NOV 2 1998

7.1 **Carrier ~~Presubscription~~**

MO. PUBLIC SERVICE COM.

Customers may ~~presubscribe~~ LDD local access lines to their intrastate, **interLATA** long distance carrier of choice. Following the Customer's initial ~~presubscription~~ of each line, any subsequent change will incur a per line charge.

Per line: \$ 4.75

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8.0 - PROMOTIONAL OFFERINGS

NOV 2 1998

8.1 Special Promotions

NOV 1 1998

The Carrier may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new Customers or to increase Customer awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Carrier's tariff as an addendum to the Carrier's price lists.

8.2 Discounts

The Company may, from time to time as reflected in the price list, offer discounts based on monthly volume (or, when appropriate, "monthly revenue commitment" and/or "time of day" may also be included in the tariff).

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AT&T

P.S.C. Mo. No. 3
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

Original Title Page

This Tariff applies to
Local Exchange Services offered by
AT&T Communications of the Southwest, Inc.

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LOCAL EXCHANGE SERVICES TARIFF

2nd Revised Sheet 1
Replacing 1st Revised Sheet 1

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P.S.C. Mo. No. 3
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LOCAL EXCHANGE SERVICES TARIFF

EXPLANATION OF SYMBOLS

- (AT) Indicates addition to text
- (C) Indicates a correction
- (CP) Indicates change in practice
- (CR) Indicates change in rate
- (CT) Indicates change in text
- (DR) Indicates discontinued rate
- (FC) Indicates a change in format
lettering or numbering
- (MT) Indicates moved text
- (NR) Indicates new rate
- (RT) Indicates removal of text

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AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.
LOCAL EXCHANGE SERVICES TARIFF

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LOCAL EXCHANGE SERVICES TARIFF

Section 1
Original Sheet 1

APPLICATION OF TARIFF

1.1 General

1.1.1 General

This Tariff applies to the furnishing of Local Exchange Services defined herein, by AT&T Communications of the Southwest, Inc. (hereinafter referred to as the "Company" or "AT&T"). Local Exchange Services are furnished for the use of end-users in placing and/or receiving local telephone calls within the Local Service Area. Services, features and functions will be provided where facilities, including but not limited to: billing capability, and technical capability are available.

The provision of Local Exchange Services is subject to existing regulations, and terms and conditions specified in this Tariff and the Company's current Tariffs, and may be revised, added to or supplemented by superseding issues.

AT&T reserves the right to offer its Customers a variety of competitive services as deemed appropriate by the Company.

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LOCAL EXCHANGE SERVICES TARIFF

Section 1
Original Sheet 2

APPLICATION OF TARIFF

Missouri Public
Service Commission

1.1 General (continued)

1.1.2 Waivers

AT&T Communications of the Southwest, Inc. is classified as a competitive telecommunications company. Application of the following statutes and regulatory rules shall be waived:

Statutes

392.210.2 - Uniform System of Accounts
392.270 - Valuation of Property (Ratemaking)
392.280 - Depreciation Accounts
392.290 - Issuance of Securities
392.300.2 - Acquisition of Stock
392.310 - Stock and Debt Issuance
392.320 - Stock Dividend Payment
392.340 - Reorganization(s)
392.330, RSMO Supp. 1999 - Issuance of Securities,
Debts and Notes

Commission Rules

4 CSR 240-10.020 - Depreciation Fund Income
4 CSR 240-30.010(2) (C) - Posting of Tariffs
4 CSR 240-30.040 - Uniform System of Accounts
4 CSR 240-32.030(4) (C) - Exchange Boundary Maps
4 CSR 240-33.030 - Minimum Charges
4 CSR 240-35 - Reporting of Bypass and Customer-Specific Arrangements

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Section 2
2nd Revised Index Sheet 1
Replacing 1st Revised Index Sheet 1

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 1

GENERAL REGULATIONS

2.1 Undertaking of the Company

2.1.1 General

The Company undertakes to provide the services offered in this Tariff on the terms and conditions and at the rates and charges specified herein.

Local Exchange Services consist of furnishing one way or two way communication to or from a demarcation point on the Customer's premises and another demarcation point within a Local Service Area as specified in Section 3 of this Tariff.

Services, features and functions will be provided where facilities including but not limited to: billing capability and technical capabilities are available without unreasonable expense to the Company.

The Company's obligation to furnish service, features and/or facilities is also dependent upon its ability to provide, secure and retain, without unreasonable expense to the Company (a) suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, (b) suitable space for its plant and facilities in the building where service is or is to be provided, (c) facilities for interconnection from alternate suppliers.

A month is considered to have 30 days for the purpose of computing charges in this Tariff.

In the event of a dispute, the non-prevailing party may be liable for reasonable court costs and attorney's fees.

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 2

GENERAL REGULATIONS

2.1 Undertaking of the Company - (Continued)

2.1.2 Terms and Conditions

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 may also be required to execute any other documents as may be reasonably requested by the Company in connection with the provisioning of Local Exchange Services.

At the expiration of the initial term specified in each service order, or of any extension thereof, service shall continue on a month to month basis at the then current month to month rates unless terminated by either party upon 30 days written notice. 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.

2.1.3 Notification of Service Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative 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 activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 3

GENERAL REGULATIONS

2.1 Undertaking of the Company - (Continued)

2.1.4 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff. The Company does not guarantee availability, except as stated or expressly provided for in this Tariff,
- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment provided or installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby degrade the technical parameters of the service provided to the Customer.
- D. Equipment the Company provides or installs at the Customer premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provides, installs or has installed on its behalf.

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 4

GENERAL REGULATIONS

2.1 Undertaking of the Company - (Continued)

2.1.4 Provision of Equipment and Facilities - (Continued)

- E. The Customer shall be responsible for the payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- F. 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 facilities offered under this tariff and to the maintenance and operation of such facilities.
- G. When the facilities or equipment of other companies are used by the Customer, the Company is not liable for any act, error, omission or interruption caused by the other company or their agents or employees. This includes but is not limited to:
 - 1. The provision of a signaling system database by another company;
 - 2. The transmission of signals by the Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - 3. The reception of signals by Customer-provided equipment.

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Section 2
Original Sheet 5

GENERAL REGULATIONS

2.1 Undertaking of the Company - (Continued)

2.1.5 Customer Equipment

A Customer may transmit or receive information or signals via the facilities of the Company by use of Customer-provided equipment.

A. Station Equipment

Customer-provided equipment on Customer premises, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the Customer.

The Customer is responsible for ensuring that Customer-provided equipment and wiring connected to Company equipment and facilities is compatible with such Company-provided equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and facilities by the connection, operation or maintenance of such Customer-provided equipment and wiring must be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. If the Company, in its sole discretion, reasonably determines that additional protective equipment is required to prevent such damage or injury, it shall be provided at the Customer's expense.

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 6

GENERAL REGULATIONS

2.1 Undertaking of the Company - (Continued)

2.1.5 Customer Equipment - (Continued)

B. Inspections

Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections at the Customer's premises as may be necessary to determine that the Customer is complying with the requirements set forth in this Tariff.

If the protective requirements for 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. AT&T may immediately and without notice deny service when the Customer (a) subjects AT&T or non AT&T personnel to hazardous conditions, (b) circumvents AT&T's ability to charge for its services, prevent and protect against fraud or (c) acts in a way that may cause immediate harm to the local exchange network or other company services.

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 7

GENERAL REGULATIONS

2.2 Liability of the Company

2.2.1 Service Liability

- A. The Company's liability, if any, for its willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of a service, and subject to the following provisions, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may otherwise be due to the Customer under this Tariff as a Credit Allowance for Interruptions or under Service Quality Guarantees.
- B. The Company is not liable for any act or omission of any other communications provider which furnishes a portion of a service.
- C. The Company is not liable for damages to a premises resulting from the furnishing of service including the installation and removal of equipment or facilities and associated wiring, unless the damage is caused solely by the Company's negligence.

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LOCAL EXCHANGE SERVICES TARIFF

Section 2
Original Sheet 8

GENERAL REGULATIONS

2.2 Liability of the Company - (Continued)

2.2.1 Service Liability - (Continued)

- D. 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:
 - 1. Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communication;
 - 2. 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
 - 3. All other claims arising out of any act or omission of others in the course of using services provided pursuant to this tariff.
- E. The Company does not guarantee or make any warranty with respect to its service when used in an explosive atmosphere. The Company shall be indemnified, defended, and held harmless by the Customer and authorized user from any and all claims, losses or damages by any person relating to the services so provided.
- F. No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this tariff.
- G. The Company's failure to provide or maintain service under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God, and other circumstances beyond the Company's reasonable control.
- H. In no event shall the Company be liable for special, reliance, consequential or other such damages.

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GENERAL REGULATIONS

2.2 Liability of the Company - (Continued)

2.2.2 Temporary Suspension for Repairs

The Company 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 is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of communications or Customer's service.

