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In-State minutes

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City

State

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**Directory Assistance: Search for a Person**

- Home
- Search by Business Name
- Search by Person's Name
- Nationwide Yellow Pages
- Reverse Phone Number Search
- Sales Leads & Mailing Lists
- Business Credit Reports

## Refine Your Search

Last Name (required)

City

First Name

State (required)

Select a State

**Search**

OR

Reverse Search by Phone Number

Enter 10-digit phone number

**Search**



- Home
- Search by Business Name
- Search by Person's Name
- Nationwide Yellow Pages
- Reverse Phone Number Search
- Sales Leads & Mailing Lists
- Business Credit Reports

## Directory Assistance: Search for a Business

To Search For A Business  
Enter the full or partial Company Name.



Company Name

City Name (optional)

State (required)

Select a State 

Search

OR

Reverse Search by Phone Number

Search



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## Find a Business

Business:   
 Search by: ☒ type (Shoes) ☐ name (Joe's Shoes)  
 Location:

**Search**

## Browse Businesses by Category

**Searching:**

Near My Home

Change location

<u>Auto</u>	<u>Home &amp; Garden</u>
<u>Community</u>	<u>Other Shopping</u>
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<u>Dining &amp; Entertainment</u>	<u>Sports &amp; Recreation</u>
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Search with specified distance



**Get Directions**

Door-to-door driving directions



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View an address on a map



**Find address, phone & email**

Find address, phone & email



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# Merlin Information Services

## PUBLIC RECORD ON CD-ROM & THE WORLD WIDE WEB

### What's New

- San Bernardino County added to California Criminal Database
- QuickInfo.net FlatRate Program
- NEW NATIONAL FLATRATE PRICING
- Merlin Super Name Header Search
- Merlin Super Address Header Search
- California PeopleFinder 2000 - Better than ever - New Windows interface! Now on DVD-ROM!

### Fog City Investigations

*"In ten minutes, using Merlin, I found a missing heir that has been missing for years."...*

### New River Holdings, LLC

*"I am writing to commend your whole company on an extremely satisfactory performance of service. I just recently became a customer of yours and so far, I have had nothing but wonderful results and customer service."...*

### Dan O'Callahan

*"I can't see how you can do your job without Merlin. The guys without Merlin...I beat them every time!"...*

### Child Quest International

*"The data obtained by using Merlin Information Services was paramount in locating the missing girls."...*

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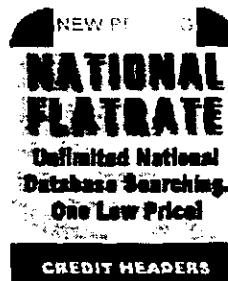
*"Two successful searches more than paid for the product! I find all of your products valuable for a wide range of investigations."...*

### Siedow and Associates

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### Tek-Search Information and Investigative Services

*"I found my subject and assets worth over \$822,000.00. All this because of MERLIN!"...*



Schedule 6

Directory Software in State of Missouri

Software	Cost
Select Phone 2001	\$79.99
104 Million Businesses and Households	\$19.99
Powerfinder Commercial	\$99.99

Schedule 6

**Schedule 7**

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General Exchange Tariff  
Section 6  
12h Revised Sheet 12  
Replacing 11th Revised Sheet 12

# **DIRECTORY SERVICES**

**Missouri Public  
Service Commission**

## **6.13 NONLISTED SERVICE (NLT)**

### **6.13.1 General**

- A. At the request of the customer, any one or all of the customer's primary listings, additional listings or other listings associated with the same or different residence telephone service line normally published in the directory will be omitted from the directory but listed in the Directory Assistance records available to the general public.
- B. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly by the publication of the listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Telephone Company's liability shall be limited to a refund of any monthly charges assessed by the Telephone Company for the particular nonlisted service.
- C. The monthly rate for nonlisted service applies separately for each listing which normally would be published in the directory but which, at the customer's request, is furnished a nonlisted basis.

### **6.13.2 Rates**

	Monthly Rate	Service and Equipment Charge(1)
Nonlisted Service, each		
Primary . . . . . (NLT)	\$1.29(CR)	\$6.00
Additional . . . . . (NLA)	1.29(CR)	6.00

## **6.14 DIRECTORY ASSISTANCE SERVICE**

### **6.14.1 General**

- A. The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers when the listed name is provided.
- B. The regulations and rates set forth below apply to calls from customers who request assistance in determining telephone numbers of customer who are located in the same local calling area, the calling customer's Home Numbering Plan Area (HNPA) and NPA requests outside of the calling customer's HNPA. Upon request, the street address information normally published in the directory will be given out by the Directory Assistance attendant for listed and nonlisted customers. Where facilities permit, Zip Code information also will be provided by the Directory Assistance attendant. Information for nonpublished customers will not be provided.

- (1) The Service and Equipment Charge is applicable only when the request for Nonlisted Service is subsequent to the initial installation of the exchange access line.

Issued June 1, 2000

Effective: July 1, 2000

By Jan Newton, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

**Missouri Public  
Service Commission**

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General Exchange Tariff  
Section 6  
2nd Revised Sheet 12.01  
Replacing 1st Revised Sheet 12.01

DIRECTORY SERVICES

6.14 DIRECTORY ASSISTANCE SERVICE-(Continued)

6.14.1 General-(Continued)

- C. Each request for subscriber listing information is considered one listing request.
- D. The customer will be billed for each listing request when the requested information is:
  - 1. for an area outside the scope of the currently published white page directory provided to the customer by the Telephone Company, or
  - 2. available in a currently published Telephone Company white page directory.
- (CT) E. Calls placed from Payphone Exchange Access Service will be allowed a maximum of two listing requests per call.

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Issued: DEC 31 1998

Effective: FEB 01 1999

By PRISCILLA HILL-ARDOIN, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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General Exchange Tariff  
Section 6  
6th Revised Sheet 13  
Replacing 5th Revised Sheet 13

# DIRECTORY SERVICES

## (FC) 6.14 DIRECTORY ASSISTANCE SERVICE-(Continued)

### (FC) 6.14.2 Allowances:

#### A. Allowances for listing requests apply only:

- 1) to sent-paid direct dialed calls to Directory Assistance, and;
- 2) when the listing is:
  - a. for a new listing which is not printed in the most recent Telephone Company white page directory, or;
  - b. for nonpublished listing, or;
  - c. for nonlisted listing, or;
  - d. not found by the directory assistance operator.

B. Listing request allowances do not apply for requests of listing information when the requested information is available in a current Telephone Company white page directory, or for calls to intraLATA Directory Assistance, 1-NPA-555-1212 (where NPA is the same as the NPA from where the call originated).

C. If the listing request qualifies for an allowance, the listing request will be at no charge for a specified number of requests per month, in accordance with the following schedule:

<u>Type of Service</u>	<u>Allowance</u>
Flat and measured rate residence Exchange Access Lines.	Thirty listing requests per line/trunk, per month.
Flat and measured rate business Exchange Access Lines. (Includes Plexar and Centrex Services other than Centrex II.)	Ten listing requests per line/trunk, per month.
Centrex II service served by switching equipment located on Telephone Company premises.	Ten listing requests per month for each seven main stations per system, or fraction thereof.
Private Branch Exchange Dormitory Service	Ten listing requests per dormitory station, per month.

Issued: August 1, 1995

Effective: September 1, 1995

By HORACE WILKINS, JR., President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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General Exchange Tariff  
Section 6  
9th Revised Sheet 14  
Replacing 8th Revised Sheet 14

## DIRECTORY SERVICES

### 6.14 DIRECTORY ASSISTANCE SERVICE-(Continued)

#### 6.14.2 Allowances:-(Continued)

#### C. (Continued)

#### Type of Service

#### Allowance

#### Convention Center Service:

Administrative station

Ten listing requests per month for  
each seven main stations per system,  
or fraction thereof.

Exhibitor station

Ten listing requests per station, per  
month.

(AT)(RT)  
(RT)

- D. For direct-dialed calls to intraLATA directory assistance, the customer will receive a credit, referred to as a Home NPA offset, for a Directory Assistance listing request when a sent-paid home area code long distance call appears on the customer's bill. One offset will be given for each sent-paid home area code long distance call that appears on the customer's bill, not to exceed the number of direct-dialed calls to intraLATA Directory Assistance.

(CT)

- E. Calls placed to Directory Assistance by dialing O- are included in the allowances set forth in Paragraph 6.14.2, A.

(CT)

- F. Third number, special billing number or Telephone Company Calling Card Directory Assistance calls are not included in the allowances set forth in Paragraph 6.14.2, A., and are always billed, except to those customers exempted by this Tariff.

- G. No credit will be given for any unused portion of the customer's allowance.

- H. Call allowances are not transferable between separate accounts of the same customer.

Issued: November 24, 1997

Effective: December 24, 1997

By PRISCILLA HILL-ARDOIN, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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General Exchange Tariff  
Section 6  
8th Revised Sheet 15  
Replacing 7th Revised Sheet 15

# DIRECTORY SERVICES

**Missouri Public  
Service Commission**

## 6.14 DIRECTORY ASSISTANCE SERVICE-(Continued)

### 6.14.3 Exemptions: -(Continued)

B. Those customers whose physical, visual, mental or reading disabilities prevent them from using the telephone directory are to be exempted from the charge for direct-dialed calls to Directory Assistance; from the charge for placing a call to Directory Assistance via an operator; and the charge applicable when Directory Assistance Service charges are billed to a Telephone Company Calling Card. Exempt customers will be provided with a Telephone Company Calling Card which can be used at any location, including business locations to receive local and intraLATA DA exemption. The method of exempting those physically, visually, mentally or reading disabled customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

### 6.14.4 Rates

- (CR) A. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this tariff, is \$.51 per listing request. This charge is applicable for each listing requested on the call.
- (CR) B. Directory Assistance Service Charges billed to a third number a special billing number or a Telephone Company Calling Card, will be billed \$1.04 for the initial listing request. Additional listing requests, which are billed in the same manner as the initial request, will be billed at \$.51 for each listing request, subsequent to the initial request, on the same call.
- (CR)

(1) Customer includes residence customers and business customers. It is not intended that the exemption in a business environment be extended to non-handicapped individuals.

Issued: June 1, 2000

Effective: July 1, 2000

By Jan Newton, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

**Missouri Public  
Service Commission**

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General Exchange Tariff  
Section 6  
3rd Revised Sheet 15.01  
Replacing 2nd Revised Sheet 15.01

DIRECTORY SERVICES

(FC) 6.15 DIRECTORY ASSISTANCE CALL COMPLETION

(FC) 6.15.1 General

- A. The Telephone Company furnishes, where facilities permit, Directory Assistance Call Completion (DACC) whereby customers may request the completion of local or intraLATA long distance calls to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number. DACC is classified as a noncompetitive service.
- B. The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a Telecommunications Company Calling Card, billed to a third number or collect.
- C. Business customers may obtain DACC screening at no additional charge. DACC screening gives business customers the option of allowing DACC only on an alternately billed basis from the customer's lines. Where facilities permit, the customer may choose to apply this option to all DACC calls or to intraLATA long distance DACC calls only.
- D. The three types of DACC offered are as follows:

Fully-Automated DACC

The customer receives the requested directory number from the automated Interactive Voice System (IVS). The customer accepts DACC from the IVS by depressing "1" from a Touch-Tone telephone during the first DACC announcement and the call completes without operator intervention for completion or billing assistance.

Semi-Automated DACC

The customer receives the requested directory number from the IVS or verbally from the operator. The customer may request DACC by either allowing the IVS to time-out back to the operator to provide call completion, or the operator completes the call following the verbal report.