2.2.3 Credit Allowance for Interruptions

- A. Except as may otherwise be specified in this Tariff, interruptions of twenty-four hours or more, 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 proportionate monthly charge ($1/30$ of the service monthly recurring charge) involved for each twenty-four hours or fraction thereof of interruption. Credit is not allowed for interruptions to service of less than twenty-four hours.

No interruption allowance shall be made for failures in facilities provided with or by other carriers except as may otherwise be provided in other Sections of this Tariff.

- B. No interruption allowance shall apply where service is interrupted by the negligence or willful act of the Customer or where the Company, pursuant to the terms of the Tariff, suspends or terminates service, because of nonpayment of bills due the Company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the Customer is responsible for providing electric power.

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GENERAL REGULATIONS

2.3 Obligations of the Customer

2.3.1 Customer Responsibilities

A. The Customer shall be responsible for:

1. The payment of all applicable charges pursuant to this tariff;
2. Damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or the noncompliance by the Customer with these regulations, or by fires or theft or other casualty on the Customer premises, unless caused by the sole negligence or willful misconduct of the employees or agents of the Company;
3. Providing at no charge, as specified from time to time by the Company any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of any associated equipment or facilities used to provide Local Exchange Services to the Customer from the cable building entrance or property line to the location of the equipment or facilities space described above. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided equipment or facilities, shall be borne entirely by, and may be charged by the Company to the Customer;

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GENERAL REGULATIONS

2.3 Obligations of the Customer - (Continued)

2.3.1 Customer Responsibilities - (Continued)

A. The Customer shall be responsible for: (Continued)

5. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees, agents and/or suppliers shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from the installation or maintenance in such area by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
6. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of Company facilities and equipment in any Customer premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for Company employees, agents and/or suppliers to enter the premises of the Customer for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; and
7. Not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities.

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GENERAL REGULATIONS

2.3 Obligations of the Customer - (Continued)

2.3.1 Customer Responsibilities - (Continued)

B. Claims

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

1. 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
2. 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.

C. Resale

1. All Company Local Exchange Services are available for resale unless otherwise specifically indicated.
2. Customers, who subscribe to Local Exchange Service and resell this service to others, shall be the Customer of Record. The Customer of Record shall be responsible for complying with all laws and regulations of the State of Missouri which relate in any way to the Customer of Record's provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and the payment of applicable taxes.
3. The Company will bill the Customer of Record who is at all times responsible for payment of the full amount of all charges incurred. The Company is not responsible for the allocation of usage or charges for resold services. The Customer of Record is responsible for allocating charges to its end users.

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GENERAL REGULATIONS

2.3 Obligations of the Customer - (Continued)

2.3.1 Customer Responsibilities - (Continued)

C. Resale (Continued)

4. AT&T will communicate with the Customer of Record with respect to ordering, provisioning, maintenance, repair, billing, collection and other matters related to Local Exchange Services. The Company has no obligation to provide notice to, or communicate with the Customer of Record's end users.
5. With respect to resold services, applications for services as well as requests for additions, rearrangements or discontinuances of service will be accepted only from the Customer of Record.
6. In connection with the marketing of its services, the Customer of Record may not directly or indirectly (1) use AT&T's trade names, trademarks, service marks, registered marks or other indicia of origin (or confusingly similar names, marks or other indicia) in a manner that may cause third parties (including the Customer of Record's end users) to believe that service provided by the Customer of Record is AT&T service; or (2) use AT&T's corporate logos, or trade dress (or confusingly similar logos or trade dress).
7. The furnishing of special arrangements to resellers is subject to the regulations set forth in this tariff.

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GENERAL REGULATIONS

2.3 Obligations of the Customer - (Continued)

2.3.1 Customer Responsibilities - (Continued)

C. Resale (Continued)

8. Use of AT&T Marks

When Local Exchange Service is resold, neither the Customer nor any other reseller or intermediary in the sales chain between the Customer and an end user may make any use (including but not limited to use in advertising, promotional materials, Internet or other on-line website, stationery, business cards, billing material or signage) of AT&T's name, logo, trademarks and service marks (registered and unregistered), trade dress or other symbols that serve to identify and distinguish AT&T from its competitors ("AT&T's Marks"), or of any confusingly similar name, logo, trademarks and service marks (registered and unregistered), trade dress or other symbols, except that a reseller may:

- (a) use AT&T's Marks in comparative advertising solely to identify AT&T as a competitor, or to identify AT&T's competing services, provided such use is not made in a factually incorrect or misleading context or in a manner that is likely to cause confusion or mistake, or to deceive or to identify AT&T as an underlying provider of the reseller's service;
- (b) use AT&T's Marks pursuant to the terms of a separate written brand licensing agreement;
- (c) use AT&T's name to the extent it is specifically required by Statute, regulation or other government requirement to do so, and;

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Original Sheet 13.2

GENERAL REGULATIONS

2.3 Obligations of the Customer - (Continued)

2.3.1 Customer Responsibilities - (Continued)

C. Resale (Continued)

8. Use of AT&T Marks (Cont'd)

(d) indicate, in response to an unsolicited inquiry from an end user (including a prospective end user), that it uses AT&T as its underlying carrier, provided the reseller also:

- (1) advises the end user that a portion of its service will be provided using reseller's own switching or transmission facilities (if applicable);
- (2) identifies any other long distance providers the reseller uses in providing service to the end user;
- (3) advises the end user it will not be an AT&T Customer for the resold service, and;
- (4) does not emphasize AT&T's name more than either its own name or that of any other long distance provider the reseller uses.

For purposes of this provision, Local Exchange Service is resold if the Customer (or any other reseller or intermediary in the sales chain between the Customer and an end user) uses local exchange service to reoffer telecommunications service to others (with or without "adding value") for profit.

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Original Sheet 14

GENERAL REGULATIONS

2.4 Connections of Terminal Equipment and Communications Systems

2.4.1 Recording of Two Way Telephone Conversations

Local Exchange Services are not represented as adapted to the recording of two way telephone conversations. However, Customer-provided voice recording equipment may be directly, acoustically or inductively connected with Local Exchange Services for the recording of such conversations. When such connections are made, the Customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:

1. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and their prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
2. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of the recording equipment, or
3. All parties to the telephone conversation must be verbally notified at the beginning of the conversation and the notification must be recorded as part of the call, by the recording party.

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GENERAL REGULATIONS

2.4 Connections of Terminal Equipment and Communications Systems -
(Continued)

2.4.1 Recording of Two Way Telephone Conversations - (Continued)

A. Exceptions

The exceptions to the foregoing requirements are as follows:

1. Recordings made of incoming calls to telephone numbers publicized for emergencies involving health or safety of life and property (e.g. , emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls.
2. Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted.
3. Recording of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, acting under cover of law.

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GENERAL REGULATIONS

2.4 Connections of Terminal Equipment and Communications Systems -
(Continued)

2.4.2 Violation of Regulations

When any terminal equipment or communications system is used with Local Exchange Services in violation of any of the provisions of this Tariff, the Company will take immediate action, based on the circumstances, to protect its services or interests, including disconnection of the service, and will promptly notify the Customer of the violation. The Customer shall discontinue such improper use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the Customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in disconnection of the Customer's service until such time as the Customer complies with the provisions of this Tariff.

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GENERAL REGULATIONS

2.5 Payments and Charges

2.5.1 Billing and Collection

The Customer is responsible for payment of all charges for equipment or facilities and services furnished by the Company to the Customer.

The Company will establish a monthly billing date for each Customer account and shall bill all charges incurred by, and credits due to the Customer under this Tariff. Recurring charges are billed in advance of the month(s) in which service is provided, except where prohibited by law. Usage sensitive charges which will be billed for the preceding billing period. Recurring charges and usage sensitive charges for the Federal Government will be billed in arrears. Bills are due by the payment due date shown on the bill.

When service does not begin on the first day of the billing cycle, or end on the last day of the billing cycle, the charge for the fraction of the billing cycle in which service was furnished will be calculated on a pro rata basis.

2.5.2 Billing Disputes

The Customer is responsible for notifying the Company of any charges in dispute and the specific basis of such dispute. The Company reserves the right to require such notice to be in writing. All charges not in dispute shall be paid by the Customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the Customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this Tariff.

The Customer must provide the Company with notice of a dispute within one hundred and twenty (120) days from the bill date.

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GENERAL REGULATIONS

2.5 Payments and Charges. - (Continued)

2.5.3 Advance Payments

The Company may require a Customer or applicant to make an advance payment as a condition of continued or new service. The Company reserves the right to require from an applicant for service advance payments of recurring and nonrecurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by the Company for safeguarding its interests. In addition, where special construction is involved, advance payment of the construction charges quoted may be required at the time of application. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made.

2.5.4 Deposits for Business Customers

The Company may require a deposit from a business Customer, or an increase in the amount of deposit, of a business Customer who cannot establish a credit standing satisfactory to the Company. If the actual bills of the Customer subsequently rendered prove that the deposit is either insufficient or excessive, the deposit may be changed in accordance with the facts.

Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.