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By HORACE WILKINS, JR., President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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General Exchange Tariff  
Section 6  
4th Revised Sheet 15.02  
Replacing 3rd Revised Sheet 15.02

## DIRECTORY SERVICES

### 6.15 DIRECTORY ASSISTANCE CALL COMPLETION - (Continued)

#### 6.15.1 General-(Continued)

##### B. (Continued)

##### Person-to-Person DACC

The customer receives the requested directory number from the IVS or verbally from the operator. The customer may request DACC by either allowing the IVS to time-out back to the operator to provide call completion, or the operator completes the call following the verbal report. The operator then completes the call to the individual specified by the customer.

#### 6.15.2 Allowances

(CT) There are no allowances for DACC, however, the Directory Assistance portion of the call is governed by the appropriate call allowance as stated in Paragraph 6.14.2, A.

#### 6.15.3 Exemptions

- (CT) A. For customers with physical, visual, mental or reading disabilities as described in Paragraph 6.14.3, the charges for DACC will apply on local and intraLATA toll calls as described in paragraph B., following.
- (CT) B. Calls sent-paid from the exempted line will not be charged for DACC. Calls sent-paid from Pay Telephones will be billed at the appropriate Sent-Paid rate as specified in 6.15.4. DACC charges billed to the customer's Telecommunications Company Calling Card will be billed at the Fully-Automated Telecommunications Company Calling Card rate as specified in 6.15.4. DACC charges billed as collect to the customer's exempted line will be billed at the Fully-Automated Collect or Bill to Third Number rate as specified in 6.15.4. For person-to-person calls, the Person-to-Person rate as specified in paragraph 6.15.4 will apply.

#### 6.15.4 Rates

- A. The rates set forth below apply to completed DACC calls and are in addition to those rates associated with local measured service or long distance, if applicable.

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By PRISCILLA HILL-ARDOIN, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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General Exchange Tariff  
Section 6  
7th Revised Sheet 15.03  
Replacing 6th Revised Sheet 15.03

# DIRECTORY SERVICES

## 6.15 DIRECTORY ASSISTANCE CALL COMPLETION-(Continued)

### 6.15.4 Rates-(Continued)

- (CT)(RT) B. Calls completed from Pay telephones will be charged the applicable long distance message rate, plus the appropriate DACC rate.
- C. With the exception of calls placed by customers who are exempt from Directory Assistance charging, as specified in paragraph 6.12.3, appropriate Directory Assistance rates will also apply.

#### Directory Assistance Call Completion

#### Rate

#### Fully-Automated DACC

(CT) -	Sent-Paid Pay Telephones	\$ .25(1)
(CT) -	Sent-Paid Non-Pay Telephones	.30(2)
-	Telecommunications Company Calling Card	(3)
-	Collect	(4)
-	Bill to Third Number	(5)

#### Semi-Automated DACC

-	Sent-Paid	(6)
-	Telecommunications Company Calling Card	(3)
-	Collect	(4)
-	Bill to Third Number	(5)

#### Person-to-Person

(7)

- D. Optional Monthly Rate Plan (8)

As an option to the per call rates in 6.15.4.C, residence customers may subscribe to DACC at a monthly rate. Under this payment option, the subscriber will be allowed unlimited fully-automated and semi-automated sent-paid DACC usage. The monthly rate will apply if no DACC calls are made during the billing cycle.

This payment option is not available to business customers.

This plan applies only to DACC calls which are fully-automated or semi-automated sent-paid from the subscriber's residence local exchange service. Other types of DACC service will be billed at the rates found in 6.15.4.C.

(1)(2)(3)(4)(5)(6)(7)(8) See Sheet 15.0401 for footnotes.

Issued: September 05, 1997

Effective: October 05, 1997

By KAREN JENNINGS, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this  
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General Exchange Tariff  
Section 6  
6th Revised Sheet 15.04  
Replacing 5th Revised Sheet 15.04

# DIRECTORY SERVICES

## 6.15 DIRECTORY ASSISTANCE CALL COMPLETION- (Continued)

### 6.15.4 Rates- (Continued)

#### (CP) D. Optional Monthly Rate Plan-(Continued) (8)

Subscribers with more than one local exchange line at their premises must subscribe to the DACC monthly rate plan on each local exchange line for which they want this option. On local exchange lines not set up for this option, DACC will be billed at the per call rates found in 6.15.4,C.

The DACC Monthly Rate Plan does not cover the charges for Directory Assistance, or local or long distance message charges that may apply to calls completed using DACC.

The minimum subscription period is one month.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Establishment</u>
DACC Monthly Rate Plan	DCSUU	\$1.25	No Charge

- E. During certain promotional periods, the Telephone Company may waive or discount the DACC rates for a designated period of time to customers who wish to participate.

The Company will notify the Commission in advance of these promotions and obtain their approval.

(AT) (8) See Sheet 15.0401 for footnote

Issued: Mar. 28, 1997

Effective: May 2, 1997

BY KAREN JENNINGS, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis Missouri

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General Exchange Tariff

Section 6

2nd Revised Sheet 15.04.01

Replacing 1st Revised Sheet 15.04.01

DIRECTORY SERVICES

FOOTNOTES:

- (CT) (1) This rate applies only to local sent-paid calls. For sent-paid IntraLATA long distance calls from Pay Telephones, the Semi-Automated sent-paid DACC rate applies.
- (2) For Hotel/Motel class of service, this rate applies only to local sent-paid calls. For sent-paid IntraLATA long distance calls from Hotel/Motel class of service, the Semi-Automated sent-paid DACC rate applies.
- (3) Apply the appropriate Station-to-Station Calling Card Operator Assistance service charge located in the Long Distance Message Telecommunications Service or Local Exchange Tariffs.
- (4) Apply the appropriate Station-to-Station Collect Operator Assistance service charge located in the Long Distance Message Telecommunications Service or Local Exchange Tariffs.
- (5) Apply the appropriate State-to-Station Bill to Third Number Operator Assistance service charge located in the Long Distance Message Telecommunications Service or Local Exchange Tariffs.
- (6) Apply the appropriate Station-to-Station Sent-Paid Operator Assistance service charge located in the Long Distance Message Telecommunications Service or Local Exchange Tariffs.
- (7) Apply the Semi-Automated Person-to-Person Operator Assistance service charge located in the Long Distance Message Telecommunications Service or Local Exchange tariff.
- (CT) (8) Obsolete - applicable to existing installations at existing locations for existing customers. This service will be discontinued to all customers effective May 2, 1998.

Issued: November 24, 1997

Effective: December 24, 1997

By PRISCILLA HILL-ARDOIN, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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General Exchange Tariff  
Section 6  
3rd Revised Sheet 15.05  
Replacing 2nd Revised Sheet 15.05

#### DIRECTORY SERVICES

#### 6.16 APPOINTMENT MULTIPLE LISTING DIRECTORY ASSISTANCE

##### 6.16.1 General

- A. The Telephone Company furnishes, where facilities permit, Appointment Multiple Listing Directory Assistance (MLDA) whereby customers may secure and be billed for an unlimited number of listings on a single call to Directory Assistance. This service will be provided on an appointment basis only.

Those customers wishing Appointment MLDA may dial Directory Assistance and request to speak to a Service Assistant or Manager. An appointment will be arranged with the customer for an operator to call at an appointed time thereby providing the customer the availability of a dedicated Directory Assistance operator to obtain an unlimited number of listings.

- (CT) B. Appointment MLDA will not be provided from Payphone Exchange Access Service.

##### 6.16.2 Allowances

There are no allowances for Appointment MLDA.

##### 6.16.3 Exemptions

- A. For Appointment MLDA, those customers specified in Paragraph 6.12.3, B will not be exempt from these charges.

##### 6.16.4 Rates

- A. Appointment MLDA will be charged on minutes of use at the rate of \$1.00 per minute.
- B. There will be a 15-minute minimum charge of \$15.00 for Appointment MLDA.

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By PRISCILLA HILL-ARDOIN, President-Missouri  
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St. Louis, Missouri

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General Exchange Tariff  
Section 6  
2nd Revised Sheet 16  
Replacing 1st Revised Sheet 16

## DIRECTORY SERVICES

### 6.17 AUTOCONNECT<sup>sm</sup>

#### 6.17.1 General

- A. AutoConnect<sup>sm</sup> is a call completion service for persons receiving telephone number information from Directory Assistance (DA). If the DA caller requests the telephone number of a customer subscribing to AutoConnect, the caller will be advised that the call can be completed at no additional call completion charge to the caller. The call completion charges will be paid by the customer that is being called. Customers may subscribe to AutoConnect by contacting their local business office.
- B. AutoConnect is a variation of the currently available Directory Assistance Call Completion (DACC) service, in which the DA customers complete calls resulting from a query to Directory Assistance. With DACC, the DA customer chooses to incur an additional charge to complete the call.
- C. If call completion is paid for under the terms of the AutoConnect service, Directory Assistance Call Completion (DACC) charges found in this tariff will not apply.
- D. Any business customer listed in the DA database may subscribe to AutoConnect.
- E. AutoConnect is available only as fully-automated call completion.
- F. AutoConnect is only available in connection with requests for local telephone numbers.
- G. AutoConnect charges cover only the call completion service. The caller will be responsible for any local message charges and/or DA charges.
- H. AutoConnect customers can subscribe to AutoConnect for select lines and/or listings, as specified by the customer.

#### 6.17.2 Exclusions

- (CT) A. AutoConnect may not be purchased by residence, Payphone Exchange Access Service customers or Non-Published customers, or Cellular Carriers, nor may it be purchased for use on 800/900 service.
- B. Users will be restricted from Payphone Exchange Access Service, Cellular, hotels and any lines that do not permit sent-paid, fully-automated DACC.

sm service Mark of Southwestern Bell Telephone Company

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Issued: DEC 31 1998

Effective: FEB 01 1999

By PRISCILLA HILL-ARDOIN, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

General Exchange Tariff  
Section 6  
1<sup>st</sup> Revised Sheet 17  
Replacing Original Sheet 17

### DIRECTORY SERVICES

#### 6.17 AutoConnect<sup>sm</sup>- (Continued)

##### 6.17.3 Rates

- A. AutoConnect is available as Option A or Option B. Each plan has a monthly rate in addition to a charge per call. The monthly rate applies for each billing account. There are no service establishment charges or service change fees associated with this service offering.
- B. The per call charges for AutoConnect apply only to completed calls. The monthly rate will apply whether or not calls are completed.

<u>Description</u>	<u>Monthly Rate</u>	<u>Per Call Charge</u>	<u>USOC</u>
Option A	\$50.00	\$0.05	DC5RC
Option B	10.00	0.30	DC5R2

- (AT) C. Beginning on August 18, 1997, and continuing through September 19, 1997, new customers  
(AT) subscribing to AutoConnect will not be billed the monthly rate for the first month of service.

<sup>sm</sup>Service Mark of Southwestern Bell Telephone Company

Issued: July 18, 1997

Effective: August 18, 1997

By KAREN JENNINGS, President-Missouri  
Southwestern Bell Telephone  
St. Louis, Missouri



No supplement to this  
tariff will be issued  
except for the purpose  
of canceling this tariff.

General Exchange Tariff  
Section 15  
11th Revised Sheet 1  
Replacing 10th Revised Sheet 1

(CT)

## NATIONAL DIRECTORY ASSISTANCE

## 15.1 GENERAL

## 15.1.1 Service Description

- (CT) A. National Directory Assistance (National DA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described in Section 6.14 of the General Exchange Tariff.
- (CT) B. Callers access National DA by dialing 1 + 411 or 0 + 411. Only calls made for listings outside the customers' local directory assistance scope as defined in 15.1.1 A., above, will be eligible for NLS.
- (CT) C. National DA will be available in the St. Louis LATA June 17, 1998, and in the rest of Missouri August 1, 1998.