A deposit is returned to the Customer, less any amounts due the Company when service is disconnected. Even though a deposit is made, the Customer must still pay bills, including any advance payments, when requested. A Customer's payment of a deposit does not waive or modify the Company's practice of disconnecting service for failure to pay any bills.

2.5.5 Returned Check Charge

In addition to any late payment charges specified in this Tariff, the Customer will be assessed a charge of fifteen dollars (\$15.00) for each check, bank draft, or electronic funds transfer submitted by the Customer to the Company which a financial institution refuses to honor.

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GENERAL REGULATIONS

2.5 Payments and Charges - (Continued)

2.5.6 Late Payment Charge

If any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, a late payment charge shall be due to the Company, provided billing capability exists. The late payment charge shall be the portion of the payment not received by the date due, multiplied by a factor. The late payment factor shall be 1.5% per month.

Late payment charges do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. The disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts of the same bill may be subject to the late payment charge if they remain unpaid by the due date noted on the Customer's bill.

Collection procedures and security deposit requirements are unaffected by the application of the late payment charge.

The late payment charge does not apply to final accounts.

2.5.7 Reserved For Future Use

2.5.8 Establishment and Reestablishment of Credit

The Company may conduct a credit investigation of each Commercial and/or Consumer Service Customer or applicant prior to accepting the service order, Customer deposit or advance payment. A Customer whose service has been discontinued by the Company for non-payment of bills for any telecommunications service will be required to pay all bills due the Company for telecommunications services or make other arrangements satisfactory to the Company and co re-establish credit before service is restored or any service started.

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GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes

2.6.1 Cancellation of Service

A. Cancellation of Application for Service

When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

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, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

Where the Company incurs an expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies.

The charges described above will be calculated and applied on a case-by-case basis.

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GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.1 Cancellation of Service - (Continued)

B. Cancellation of Service

If a Customer cancels a service order or terminates services before the completion of the term for any reason whatsoever, the Customer agrees to pay to the Company the following:

1. All non-recurring charges reasonably expended by the Company to establish service to the Customer; and
2. Any disconnection, early cancellation, or termination charges reasonably incurred and paid to third parties by the Company; and
3. All recurring charges specified in the applicable tariff for the balance of the then current term; and
4. Any other charges set forth in this Tariff or in the service order for such early cancellation or termination.

The above sums shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, as set forth in this Tariff.

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Replacing Original Sheet 22

GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.2 Discontinuance of Service

The Company may discontinue or refuse to furnish any and/or all service(s) to the Customer or Applicant for service without incurring any liability if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities, equipment, assets or services.

If a Customer (or any reseller or intermediary in the sales chain between the Customer and an end user) fails to comply with Section 2.3.C.8 (Use of AT&T's Marks), preceding, the Company may, on written notification to the Customer, immediately deny requests for additional service and/or restrict service to the non-complying Customer. If the non-compliance is not cured to AT&T's reasonable satisfaction within 30 days after the date of notification, the Company may discontinue the service upon five days prior written notice to the Customer (such cure may require, among other things, corrective communications with end users, in addition to cessation of the non-complying use of AT&T's Marks). The Company may pursue any other available remedies with respect to the conduct that constitutes the non-compliance. (AT)

The discontinuance of service(s) 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 up to the time of discontinuance. In addition, the Company may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer, to be immediately due and payable.

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 the payment of all such fees and expenses reasonably incurred.

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Original Sheet 23

GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.2 Discontinuance of Service - (Continued)

- A. The Company may, without incurring any liability, discontinue or suspend service without notice, or refuse service, if:
1. The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of communications services or its planned use of service(s); or
 2. The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, its past or current use of communications services, or its planned use of the Company's service(s); or
 3. The Customer states that it will not comply with a request of the Company for deposits or advance payments, as specified in this tariff; or
 4. The Customer uses service to transmit a message, locate a person or otherwise give or obtain information without payment for the service; or

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1st Revised Sheet 24
Replacing Original Sheet 24

GENERAL REGULATIONS

Missouri Public
Service Commission

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.2 Discontinuance of Service - (Continued)

- A. The Company may discontinue or suspend service immediately and without notice pursuant to the following: - (Continued)
5. The Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
- (a) Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this tariff; or
 - (b) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
 - (c) Any other fraudulent means or devices.
6. The Customer uses service without payment for the service or the Customer fails to pay any amounts owing to the Company for services to which the Customer subscribes or had subscribed or used.
- B. Upon nonpayment of any amounts owing to the Company for which the Customer subscribes or had subscribed or used, the Company may, by giving at least ten calendar days' prior written notice to the Customer, discontinue or suspend service without incurring any liability. (CT)
- C. Upon failure to comply with a request made by the Company for security for the payment of service(s) or advance payments, as specified in this tariff, the Company may, by giving at least five calendar days' prior written notice to the Customer, discontinue or suspend service without incurring any liability.

Missouri Public
Service Commission

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Hamid Eftekhari, District Manager, 5501 LBJ Freeway, Dallas TX 75240

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GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.2 Discontinuance of Service - (Continued)

- D. Service shall not be suspended on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such day.
- E. A Customer shall have at least 21 days from the rendition of a bill to pay the charges stated except when the Customer has had service discontinued by the Company within the last 12 months or where the Customer incurs toll or other charges at any time during the billing period which are equal to at least 400 percent of the amount of the deposit or guarantee previously required from the Customer, in which case payment may be demanded for the toll charges by a telephone call to the Customer followed by written notification of such demand.
- F. At least 24 hours preceding a suspension, the Telephone Company shall make reasonable efforts to contact the Customer to advise him of the proposed discontinuance and what steps must be taken to avoid it.
- G. The Company shall postpone a suspension for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity.

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Original Sheet 26

GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.2 Discontinuance of Service - (Continued)

- H. Upon violation of any of the other material, terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- I. Upon condemnation of any material portion of the facilities used by the Company to provide service to the Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- J. Upon any governmental prohibition or requirement, alteration of the services to be provided or any violation of an applicable law or regulation, the Company may with or without prior written notice discontinue service without incurring any liability.

2.6.3 Changes in Service

If the Customer makes or requests material changes in circuit engineering, equipment or facility specifications, service parameters, premises locations or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

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GENERAL REGULATIONS

2.6 Cancellation, Discontinuance and Changes - (Continued)

2.6.4 Restoration of Service

When a 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.

If any Customer's service is restored after having been discontinued in accordance with this Tariff but a Company service order to terminate such service has not been completed when such service is restored, the Customer may be required to pay a restoration of service charge.

If a service has been suspended, discontinued or disconnected for nonpayment, service will be re-established upon receipt of all charges due, which includes charges for services and facilities during the period of suspension and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds within the last twelve (12) months, the Company may require payment by cash, money order or certified check. If such payment is made by personal check, restoration of service will be effected upon bank clearance of the check.

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GENERAL REGULATIONS

2.7 Assignment or Transfer of Service

The Customer may not assign or transfer its rights or duties in connection with the services and equipment or facilities provided by the Company without the written consent of the Company. The Company may assign its rights and duties without prior notice or consent (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company, or (c) pursuant to any financing, merger or reorganization of the Company.

2.8 Notices and Communications

- A. All notices or other communications required to be given pursuant to this Tariff will be in writing except where notice is provided in this tariff. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication, or bill with the U.S. Mail or a private delivery service, postage prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- B. The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, billing or other communications.

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GENERAL REGULATIONS

2.9 Reserved For Future Use

2.10 Provision for Certain Local Taxes and Franchise Fees

Any franchise fees, privilege, license, occupation, excise, or other taxes, whether in a lump sum or at a flat rate, or based on receipts, or based on poles, wire or other utility property units, imposed upon the Company by any governmental authority shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's standard schedules, in amounts which in the aggregate for the Company's Customers of any political entity shall be equal to the amount of any such tax upon the Company. Company shall, so long as any such tax or fee is in effect, add to the bills of the Customers in such political entity pro rata on the basis of the revenue, or as otherwise required and/or allowed by law, derived by Company from each such Customer, an amount sufficient to recover any such tax or fee and may list this amount separately on the bill.

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GENERAL REGULATIONS

2.11 Definitions

Automatic Location Identification (ALI) (AT)

Automatic Location Identification (ALI) is an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (e.g., secondary locations, off-premise extensions) are generally identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI)

Automatic Number Identification (ANI) provides for the telephone number of the calling party to be forwarded to the PSAP. (AT)

Channel (DSO)

A channel (DSO) is a digital partition of a Digital Facility (DS1). There are 24 DSO channels which comprise, in its entirety, the terrestrial Digital Facility.

Commercial Service (Business)

Service is classified and charged for as Commercial Service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business directory listing is furnished.

Consumer Service (Residence)

Consumer Service denotes service provided when the main station is located in a private residence or a residential room or apartment of a building of any type. All listings of the service are in the names of individuals, without a business designation.

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GENERAL REGULATIONS

2.11 Definitions (Cont'd)

Customer

(MT)

The person or legal entity that subscribes to service under this tariff and is responsible-for payment of tarified charges for services furnished to that Customer.

Customer Premises

One Customer premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings or contiguous property.

Demarcation Point

The point at which common carriers terminate communications cabling in a building.

(MT)

Digital Facility (DS1)

A Digital Facility (DS1) is a local channel service component capable of simultaneous two-way transmission of digital signals delivered at a transmission speed of 1.544 Million Bits per Second. The facility is comprised entirely of terrestrial facilities i.e. the facility does not have satellite channels in its make-up.

Emergency Service Number (ESN)

(AT)

Emergency Service Number (ESN) is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g. police, fire, PSAP and medical) within a particular serving area. An ESN is associated with a primary possibly one or more secondary PSAPs.

(AT)

Exchange Area

An exchange area is a geographical area served by a Rate Center.

The Company concurs with the Southwestern Bell Telephone Company and GTE Midwest Incorporated exchange areas and exchange maps that are on file.

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GENERAL REGULATIONS

2.11 Definitions (Cont'd)

Local Exchange Service

(MT)

A service, which permits calling to stations in the Customer's Local Service Area.

Local Service Area

A Local Service Area is the region, comprised of one or more complete Exchange Area(s), within which a Customer can call another station at the rates and charges as specified in this Tariff.

(MT)

911 Service Area

911 Service Area is the geographic area in which a particular PSAP will respond to all 911 calls and dispatch appropriate emergency assistance.

Public Safety Answering Point (PSAP)

Public Safety Answering Point (PSAP) is a communication facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdiction, if any.

Rate Center

(MT)

A specified geographical location used for determining mileage measurements. A list of the applicable rate centers is set forth in AT&T's Tariff F.C.C. No. 10.

Resale

Resale is the reselling by a Customer of the Company service, facilities or equipment to others for a profit. A reseller is a Commercial Service Customer who is subject to the applicable rules and regulations of (1) the Communications Act of 1934, as amended, and the Federal Communications Commission and/or (2) the Code of State Regulations.

(MT)

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GENERAL REGULATIONS

2.11 Definitions (Cont'd)

Universal Emergency Number Service

Universal Emergency Number Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) serving the Customer's location may receive telephone calls dialed to the telephone number "911". The 911 Service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.

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GENERAL REGULATIONS

2.12 Emergency Number Service (911 and E911)

2.12.1 Description

This tariff provides for Emergency Number Service (911 Service), which is an arrangement of Company Central Office and trunking facilities whereby a user who dials the telephone number "911" will reach the emergency report center for the telephone from which the number is dialed on may be routed to an operator if all lines to an emergency report center are busy. The telephone user who dials the 911 number will not be charged for the call.

Both 911 and E911 service are only available from Company switching facilities (where available) and via Company services that are equipped to provide and that do provide 911 or E911 service. The Company shall provide the PSAP only such name, address and telephone number information as the Customer shall provide to the Company, and for any 911 or E911 call, the Company shall only pass to the PSAP such information, including ALI an/or ANI data, as the Customer's facilities, network or station equipment shall make properly available to the Company's network and equipment for transmission to the PSAP.

The Company is obligated to supply the E911 service provider in the Company's service area with accurate information necessary to update the E911 database at the time the Company submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.

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 E911 service provider's equipment in order to accurately and properly update the database for E911.

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 E911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

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AT&T LOCAL EXCHANGE SERVICES

2.12 Emergency Number Service (911 and E911) (Cont'd)

2.12.2 Universal Emergency Number Service (911)

Universal Emergency Number Service (911) is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) serving the Customer's location may receive telephone calls dialed to the telephone number "911" from service users within a 911 service district.

Two types of 911 service are offered: Basic 911 (911) and Enhanced 911 Service (E911).

- A. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to single PSAP equipped to receive those calls.
- B. Enhanced 911 Service provides additional features, such as selective routing of 911 calls to specific PSAP and Automatic Number Identification.

The 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

2.12.3 Emergency Telephone Service Charge

The Company may assess Customers a fee, on a recurring basis, non-recurring basis, or both, to recover the costs incurred by the Company for providing 911 service, and may, where permitted, also assess and remit appropriate surcharges or other amounts payable to public or other agencies that provide 911 services.

Because the Company's serving boundaries may not coincide with political subdivisions and 911 service district boundaries, the Company may assess standard fees and surcharges upon all service users served by a central office providing 911 service.

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AT&T LOCAL EXCHANGE SERVICES

2.12.4 Rules, Regulations and Terms and Conditions

The Company will not provide both Basic 911 and Enhanced 911 Service within a given central office (switching entity).

The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP,

The services provided pursuant to this tariff do not include the monitoring of facilities to discover errors, defects and malfunctions in 911 or E911 services, facilities, or operations, nor does the Company undertake such responsibility. The Customer shall be responsible for making such operational tests as, in the judgment of the Customer, are required to determine whether 911 and E911 calls are functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.

The Company's liability to the Customer, to any party dialing 911 using the Customer's facilities, or to any other party or persons, for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or real functions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed the amount equivalent to the pro-rate charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credits that may be given for an out-of-service condition. This limitation of liability shall be in addition to any other limitation contained elsewhere in this tariff.

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AT&T LOCAL EXCHANGE SERVICES

2.12 Emergency Number Service (911 and E911) (Cont'd)

2.12.4 Rules, Regulations and Terms and Conditions (Cont'd)

The Customer agrees to release, indemnify, defend, and hold harmless the Company from any claims, suits, proceedings, expenses, losses, liabilities, or damages ("Claims") by any party or parties arising out of the use or attempted use of the Customer's services for purposes of placing 911 or E911 calls, including (a) Claims of infringement or invasion of the right of privacy or confidentiality of any person or persons; (b) all other Claims arising out of any act or omission of Customer or any user of the Customer's services, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder. Customer agrees to defend Company against any such Claims and to pay, without limitation, all litigation costs, reasonable attorney's fees and court costs, settlement payments, and any damages awarded or resulting any such Claims.

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SERVICE AREAS

3.1 LOCAL SERVICE AREA DESIGNATIONS

**Missouri Public
 Service Commission**

3.1.1 General

The Company offers Local Exchange Service within the Southwestern Bell Telephone Company and GTE Midwest Incorporated territories and concurs in their filed exchange areas and exchange maps.

3.1.2 AT&T Digital Link Local Service Area

The AT&T Digital Link Local Service Area is comprised of one or more Exchange Area(s) that: (1) have a Rate Center within 23 or 27 miles, as specified in this tariff, of the Customer's Rate Center within the LATA within the State of Missouri, or (2) are outside the Customer's LATA or outside the State of Missouri, but within the Customer's local calling area as defined by the Incumbent Local Exchange Carrier. (CP) (CP)

3.1.3 AT&T Digital Link Local Calling Area Exchanges

AT&T Digital Link Service will be provided in the exchanges listed in 3.2.1 and 3.2.2, following.

3.1.4 AT&T Local Exchange Service Local Calling Area Exchanges

AT&T Local Exchange Service will be provided in the exchanges listed in 3.2.1, following.

**Missouri Public
 Service Commission**

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (FC)

3.2.1 Southwestern Bell Telephone Company Territory (FC)

Adrian	Chillicothe
Advance	Clarksville
Agency	Clever
Altenburg-Frohna	Climax Springs
Antonia	Deering
Archie	DeKalb
Argyle	Delta
Armstrong	DeSoto
Ash Grove	Dexter
Beaufort	Downing
Bell City	East Prairie
Benton	Edina
Billings	Eldon
Bismarck	Elsberry
Bloomfield	Essex
Bloomsdale	Eureka
Bonne Terre	Excelsior Springs
Boonville	Farley
Bowling Green	Farmington
Brookfield	Fayette
Camdenton	Penton
Campbell	Festus-Crystal City
Cape Girardeau	Fisk
Cardwell	Flat River
Carl Junction	Frankford
Carrollton	Fredericktown
Carthage	Freeburg
Caruthersville	Fulton
Cedar Hill	Gideon
Center	Glasgow
Chaffee	Grain Valley
Charleston	Gravois Mills
Chesterfield	Gray Summit

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.1 Southwestern Bell Telephone Company Territory (Continued) (FC)

Greenwood	Knob Nester
Hannibal	Lake Ozark-Osage Beach
Harvester	Lamar
Hayti	LaMonte
Herculaneum-Pevely	Lancaster
Higbee	Leadwood
High Ridge	Lilbourn
Hillsboro	Linn
Holcomb	Lockwood
Hornersville	Louisiana
Imperial	Macks Creek
Jackson	Maiden
Jasper	Manchester
Joplin	Marble Hill
Kansas City Metropolitan Exchange	Marceline
- Kansas City Principal Zone	Marionville
- Metro Calling Area - 1	Marshall
Kansas City MCA-1 Zones	Marston
- Gladstone	Maxville
- Independence	Meta
- Parkville	Mexico
- Raytown	Moberly
- South Kansas City	Monett
- Metro Calling Area - 2	Montgomery City
Kansas City MCA-2 Zones	Morehouse
- Belton	Neosho
- Blue Springs	Nevada
- East Independence	New Franklin
- Lee's Summit	New Madrid
- Liberty	Oak Ridge
Nashua	Old Appleton
Tiffany Springs	Oran
Kennett	Pacific
Kirksville	Patton