## 15.1.2 Regulations

- A. The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of nationwide subscribers as defined in 15.1.1, above.
- (CT) B. The customer will be charged for each listing request made during the call. The National DA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with National DA.
- (CT) C. There are no exemptions from billing for requests for National DA.
- (CT) D. Where facilities permit, National DA will be available from Hotel/Motel and Pay Telephones on an alternate billed basis only.

## 15.2 RATES

The rate bands below are the minimum and maximum rates allowable for this service:

	Charge Per Listing Request <sup>(1)</sup>	
	Minimum	Maximum
Sent Paid Request	\$0.85	\$1.25
Alternately Billed Requests	\$1.00	\$1.40

(1) See Section 15, Sheet 2 Price List for current effective rates.

Issued: MARCH 31, 2000

Effective: MAY 1, 2000

By JAN NEWTON, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this  
tariff will be issued  
except for the purpose  
of canceling this tariff.

General Exchange Tariff  
Section 15  
7th Revised Sheet 2  
Replacing 6th Revised Sheet 2

NATIONAL DIRECTORY ASSISTANCE

15.3 CURRENT PRICE LIST

Charge Per Listing Request

Sent Paid Request	\$1.02 (CR)
Alternately Billed Requests	\$1.10

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Issued: December 1, 2000

Effective: January 1, 2001

By JAN NEWTON, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this  
tariff will be issued  
except for the purpose  
of canceling this tariff.

General Exchange Tariff  
Section 15  
2nd Revised Sheet 3  
Replacing 1st Revised Sheet 3

(RT)

(RT)

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Issued: September 5, 1997

Effective: October 7, 1997

By KAREN E. JENNINGS, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this  
tariff will be issued  
except for the purpose  
of canceling this tariff.

General Exchange Tariff  
Section 15  
2nd Revised Sheet 4  
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(RT)

(RT)

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Issued: September 5, 1997

Effective: October 7, 1997

By KAREN E. JENNINGS, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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**SECTION 3.0 - LOCAL SERVICE AREAS****3.1 Local Service Areas**

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

**3.1.1 The St. Louis Metropolitan Exchange and the exchanges in the following zones:**

	<u>Rate Group</u>
St. Louis Metropolitan Exchange Principal Zone	D (Principal)
MCA-1 Zones:	
Ladue	D (MCA-1)
Mehlville	D (MCA-1)
Overland	D (MCA-1)
Sappington	D (MCA-1)
Webster Groves	D (MCA-1)
MCA-2 Zones:	
Bridgeton	D (MCA-2)
Creve Coeur	D (MCA-2)
Kirkwood	D (MCA-2)
Oakville	D (MCA-2)
MCA-3 Zones:	
Manchester	B
St. Charles	B

**3.1.2 Optional Metropolitan Calling Area (MCA) Service****3.1.2.A Service Description**

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

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Robert W. McCausland  
Vice President, Regulatory and Interconnection  
1950 Stemmons Freeway, Suite 3026  
Dallas, Texas 75207-3118

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**SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D)**

**3.1 Local Service Areas, cont.**

**3.1.2 Optional Metropolitan Calling Area (MCA) Service, cont.**

**3.1.2.B Availability of Service**

**1. St. Louis MCA**

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

**3.1.2.C Calling Scope**

**1. Service Areas**

**a. St. Louis MCA**

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

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

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**SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D)**

**3.1 Local Service Areas, cont.**

**3.1.2 Optional Metropolitan Calling Area (MCA) Service, cont.**

**3.1.2.C Calling Scope, cont.**

**1. Service Areas, cont.**

**a. St. Louis MCA, cont.**

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

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

**2. Optional MCA Calling Scopes**

**a. St. Louis MCA-3 Calling Scope**

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

**b. St. Louis MCA-4 Calling Scope**

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

**c. St. Louis MCA-5 Calling Scope**

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

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### SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D)

#### 3.1 Local Service Areas, cont.

##### 3.1.2 Optional Metropolitan Calling Area (MCA) Service, cont.

##### 3.1.2.D Regulations

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

##### 3.1.2.E Recurring Charges

	Monthly	(N)
	<u>Recurring</u>	
Optional MCA Service	\$24.80	
		(N)

Issued: July 10, 2000

Effective: August 9, 2000

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Dallas, Texas 75207-3118

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**SECTION 6.0 - ADDITIONAL SERVICES****6.1 Directory Assistance**

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

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

Call allowances are as stated below:

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

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

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

2. Exemptions

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

Local Directory Assistance, per call	\$0.48
National Directory Assistance, per call	\$0.95

**6.2 Local Operator Services**

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

	Rate <u>Per Call</u>
Third Number Billing	\$1.10
Collect Calling	\$1.10
Person to Person	\$2.40

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Issued: November 1, 2000

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Robert W. McCausland  
Vice President, Regulatory and Interconnection  
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Dallas, Texas 75207-3118

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1. APPLICATION OF TARIFF

The rules and regulations specified herein apply to the intrastate services and facilities furnished by ALLTEL Missouri, Inc., hereinafter referred to as the Telephone Company, or Company. Failure on the part of the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in the general rules and regulations and any rate, rule, regulation or provision contained in the specific tariffs, the rate, rule, regulation or provision contained in the specific tariffs shall prevail.

These Tariffs cancel and supersede all other Tariffs of the Telephone Company issued and effective prior to the effective dates of these Tariffs.

Except as noted otherwise, these tariffs apply to all exchanges of the Company.