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.1 Southwestern Bell Telephone Company Territory (Continued) (FC)

Paynesville	St. Louis Metropolitan Exchange
Perryville	- St. Louis Principal
Pierce City	- Metro Calling Area - 1
Pocahontas-New Wells	St. Louis MCA-1 Zones
Pond	- Ferguson
Poplar Bluff	- Ladue
Portage Des Sioux	- Mehlville
Portageville	- Overland
Puxico	- Riverview
Qulin	- Sappington
Richmond	- Webster Groves
Richwoods	- Metro Calling Area - 2
Risco	St. Louis MCA-2 Zones
Rushville	- Bridgeton
San Antonio	- Creve Couer
Scott city	- Florissant
Sedalia	- Kirkwood
Senath	- Oakville
Sikeston	- Spanish Lake
Slater	Stanberry
Smithville	Ste. Genevieve
South Hamburg	Trenton
Springfield Metropolitan Exchange	Tuscumbia
- Springfield Principal Zone	Union
- Metropolitan Calling Area - 1	Valley Park
Fair Grove	Versailles
Nixa	Vienna
Republic	Walnut Grove
Rogersville	Warden
Stafford	Ware
Willard	Washington
St. Charles	Webb City
St. Clair	Wellsville
St. Joseph	Westphalia
St. Marys	Wyatt

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.2 GTE Midwest Incorporated Territory (FC)

Alton	Cassville
Amazonia	Caulfield
Annapolis	Ceder Creek
Arcola	Centerville
Ashland	Centralia
Augusta	Chamois
Aurora	Clarence
Ava	Clark
Avenue City	Clarksdale
Aville	Collins
Belgrade	Columbia
Belle	Concordia
Belleview	Conway
Birch Tree	Cosby
Bland	Crane
Blue Eye	Cross Timbers
Bolckow	Cuba
Boss	Dadeville
Bourbon	Dalton
Bradleyville	Dardenne/Lake, St. Louis
Branson	Defiance
Branson West	Dora
Braymer	Easton
Bronaugh-Moundville	Edgar Springs
Brunswick (Triplett)	Eldorado Springs
Buffalo	Elkland
Bunker	Ellsinore
Cabool	Elmer
Caledonia	Eminence
Cameron	Everton
Canton	Ewing
Cape Fair	Exeter

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.2 GTE Midwest Incorporated Territory (Continued) (FC)

Fillmore	Jerico Springs
Foley	Jonesburg
Foristell	Kahoka
Fordland	Keytesville
Forsyth	Kidder
Fremont	Kimberling City
Gainesville	Kingston
Galena	Koshkonong
Golden City	La Belle
Gorin	La Grange
Gower	La Plata
Greenfield	Ladonia
Grovespring	Laws on
Hallsville	Leasburg
Hamilton	Lesterville
Hartville	Lewistown
Hawk Point	Licking
Helena	Louisburg
Hermann	Lowry City
Hermitage	Macon
High Hill	Manes
Highlandville	Mano
Holstein	Mansfield
Houston	Marshfield
Humansville	Marthasville
Hunnewell	Maysville
Hurley	Milo
Irondale	Monroe City
Ironton	Montauk
Jamestown	Monticello
Janesburg	Morrison
Jenkins	Moscow Mills

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.2 GTE Midwest Incorporated Territory (Continued) (FC)

Mount Sterling	Santa Fe
Mt. Vernon	Sarcozie
Mtn. Grove	Savannah
Mtn. View	Schell City
Nebo	Seymour
New Melle	Shelbina
Niangua	Shelbyville
Norwood	Sheldon
O'Fallon	Shell Knob
Oates	Sparta
Old Monroe	St. James
Osborn	St. Peters
Osceola	Stewartsville
Ozark	Stoutsville
Palmyra	Sturgeon
Paris	Summersville
Perry	Thayer
Pittsburg	Theodosia
Plattsburg	Thomasville
Potosi	Timber
Prairie Home	Trimble
Preston	Troy
Protein	Truxton
Raymondville	Turney
Reeds Spring	Urbana
Revere	Van Buren
Roby	Vanzent
Rocheport	Vichy
Rockaway Beach	Walker
Rockville	Warrenton
Rosendale	Washburn
Safe	Wasola

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SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.2 GTE Midwest Incorporated Territory (Continued) (FC)

Wayland	Whitesville
Weaubleau	Willow Springs
Wentsville	Winfield
West Plains	Winona
West Quincy	Wooldridge
Wheatland	Wright City

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Original Sheet 1

SPECIAL ARRANGEMENTS

4.1 Promotional Offerings

The Company may, upon Commission approval, offer special promotions of new or existing services or products. These promotions will be offered on a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation, subject to availability of products, services and facilities. The Company will file proposed tariff language for approval with the Missouri Public Service Commission prior to the commencement of a promotional program. The proposed tariff will specify the terms of the promotion, the specific service offered, and the location and dates of the promotional period. Promotions may include, but are not limited to, reductions in recurring rates and/or waiver of non-recurring charges.

4.2 Special Construction

If the provision of service to a Customer would require the construction of additional facilities, replacement facilities or special facilities designed to meet the Customer's particular needs, the Company, at its option, may seek to obtain the facilities from another carrier, or may construct the facilities. The Customer may be required to pay all of the Company's actual expenses incurred in obtaining or constructing the facilities, including but not limited to, any unusual maintenance costs or removal costs. Construction charges may be payable, at the Company's option, prior to acceptance of the Customer's application for service or when billing is rendered. The Customer may be required to enter into a written agreement to pay the construction charges if they are not paid prior to initiation of service.

Any facilities constructed by the Company by the use of construction charges, however financed, shall be and remain the property of the Company, unless otherwise agreed to by the Company pursuant to a written agreement. The Customer does not obtain any rights of ownership in facilities provided by the Company.

The charges and regulations applicable to special construction apply in connection with all classes of service, facilities or equipment furnished by the Company and are in addition to the installation charges, service connection and move charges and monthly service charges otherwise applicable to the provision of service to the Customer pursuant to other sections of this tariff.

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SECTION 6

CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

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SECTION 6

CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

6.1 GENERAL

Consumer Local Service provided by the AT&T Integrated Offering (AIO) is the furnishing of voice grade communication necessary for the transmission of two way interactive switched voice or data communication between specified exchange areas, as specified in Section 3 of this tariff.

The AIO is furnished only to residential Customers in Local Serving Areas where Company owned facilities capable of providing the service are available. Company's services are furnished subject to the availability of facilities within the Local Serving Area and are subject to the terms and conditions of this tariff.

As described in Section 3.1.1. of this tariff, the Company concurs with services areas and exchange maps filed by Southwestern Bell Telephone Company (SWB) in the State of Missouri. The Company also concurs with the basic and Extended Area calling areas filed by Southwestern Bell Telephone Company in the State of Missouri. Sections 1 through 3 of this tariff also apply to the services offered in Section 6.

6.2 REGULATIONS

Pursuant to the rules of the Missouri Public Service Commission the following statement will be provided to customers of AT&T Communications of the Southwest, Inc. at the time service is established.

Rights and Responsibilities of Missouri Residential Telephone Customer

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer,

Your Telephone Bill

You'll receive a telephone bill from AT&T Communications of the Southwest, Inc. each month. AT&T Communications of the Southwest, Inc. provides basic local and long distance telephone service. AT&T Communications of the Southwest, Inc. does require an advance payment for service. Payment in full is due within 25 days of the date of the bill. If we do not receive your payment within 25 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

6.2 REGULATIONS (Continued)

Payment Arrangements

Payment must be sent to AT&T Communications of the Southwest, Inc. or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call AT&T Communications of the Southwest, Inc. immediately at [1-800-222-0300]. By doing this, you may avoid having your phone service suspended or disconnected.

Disconnection or Suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for [20] days and you will not be charged installation charges again.

- 1) Nonpayment of an undisputed delinquent account. Your service will not be suspended or discontinued for nonpayment of a delinquent charge until AT&T Communications of the Southwest, Inc. has notified you in writing at least ten days in advance of the suspension or discontinuance. Additionally, AT&T Communications of the Southwest, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to suspending or disconnecting your telephone service.
- 2) Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- 3) Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- 4) Misrepresentation of the identity in obtaining telephone utility service.
- 5) Incurs charges and evidences an intent not to pay such charges when due.
- 6) Residential service may not be discontinued by AT&T for failure to pay charges not subject to the Commission's jurisdiction unless specifically authorized in AT&T's tariffs approved by the Commission.
- 7) Failure to pay charges in dispute does not constitute grounds for discontinuance of service.

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6.2 REGULATIONS (Continued)

Reconnection of Service

After local telephone service has been suspended or disconnected, AT&T Communications of the Southwest, Inc. will restore your service when the reason for the suspension or disconnection has been remedied. Before restoring your service the following will be required:

- 1) Payment for all undisputed amounts must be received by AT&T Communications of the Southwest, Inc. or its authorized Agent.
- 2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.

Procedures for Handling Inquiries and Complaints

Telephone inquiries may be directed to AT&T Communications of the Southwest, Inc. at 1-800-222-0300.

Filing a Complaint with the Missouri Public Service Commission

If AT&T Communications of the Southwest, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, Room 530, Jefferson City, Missouri 65101, toll free at 800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.

Billing Surcharges or billing line items subject to the Commission's jurisdiction other than taxes and jurisdictional franchise fees must be authorized in tariffs approved by the Commission.

Customer's Cancellation of Service Recurring Charge: The recurring monthly service charge, plus associated taxes, shall be pro-rated for the actual number of days in which service has been provided, with the non-used portion being refunded to the customer.

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

6.3 SERVICE OFFERS

Customers subscribing to AIO may select from Block of Time, By the Minute or Local Service Only offers. Customers who order Block of Time or By the Minute Offers must be presubscribed to AT&T for both Intrastate and Interstate Long Distance. Terms, conditions and rates for interstate long distance are set forth in AT&T Tariff FCC No. 27.

6.3.1 BLOCK OF TIME OFFERS

The following Block of Time offers provide the Customer with a local access line, touch-tone service, unlimited Direct Dialed calls within the Customer's local calling area, and the option of selecting from various block- of-time plans as specified below. The following types of calls do not apply toward minutes included in any of the block-of-time plans listed below: Operator Assisted calls, Calling Card Calls, Information Service Provider calls (i.e., 976), 900, 800, 888, 700, and 500 calls, or international calls. Block of Time usage is measured per billing cycle, based on all applicable usage on all lines associated with the account. Unused portions of the monthly allowance will not be credited to a subscriber's account, carried over to another month or transferred to another account. Customer Dialed/Automated AT&T Calling Card calls billed to the Customer's main billed account will be rated at \$0.25 per minute. The Block of Time Offers include the Three Custom Feature Package. The Three Feature Package may be allocated by the Customer to any one line associated with the account. Other optional features are available for an additional monthly charge, as specified in the Price Schedules of this tariff.

(C)
(C)
(C)

- A. Five Hour Block of Time Offer - The Five Hour Block of Time offer provides the Customer with five hours of domestic long distance (intralata, intrastate, and interstate) calling per monthly billing period. Additional long distance usage will be rated on a per minute basis as specified in the appropriate AT&T tariff.
- B. Three Hour Block of Time Offer - The Three Hour Block of Time offer provides the Customer with three hours of domestic long distance (intralata, interlata, and interstate) calling per monthly billing period. Additional long distance usage will be rated on a per minute basis as specified in the appropriate AT&T tariff.

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

6.3 SERVICE OFFERS (continued)

6.3.2 BY THE MINUTE OFFER

The "By The Minute" offer provides the Customer with a local access line, touch-tone service, unlimited calls within the Customer's local calling area, and all calling (other than local calling) rated on a per minute basis as specified in the appropriate AT&T tariff. Customer Dialed/Automated AT&T Calling Card calls billed to the Customer's main billed account will be rated at \$0.25 per minute. The By the Minute Offer includes the Three Custom Feature Package. The Three Feature Package may be allocated by the Customer to any one line associated with the account. Other optional features are available for an additional monthly charge, as specified in the Price Schedules of this tariff. (C)
(C)
(C)

6.3.3 LOCAL SERVICE ONLY OFFERS

- A. Local Only Offer - Provides the Customer with a local access line, touch-tone service, unlimited calls within the Customer's Local Service area. The Local Only Offer includes the Three Custom Feature Package. The Three Feature Package may be allocated by the Customer to any one line associated with the account. Other features are available for an additional monthly charge, as specified in the Price Schedules of this tariff. (C)
(C)
- B. Basic Local Only Offer - Provides the Customer with a local access line, touch-tone service and unlimited calling within the Customer's Local Service Area.

6.3.4 ADDITIONAL LINES

Additional lines, up to a total of four lines, may be added to any of the above offers for an additional monthly charge, specified in the rate schedules of this tariff.

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6.3 SERVICE OFFERS (continued)

6.3.5 Optional Metropolitan Calling Area Service

- A. Customers may also add an Optional Metropolitan Calling Area Service (OMCA). This service provides the Customer with optional local calling beyond their basic calling scope throughout the exchanges specified in Section 6.3.5.B. The charges for OMCA apply to the main billed telephone number. OMCA will be furnished on additional lines at no additional charges.
- B. St. Louis Metropolitan Exchange, Ferguson, Ladue, Mehlville, Overland, Riverview, Sappington, Webster Groves, Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville, Spanish Lake, Porteg Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, Imperial, Orchard Farm, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum/Pevely, St. Peters, O'Fallen, Dardenne, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus, Crystal City, DeSoto, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta.

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6.3 SERVICE OFFERS (continued)

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6.3 SERVICE OFFERS (continued)

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6.3 SERVICE OFFERS (continued)

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERINGS

6.4 NONRECURRING CHARGES

Missouri Public
Service Commission

6.4.1 General

AT&T Consumer Local Service is subject to nonrecurring service charges that apply to Customer requests for connecting, moving or changing service. They are in addition to any other scheduled rates and charges that would normally apply under this Tariff.

Charges for the connection, move or change of service will apply for work being performed during the Company's normal business hours. If the Customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once it has begun, an additional charge may apply based upon the additional cost involved.

All changes in location of the Customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying.

6.4.2 Service Connection and Line Activation Charges

A Service Connection Charge or Line Activation Charge applies when a Customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

- A. The Service Connection Charge will apply to the installation of certain facilities and equipment, and if any change of location is required for such facilities and equipment. This charge will be waived for the initial installation of a Network Interface Unit(s) at the Customer's premise.
- B. The Line Activation Charge applies per line if certain facilities and equipment are suitably installed and located to facilitate THE establishment of the Customer's service. This charge will be waived at the establishment of the account for the initial activation of existing lines at a Customer's premise. Available lines not activated at the establishment of the account will be subject to this charge when subsequently activated.
- C. The Service Dispatch Charge applies for any subsequent to add or modify facilities.
- D. The Line Deactivation Charge will apply for each disconnect line.
- E. The Line Restoration Charge will apply for each line to be restored after disconnection for non-payment of charges.

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6.4 NONRECURRING CHARGES (continued)

6.4.3 Service Change Charges

Service Change Charges apply per line when a Customer requests a change in existing service.

- A. Telephone Number Change - A charge applies to each Customer-requested change in telephone number.
- B. Feature Change Charge - Applies to an existing Local Service line when the Customer requests to add or change a Custom Calling Feature. This charge is assessed per access line for each occurrence.
- C. Record Order Charge - Applies to work performed in connection with receiving, recording and processing of Customer requests where only changes in Customer records are involved, e.g., change in directory listing, additional directory listing, change in billing name and/or address.
- D. Primary Interexchange Carrier (PIC) Change Charge - A PIC Change Charge will apply to existing Local Service Customers who request a change in their PIC designation for pre-subscription of interLATA or intraLATA services. The charge is applied on a per access line basis. If the Customer changes both the interLATA PIC and the intraLATA PIC on the same line or trunk at the same time, only the interLATA PIC Change Charge will be incurred by the Customer.
- E. Primary Local Carrier (PLOC) Change Charge - A PLOC Change Charge will apply to existing Local Service Customers who request a change in their Local Exchange Carrier. The charge is applied on a per access line basis.
- F. Customer Change to Universal Lifeline Telephone Service (ULTS) - The Customer Change to Universal Lifeline Telephone Service charge applies when an existing Customer requests a change in their local service to ULTS. This charge will be waived once within a twelve-month period.
- G. Directory Listing Change Charge - A charge will apply to each Customer-requested change in directory listing.

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6.4 NONRECURRING CHARGES (continued)

6.4.4 Repair and Maintenance Charges

Repair and Maintenance Charges apply per Customer order for all work or services ordered to be provided at one time on the same premises, for the same Customer. This charge will vary depending upon the day of the week and the time of day service is requested by the Customer as follows:

- A. Basic Time - Work performed Monday through Saturday between 8:00 AM and 8:00 PM.
- B. Overtime - Work performed Monday through Saturday between 8:00 PM and 8:00 AM.
- C. Premium Time - Work performed on Sundays and on national holidays.

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

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Communication

6.5 CUSTOM FEATURES

The features in this Section are made available on an individual basis or as a part of feature packages. Custom features are offered on a monthly basis where facilities are available.

Call Forwarding Variable

Allows the Customer to have all incoming calls automatically routed to another pre-selected telephone number. The Customer assumes financial responsibility for all appropriate calling charges (including long distance charges, if any), generated by the use of this feature. Activation and deactivation of this feature is completed by the Customer.