The exchanges served by ALLTEL Missouri, Inc. are as follows:

Albany	Aldrich	Allendale	Bellflower	Bolivar
Coffey	Crocker	Clubb	Dixon	Doniphan
Eolia	Fairdealing	Fair Play	Fairview	Florence
Gallatin	Grandin	Grant City	Greenville	Holliday
Halfway	Iberia	Jameson	Laclede	Liberal
Madison	Martinsburg	Mendon	Middletown	Milan
Mindenmines	Morrisville	Myrtle	Naylor	Neelyville
New Hartford	Olney	Oxly	Patterson	Pattonsburg
Piedmont	Pleasant Hope	Polk	Ponder	Purdy
Rothville	Silex	St. Elizabeth	Stark City	Stockton
Stotts City	Stover	Sumner	Union Star	Vandalia
Verona	Wappapello Park	Wheaton	Williamsville	Winston

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ISSUED: December 26, 1995      EFFECTIVE: January 1, 1996  
ISSUED BY: VICE PRESIDENT/REGULATORY  
P.O. BOX 2177 LITTLE ROCK, AR 72203

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

Section 3  
2nd Revised Index Sheet 1  
Replacing 1st Revised Index Sheet 1

SECTION	SERVICE AREAS	SHEET
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Leslie O. Buford, District

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

Section 3  
 5th Revised Sheet 1  
 Replacing 4th Revised Sheet 1

SERVICE AREAS

**Missouri Public  
 Service Commission**

3.1 LOCAL SERVICE AREA DESIGNATIONS

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)

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**

FILED 2 FEB 07 2000

Issued: March 1, 2000

Effective:

Leslie O. Buford, District  
 222 West Adams Street  
 Chicago, Illinois 60606

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

Section 3  
2nd Revised Sheet 2  
Replacing 1st Revised Sheet 2

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	Fenton
Campbell	Pestus-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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P.S.C. MO. No. 3  
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.  
LOCAL EXCHANGE SERVICES TARIFF

Section 3  
2nd Revised Sheet 3  
Replacing 1st Revised Sheet 3

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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LOCAL EXCHANGE SERVICES TARIFF

Section 3  
2nd Revised Sheet 4  
Replacing 1st Revised Sheet 4

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

Section 3  
1st Revised Sheet 5  
Replacing Original Sheet 5

SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued) (FC)

3.2.2 GTE Midwest Incorporated Territory (FC)

Alton	Cassville
Amazonia	Caulfield
Annapolis	Cedar 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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P.S.C. Mo. No. 3  
AT&T COMMUNICATIONS OF THE SOUTHWEST, INC.  
LOCAL EXCHANGE SERVICES TARIFF

Section 3  
1st Revised Sheet 6  
Replacing Original Sheet 6

SERVICE AREAS

3.2 LOCAL CALLING AREA EXCHANGES (Continued)

(FC)

3.2.2 GTE Midwest Incorporated Territory (Continued)

(FC)

Fillmore	Jerico Springs
Poley	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	Ladsonia
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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Leslie O. Buford, District

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

Section 3  
1st Revised Sheet 7  
Replacing Original Sheet 7

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	Sarcoxie
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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Leslie O. Buford, District

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

Section 3  
1st Revised Sheet 8  
Replacing Original Sheet 8

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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Leslie O. Buford, District

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

Section 7  
Original Sheet 10

AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services

7.7.1 Local Directory Assistance

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

7.7.2 Busy Line Verification

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

7.7.3 Busy Line Verification with Interrupt

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

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Issued: June 17, 1999

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Leslie O. Buford, District

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

Section 7  
Original Sheet 11

AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance

A. Operator Station Service Charge

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

B. Customer-Dialed Calling Card Station

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

1. Customer Dialed/Automated

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

2. Customer Dialed and Operator Assisted

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

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

Section 7  
Original Sheet 12

AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

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

3. Customer Dialed - Operator Must Assist

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

4. Types of Calling Cards

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

a. AT&T CIID/891 Card

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

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

1) Local Exchange Company Calling Card

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

2) Commercial Credit/Charge Card

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

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Leslie O. Buford, District

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

Section 7  
Original Sheet 13

AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

C. Person-to-Person

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

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

D. Billed to Third Party

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

E. Operator Assistance Local Usage Rates

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

7.7.5 Directory Assistance Service

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

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Leslie O. Buford, District

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

Section 7  
Original Sheet 14

AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.6 Directory Assistance Rates

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

A. Exemptions

No charge applies for:

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

B. Credit

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

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Leslie O. Buford, District



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

Price Schedule  
1st Revised Sheet 4  
Replacing Original Sheet 4

7. AT&T LOCAL EXCHANGE SERVICES (Cont'd)

(NR)

7.4 Directory Listings

	Monthly Charge	Installation Change Charge	Non-Recurring Charge Per Change
Additional Listing	\$1.50		-
Non-Published Listing	\$1.50		\$8.00*
Non-Listed Listing	\$1.50		\$8.00*

\* This charge will be waived until 10/31/99

7.5 Local Operator Service

	Per Call
Local Directory Assistance	
Ameritech Territory	\$0.30
GTE/SBC Territories	0.45
Busy Line Verification	1.25
Busy Line Verification w/Interrupt	2.00
Operator Station	1.25
Customer Dialed Calling Card Station	0.50
Person-to-Person	3.00
Billed to Third Party	1.33

	Per Minute
Operator Assistance Local Usage Charges	\$ 0.08

(NR)

Issued: June 17, 1999

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Leslie O. Buford, District

Birch Telecom of Missouri, Inc.

## 3. SERVICE AREAS

3.1 Service Areas by Rate Group

This Tariff applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

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

3.1.2 Rate Group A1

Portage Des Sioux(10)  
Agency  
DeKalb  
Rushville  
San Antonio

(T)

Issued: October 5, 2000

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David E. Scott, President  
Birch Telecom of Missouri, Inc.  
2020 Baltimore Avenue  
Kansas City, MO 64108

## 3. SERVICE AREAS (continued)

3.1 Service Areas by Rate Group (continued)3.1.3 Rate Group B

Bonne Terre	Joplin
Boonville	Kennett
Camdenton	Kirksville
Cape Girardeau	Lake Ozark-Osage Beach
Carthage	Marshall
Cedar Hill	Mexico
Chillicothe	Moberly
DeSoto	Monett
Dexter	Neosho
Eldon	Nevada
Eureka	Pacific
Excelsior Springs	Perryville
Farmington	Pond
Festus-Crystal City	Poplar Bluff
Flat River	St. Clair
Fredericktown	Sedalia
Fulton	Sikeston
Gravois Mills	St. Joseph
Hannibal	Union
Harvester	Washington
High Ridge	Webb City
Jackson	

(M)

3.1.4 Rate Group B1

Chesterfield  
Fenton  
Imperial  
Manchester  
Maxville  
St. Charles  
  
Valley Park

(M)

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David E. Scott, President  
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2020 Baltimore Avenue  
Kansas City, MO 64108

(D)  
(D)  
(T)

3. SERVICE AREAS (continued)

3.1 Service Areas by Rate Group (continued)

3.1.5 Rate Group C

Springfield Metropolitan Exchange

Principal Zone

Principal Zone Base Rate Area

Metropolitan Calling Area-1 (MCA-1) Zones

Fair Grove  
Nixa  
Republic  
Rogersville  
Strafford  
Willard

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David E. Scott, President  
Birch Telecom of Missouri, Inc.  
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Kansas City, MO 64105

(D)  
(D)  
(T)

## 3. SERVICE AREAS (continued)

3.1 Service Areas by Rate Group (continued)3.1.6 Rate Group DKansas City Metropolitan ExchangePrincipal ZoneMetropolitan Calling Area-1 ZonesGladstone  
Independence  
Parkville  
Raytown  
South Kansas CityMetropolitan Calling Area-2 ZonesBelton  
Blue Springs  
East Independence  
Lee's Summit  
Liberty  
Nashua  
Tiffany SpringsSt. Louis Metropolitan ExchangePrincipal ZoneMetropolitan Calling Area-1 ZonesFerguson  
Ladue  
Mehlville  
Overland  
Riverview  
Sappington  
Webster GrovesMetropolitan Calling Area-2 ZonesBridgeton  
Creve Coeur  
Florissant  
Kirkwood  
Oakville  
Spanish Lake

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Kansas City, MO 64105

## 3. SERVICE AREAS (continued)

3.2 Rate Segments

Where rates for certain products and services in this Tariff are defined by Rate Segment:

(D)

Rate Segment I defines pricing for all Customers in Rate Groups A and B.

(D)(T)

Rate Segment II defines pricing for Customers in Rate Groups A1, B1, and all C and D Rate Groups.

(D)

The following table shows into which Rate Segment a Customer falls based on Rate Group.

(D)

(D)

(T)

<u>Rate Group</u>	<u>Rate Segment</u>
Rate Group A	I
Rate Group A1	II
Rate Group B	I
Rate Group B1	II
Rate Group C	II
Rate Group D	II

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Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.2 Directory Assistance Service

## A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this tariff, is \$.51 per listing request. This charge is applicable for each listing requested on the call. (I)
2. Directory Assistance Service Charges billed to a third number, or a special billing number, or Travel Card will be billed \$1.04 for the initial listing request. Additional listing requests, which are billed in the same manner as the initial request, will be billed at \$.51 for each listing request, subsequent to the initial request, on the same call. (T)(I) (I)

## 4.8.3 Directory Assistance Call Completion

## 1. Rates

Directory Assistance Call Completion	Rate	
<u>Fully-Automated DACC</u>		
- Sent-Paid Non-Coin	.30	
- Travel Card	.35	(N)
- Collect	.75	(I)
- Bill to Third Number	.75	(I)
<u>Semi-Automated DACC</u>		
- Sent-Paid	.95	(I)
- Travel Card	.70	(N)
- Collect	.95	(I)
- Bill to Third Number	.95	(I)
<u>Person-to-Person</u>	2.15	(I)

(D)

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David E. Scott, President  
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Kansas City, MO 64108

Birch Telecom of Missouri, Inc.

4. SERVICES (continued)

(D)

(D)

Issued: December 8, 2000

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Birch Telecom of Missouri, Inc.  
David E. Scott, President  
2020 Baltimore Avenue  
Kansas City, MO 64108



Birch Telecom of Missouri, Inc.

(D)

(D)

## 4. SERVICES (continued)

(T)

4.8 Directory Services (continued)

(T)

## 4.8.4 Call Completion Optional Plan

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

## A. Rates

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

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Effective: September 14, 1998

David E. Scott, President  
Birch Telecom of Missouri, Inc.  
1004 Baltimore Ave., Suite 900  
Kansas City, MO 64105

Birch Telecom of Missouri, Inc.

(N)

## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.5 National Listing Service

## A. Service Description

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

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

## B. Regulations

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

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

There are no exemptions from billing for requests for NLS.

## C. Rates

Charge Per Listing Request

Sent Paid Request	\$0.95
Alternately Billed Requests	1.10

(N)

Issued: January 29, 1999

Effective: March 1, 1999

David E. Scott, President  
Birch Telecom of Missouri, Inc.  
1004 Baltimore Ave., Suite 900  
Kansas City, MO 64105

OPERATOR SERVICES

14.1 Directory Assistance

A customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

- 14.1.1 The Customer will be allowed to make up to 2 calls per month to Directory Assistance at no charge.  
Each call to Directory Assistance thereafter will be charged as follows:

Per Call  
\$0.30

- 14.1.2 The Customer may request a maximum of two telephone number per call to Directory Assistance service.

- 14.1.3 A credit will be given for calls to Directory Assistance under the following circumstances:

- a) The Customer experiences poor transmission or is cut-off during the Call; or
- b) The Customer is given an incorrect telephone number.

- 14.1.4 To obtain a credit, as identified under 14.1.3 above, the Customer must notify its Customer Service representative.

ISSUED: August 14, 1997

By: D. Craig Young, President  
425 Woods Mill Road, Ste. 300  
Town & Country, MO 63017

EFFECTIVE:	
968F CC709C 00	
Commission File Number	OCT 5 1997
APPROVED	
THE STATE CORPORATION COMMISSION	
OF KANSAS	

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ADOPTION NOTICEGTE MIDWEST INCORPORATEDGENERAL AND LOCAL EXCHANGE TARIFF

GTE MIDWEST INCORPORATED, a Delaware Corporation, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Public Service Commission, State of Missouri, by GTE North Incorporated (Braddyville) prior to April 1, 1993, the beginning of its possession.