Call Forwarding - Remote Access

Used in conjunction with Call Forwarding Variable. Permits a Customer who also subscribes to Call Forwarding Variable with the ability to activate, deactivate or change Call Forwarding from a remote location.

Call Forwarding Selective

This feature allows the Customer to have incoming calls from pre-selected telephone numbers forwarded to another number. The Customer may create or change a designated list and the maximum amount of pre-selected telephone numbers available for each Customer's list may vary depending on the switch type. The Customer assumes financial responsibility for all appropriate calling charges (including long distance charges, if any), generated by the use of this feature.

Call Waiting

This feature provides a tone signal that alerts the Customer talking on the line when a second call is incoming. A maximum of two calls may be in process at one time. A Customer who subscribes to Call Waiting can also inhibit the reception of the Call Waiting tone for the duration of a single call, preventing interruption of the call by activating a code to cancel Call Waiting. This functionality is automatically included with the Call Waiting feature at no additional cost to the Customer.

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERINGS

6.5 CUSTOM FEATURES - (Continued)

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Three Way Calling

This feature allows the Customer to add a third party to an established call without the assistance of the operator. Activation and deactivation of this feature is completed by the Customer.

Speed Dialing 8

This feature allows the Customer to reach a list of frequently called numbers by dialing an abbreviated code. The Customer may call up to eight pre-selected numbers by dialing one-digit codes. Programming of these numbers is completed by the Customer.

Speed Dialing 30

This feature allows the Customer to reach a list of frequently called numbers by dialing an abbreviated code. The Customer may call up to thirty pre-selected numbers by dialing two-digit codes. Programming of these numbers is completed by the Customer.

Repeat Dialing

This feature automatically redials the last outgoing number dialed by the Customer. Activation and deactivation of this feature is completed by the Customer. Repeat Dialing will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated.

Call Screening

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. 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.

Distinctive Ring Service

This feature permits the Customer to preselect telephone numbers that can be given a distinctive alerting signal. The Customer can create or change a list of up to ten telephone numbers by dialing an activation code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

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CONSUMER LOCAL SERVICE - AT&T INTEGRATED OFFERING

6.5 CUSTOM FEATURES - (Continued)

Custom Ring Service

This feature permits the Customer receive calls dialed to up to four separate telephone numbers associated with a single line. A distinctive ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. Customers can receive an optional custom ring service directory listing.

Call Return

This feature allows the Customer to automatically return the most recent incoming call, even if it is not answered. If the telephone number is busy, Call Return will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated. Once the call is established, the Customer will hear a special ring when the call can be completed. This is accomplished by the Customer activating a code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

Call Trace

Customers receiving annoying or anonymous calls may request: a telephone number change, which will be provided at no charge by AT&T, or 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 AT&T for further instructions. Activation of Call Trace never authorizes AT&T 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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6.5 CUSTOM FEATURES - (Continued)

Caller ID

Caller ID allows the Customer to identify most callers by letting him/her see the names and/or phone numbers on special display equipment. The customer must purchase the equipment separately and it is not available under this tariff.

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. AT&T 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.

Call Waiting ID

Call Waiting ID is available to Customers who subscribe to both Call Waiting and Caller ID, to identify the incoming callers name and telephone number. The feature allows for customers on a call to identify incoming callers through the Caller ID display unit.

Caller ID Blocking Per Line

Any AT&T calling party may prevent display of their telephone number or name to the called party by requesting Caller ID Blocking Per Line. Instead, the Caller ID subscriber will receive an anonymous, unavailable, or private indicator. This indicator notifies the Caller ID subscriber that the calling party chooses to block name and number delivery. 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 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.

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6.5 CUSTOM FEATURES - (Continued)

Caller ID Blocking Per Call

Any AT&T calling party may prevent the display of their telephone number or name to the called party by dialing an access code (*67 on their touch-tone pad or 1367 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking and is available at no charge.

If the calling party activates blocking, the CCPN 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.

Anonymous Call Rejection (ACR)

Allows Customers to automatically reject all calls that have blocked the identification of their line (e.g.: marked anonymous, unavailable, or private). 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.

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6.5 CUSTOM FEATURES - (Continued)

Call Blocking - Full Restriction

Call Blocking - Full Restriction is a central office service that restricts long distance calling. Restricted calls are directed to a central office announcement. However, calls to 800 type services are not restricted, and where facilities permit, one plus calls to Company business offices and repair service are not restricted. All calls to operator services are disallowed for residence Customers.

Call Block 900/976

Call Block 900/976 is a central office service which allows Customers to restrict certain types of outgoing calls from being placed over their exchange access lines. Call Block 900/976 is activated when a dialed number is preceded by a 900 or 976 prefix. Restricted calls are directed to a central office announcement.

Call Block 900/976 is provided in conjunction with residence local exchange service. Call Block 900/976 is also available with Lifeline and Tel-Assistance Service. Call Block 900/976 is furnished only from central offices equipped to provide this service and where facilities permit.

Call Block - Third Number

This feature blocks any toll calls from being billed to your account by a third party. It prevents the ability for an operator to complete a third party toll call.

Call Block - Collect Calls

This feature blocks incoming collect calls. It prevents the ability for an operator to complete a collect call from another party.

Changed Number Intercept Service

Pursuant to 4 CSR 240-32.050 (5), when a Customer changes telephone numbers, and when the Customer so desires, AT&T will intercept all calls to the Customer's former telephone number and give out the new number, at no charge to the Customer, for a 30-day period after the number is changed.

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6.5 CUSTOM FEATURES - (Continued)

Feature Packages (per line)

(C)

The following Feature Packages may be ordered:

Three Feature Package - includes Call Waiting, Caller ID and 3-way Calling. Customers may not substitute features included in the Ten Feature Package. (C)

Ten Feature Package - includes Call Waiting, Caller ID, 3-way Calling, Call Forwarding Variable with Remote Access, Call Return, Repeat Dialing, Speed Dialing 30, Selective Call Forwarding, Call Screening and Distinctive Ring Service. Customers may not substitute features included in the Ten Feature Package. (C)

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6.6 LISTINGS

Regulations for Listings are the same as specified in Section 7.6,
following, as they pertain to white page listings.

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6.7 OPERATOR SERVICES

Regulations for Operator Services are the same as specified in Section 7.7, following.

AT&T will provision operator services in a manner consistent with Section 4 CSR-33.130.

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6.8 LIFELINE DISCOUNT TELEPHONE SERVICE PROGRAM

6.8.1 General

- A. Lifeline Discount Telephone Service is a telecommunications service assistance program designed to provide eligible Customers with a reduction in the price of local exchange service.
- B. Eligible Customers will receive a discount on their local exchange monthly rate not to exceed the applicable local exchange tariff monthly rate for the local exchange service provided, or reduce the monthly rate below a minimum of \$2.50.
- C. The Lifeline discount shall apply only to local exchange services (consumer only), according to the schedule of rates and rate groups as specified in Section 6 of this tariff.
- D. The Lifeline discount does not apply to service connection charges {1}, long distance services, Custom-Calling, and other Information Provider services, construction, additional directory listings, etc. However, Lifeline Customers will be entitled to obtain such services, where available, at their discretion, even though the Lifeline reduction does not apply.
- E. Lifeline Telephone Discount Service will not be available on a retroactive basis.
- F. Regulations stated herein apply to Lifeline Discount Telephone Service only.

FOOTNOTE:

- {1} The Lifeline discount does not apply to service connection charges; however, Customers who also meet the eligibility requirements under the Link Up America Program (LUA), will receive a reduction of 50%, up to a maximum of \$30.00, on the applicable service connection charges.

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6.8 LIFELINE DISCOUNT TELEPHONE SERVICE PROGRAM - (Continued)

6.8.2 Customer Eligibility Requirements

A. Lifeline Discount Telephone Service will be provided to those Customers Who participate in one of the following programs:

- Aid to Families with Dependent Children (AFDC)
- Food Stamps
- Home Energy Assistance Program (HEAP)
- Medical Assistance Program (MAP)
- Supplemental Security Income (SSI)
- Women, Infants and Children (WIC)

The applicant must have only one local exchange service line to his/her residential premises or dwelling place.{1}

The applicant cannot subscribe to any optional extended area calling plans.

Applicants will need to mail one of the following income documents to a Company location as designated by the service representative:

a photocopy of a valid identification card or appropriate documentation issued to the applicant by the agency administering one of the specified programs.

FOOTNOTE:

- {1} A residential premises, or dwelling place, is intended to be that location where an applicant resides, even if such residential premises, or dwelling place, is a single room. Lifeline billing will not be provided to the residential premises, or dwelling place, if the applicant already has access to other local exchange telephone service within the residential premises, or dwelling place, provided/owned by himself/herself or owned/provided by others. If, however, it can be determined by the Company that access to such other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the applicant, then Lifeline billing will be provided to the applicant.

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6.8.2 Customer Eligibility Requirements - (Continued)

- A. Upon verification of the applicant's income documentation and service arrangement, the Company will begin providing the reduction. Lifeline billing will not be implemented or continued unless telephone service arrangements are and remain, within the Lifeline Discount Telephone Service criteria as specified in 6.7.2. A., preceding.
- C. Lifeline Customers who have met the eligibility criteria specified in 6.7.2.A., preceding, will remain eligible for a period of twelve (12) months from the date of certification. The Company will require the Customer to apply for re-certification annually on or before the anniversary of the date they were last certified.
- D. If, after Lifeline billing has been established for a Customer, the Customer subsequently requests an additional local exchange service line be installed at his/her residential premises or dwelling place or requests an optional extended area calling plan at his/her residential premises or dwelling place, then the Customer will be advised by the Company that such telephone service arrangements will result in the removal of Lifeline billing. Should the Customer elect to proceed with the request, the Lifeline billing will cease at the time the change in service goes into effect, and the appropriate service connection and activation charges will apply to such changes, as described in Section 6.12.2 of this tariff.

6.8.3 Service Connection Charges

- A. Non-recurring charges will apply as specified in Section 6.12.2 of this tariff, should a Customer receiving Lifeline Discount Telephone Service billing add an additional local exchange service line to his/her premises or dwelling place, after being advised by the Company that such an addition would result in the elimination of Lifeline Discount Telephone Service billing.
- B. Non-recurring charges will apply, as specified in Section 6.12.2 of this tariff, for existing Customers whose conversion to Lifeline Discount Telephone Service coincides with his/her move to a different residential premises.

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6.8.3 Service Connection Charges - (Continued)

- C. Any subsequent moves or changes after the initial connection to Lifeline Discount Telephone Service will be subject to the applicable non-recurring charges as outlined in Section 6.12.2 of this tariff.
- D. Non-recurring charges as outlined in 6.12.2 of this tariff, will not apply when an-existing Lifeline Discount Telephone Service Customer has subsequently been determined to be no longer eligible for Lifeline, and must convert back to one of the applicable local exchange services as specified in Section 6 of this tariff.
- E. Service order and installation charges will apply, as specified in Section 6.12.2 of this tariff, should a Customer receiving Lifeline billing voluntarily elect to convert to telephone service arrangements which would preclude eligibility, after being advised by the Company that such changes in telephone service arrangements would result in the removal of the Lifeline billing. (See 6.8.2.D., preceding, for telephone service arrangements, which would preclude eligibility.)
- F. New applicants (those without existing local exchange service) eligible for Lifeline Discount Telephone Service will be subject to the applicable service connection charges, as outlined in Section 6.12.2 of this tariff.{1}

6.8.4 Credit Verification and Payments for Service

- A. Credit Reference: The credit verification procedures used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Discount Telephone Service program.
- B. Advance Payments and Deposits: The advance payment and deposit requirements specified in Section 2.5. of this tariff, used for all applicants who apply for service with the Company, will also be used for applicants who apply for service under the Lifeline Discount Telephone Service program.

FOOTNOTE:

- {1} Lifeline Customers (those without existing local exchange service) who also qualify for the Link Up America Program (LUA) will receive a reduction of 50%, up to a maximum of \$30.00, on the applicable service connection charges. Eligibility criteria for the LUA program is outlined in Section 6.9 of this tariff.

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6.8 LIFELINE DISCOUNT TELEPHONE SERVICE PROGRAM - (Continued)

6.8.4 Credit Verification and Payments for Service - (Continued)

- C. Payments for Service: Once service has been established for a Lifeline Customer, he/she will be expected to adhere to the same bill payment policies expected of any other Company Customer. (See 6.8.6 following for eligibility for an extended deferred payment plan.)

6.8.5 FCC Lifeline Program - Subscriber Line Charges (also known as End User Common Line Charges (EUCL))

Because the Lifeline Discount Telephone Service program has been certified by the FCC, eligible Lifeline Customers will receive the appropriate subscriber line charge (SLC) reduction or waiver as specified by the FCC, up to \$3.50 per residence subscriber.

6.8.6 Toll Restriction

Any Lifeline Customer may elect to subscribe to Call Blocking - Full Restriction, as described in Section 6.5 of this tariff, and to restrict their line from incoming Billed to Third Party, Collect and Calling Card calls. Any Lifeline Customer who expresses an inability to pay their past due account balance may elect to enter into an extended deferred payment plan not to exceed twelve (12) months. Lifeline Customers who elect this payment arrangement will be required to obtain Call Blocking - Full Restriction and to maintain restrictions on their lines to deny incoming Billed to Third Party, Collect and Calling Card calls, until such time as the terms of the extended deferred payment plan are met. Such Customers remain responsible for payment of any charge(s) initiated and billed to the account after the terms of the extended deferred payment plan have been agreed upon, as outlined in the General Regulations Section of this tariff. For such charges, the Company retains the sole discretion as to whether to extend additional payment arrangements.

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6.9 LINK UP AMERICA PROGRAM (LUA)

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6.9.1 General

- A. Link Up America is a federally sponsored telephone assistance program designed to make telephone service accessible to low-income households.
- B. Assistance is provided by applying a discount to the applicable non-recurring charges for local service initiation as outlined in Sections 6 of this tariff. Eligible LUA applicants will receive a reduction of 50%, up to a maximum of \$30.00.
- C. Assistance is not provided in those instances involving, solely, a Customer transfer from one carrier to another for local exchange service.

6.9.2 Eligibility Requirements

- A. The Federal Communications Commission (FCC) defined the LUA eligibility requirements in Dockets 80-286, 78-72 and 88-341. The discounted service connection charges will be provided for one (1) telephone line per household, at the subscriber's principal place of residence. Assistance is targeted to those individuals who meet the following two criteria:
 - 1. The applicant cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
 - 2. The applicant must be enrolled in one of the following programs:
 - Aid to Families with Dependent Children (AFDC)
 - Food Stamps
 - Home Energy Assistance Program (HEAP)
 - Medical Assistance Program (MAP)
 - Supplemental Security Income (SSI)
 - Women, Infants and Children (WIC)

Applicants will need to mail one of the following documents to the Company location as designated by the certification letter:
a photocopy of a valid identification card or appropriate documentation issued to the applicant by the agency administering one of the specified programs, or

- B. Verification of the first requirement will be accomplished through self-certification.

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6.9 LINK UP AMERICA PROGRAM (LUA) - (Continued)

6.9.2 Eligibility Requirements - (Continued)

- c. Verification of the second requirement (income eligibility) will be accomplished by the Company after they receive proof of the applicant's eligibility. The company will provide the application form to the customer upon request to determine eligibility. The application form must be returned and correctly completed in order to receive the discount.

Qualified applicants can receive assistance to: 1) establish new telephone service, if they are not currently on the public switched network; or 2) reestablish telephone service at a new address when their principal place of residence is changed. However, on each occasion the Customer must meet the eligibility requirements to qualify for assistance. Company representatives will review, with the applicant, the procedures to be followed and what must be accomplished prior to finalizing any arrangements to connect the telephone service. These requirements are outlined as follows:

1. A service order to establish new service will not be issued until the Company receives proof of the applicant's income level and it has been verified.
2. An existing Customer has two options to choose from when making arrangements to reestablish telephone service at a new address:
 - With the Customer's concurrence the service can be provided before the Company receives and verifies the applicant's proof of income level. However, if the Customer fails to meet the income eligibility requirement they will be billed for and obligated to pay the full amount of applicable service connection charges.
 - A service order to reestablish the telephone service at the new address will not be issued until the Company receives proof of the applicant's income level and it has been verified.

6.9.3 Credit and Collection

- A. Credit Reference: The credit verification procedures used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the LUA program.

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6.9 LINK UP AMERICA PROGRAM AREA - (Continued)

6.9.3 Credit and Collection - (Continued)

- B. Credit: The credit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the LUA program with the following exceptions:
 - 1. Credit requirements will be waived for LUA applicants who have unknown credit.
- C. Collection Standards: Once service has been established for a LUA applicant, he/she will be expected to adhere to the same bill payment policies expected of any other Company Customer.

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6.10 UNIVERSAL EMERGENCY TELEPHONE NUMBER

Universal Emergency Telephone Number Service (911 Service) is an arrangement of central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed. No charge applies for calls to the 911 number.

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6.11 TELECOMMUNICATIONS RELAY SERVICE (TRS)

6.11.1 General

The Company will provide access to a telecommunications relay service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech.

6.11.2 Regulations

The terms and conditions of this tariff govern intrastate calls completed using the Telecommunications Relay Service.

Charges for calls placed through the Relay Service will be billed as if directly dialed from the point of origination to the point of termination. The actual routing of the call does not affect billing.

Calls through the Relay Service may be billed to a third number only if that number is within Missouri. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

The following calls may not be placed through the Relay Service:

- calls to information recordings and group bridging service;
- calls to time or weather recorded messages;
- station sent paid calls from coin telephones; and
- operator-handled conference service and other teleconference calls.

6.11.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the Customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the Customer or by another person, for any loss or destruction of any property, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

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