By this notice it also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which GTE North Incorporated (Braddyville) has heretofore filed with said Commission.

This Tariff applies to the General and Local Exchange Services of GTE MIDWEST INCORPORATED, hereinafter referred to as the Company for the Missouri customers in the following Iowa exchange of:

Braddyville

For administrative purposes, subsequent tariff filings made by the Company will be identified in the upper left hand corner of the tariff sheet as GTE MIDWEST INCORPORATED (former GTE North Incorporated-Braddyville).

---

Issued: March 15, 1993

Effective: April 1, 1993

Gerald D. Harris  
Regional Director-External Affairs  
Wentzville, Missouri

TITLE PAGE

GTE North Incorporated

INTRASTATE

OPERATOR SERVICES TARIFFS

Applying to the Intrastate Services  
of this Company for the  
Missouri Portion of the  
Braddyville, Iowa exchange.

Issued: October 4, 1991

Effective: November 4, 1991

Gerald D. Harris  
Regional Director-External Affairs  
Wentzville, Missouri

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Selective Class of Call Screening	7

Issued: October 4, 1991

Effective: November 4, 1991

Gerald D. Harris  
Regional Director-External Affairs  
Wentzville, Missouri

## DIRECTORY ASSISTANCE SERVICE

## A. GENERAL

Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this tariff apply when a customer within an Iowa Number Plan Area (NPA) requests the telephone numbers of customers within the same Iowa Number Plan Area (NPA).

## B. RATES

1. An allowance of two direct dialed calls per month is provided without charge for each:
  - (a) Exchange Service Line
  - (b) Wide Area Telecommunications Service Line
  - (c) Mobile Telephone Service Line
  - (d) Trunk Line
2. Direct dialed calls (maximum of two requests per call) \$.45
3. Requests placed through the operator (when normal DA Service is available - maximum of two requests per call) will be billed the \$.45 rate.
4. Call allowances are not transferable between accounts.
5. For the purposes of administering this tariff the full allowance will apply for service on record as of the customer's billing date.
6. Rates specified in B.2 and B.3 preceding are not applicable to:
  - (a) Calls placed from hotels and motels.
  - (b) Calls placed from hospitals.

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Gerald D. Harris  
Regional Director-External Affairs  
Wentzville, Missouri

## DIRECTORY ASSISTANCE SERVICE (Cont'd)

## B. RATES (Cont'd)

## 6. (Cont'd)

- (c) Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.
- (d) Calls from certified exempt customers and charged to their calling card.

Issued: October 4, 1991

Effective: November 4, 1991

Gerald D. Harris  
Regional Director-External Affairs  
Wentzville, Missouri



INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P. S.C.MO.NO. 2

1ST REVISED PAGE NO. 51

~~CANCELS ORIGINAL PAGE NO. 51~~

~~Missouri Public  
Service Commission~~

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

REC'D SEP 13 1999

3.4 Directory Listings

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

2.5 Operator-Assisted Services

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

Missouri Public  
Service Commission

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Issued by: Steven T. Brown, Senior Director  
Regulatory Analysis and Compliance  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

mo19903

INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P. S.C.MO.NO. 2  
1ST REVISED PAGE NO. 52  
CANCELS ORIGINAL PAGE NO. 52

SECTION 3 - DESCRIPTION OF SERVICE

Missouri Public  
Service Commission

3.5 Operator-Assisted Services, cont.

REC'D SEP 13 1999

3.5.1 Operator Dialed Surcharge

This surcharge applies to Operator Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

- 1) calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the Intermedia network and
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

(T)

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

3.5.2 Busy Line Verify and Line Interrupt Service

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

A charge will apply when:

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

Missouri Public  
Service Commission

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Issued by: Steven T. Brown, Senior Director  
Regulatory Analysis and Compliance  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

mo19903

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## SECTION 3 - DESCRIPTION OF SERVICE, CONT.

**OCT 14 1997**

## 3.5 Operator-Assisted Services, cont.

**MISSOURI  
Service Commis.  
cont.**

## 3.5.2 Busy Line Verify and Line Interrupt Service, cont.

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

No charge will apply when:

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

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

## 3.6 Directory Assistance

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

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**DEC 12 1997**

Issued by: Michael A. Viren, Sr. Vice President, Strategic  
Planning, Regulatory and Industry Relations  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.NO. NO. 2  
1ST REVISED PAGE NO. 54  
CANCELS ORIGINAL PAGE NO. 54

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

Missouri Public  
Service Commission

3.6 Directory Assistance cont.

RECEIVED MAY 1999

Call allowances are as stated below

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

(D)

(D)

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Issued by Steve Brown, Director,  
Regulatory Analysis and Compliance  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

JUN 16 1999

MO19902

**RECEIVED**SECTION 3 - DESCRIPTION OF SERVICE, CONT- **OCT 14 1997**

## 3.6 Directory Assistance, cont.

**MISSOURI****Public Service Commis.**

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

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

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

## Exemptions

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

ISSUED: October 14, 1997

EFFECTIVE: ~~XXXXXXXXXX~~**DEC 12 1997**

Issued by: Michael A. Viren, Sr. Vice President, Strategic Planning, Regulatory and Industry Relations  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

**97-264****FILED**

INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.MO.NO. 2  
3RD REVISED PAGE NO. 56  
CANCELS 2ND REVISED PAGE NO. 56

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.7 [Reserved for Future Use]

~~MISSOURI PUBLIC  
SERVICE COMMISSION~~

(D)

DEC 22 1999

(D)

3.8 Frame Relay Services

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

~~MISSOURI PUBLIC  
SERVICE COMMISSION~~

DEC 22 1999

ISSUED: December 22, 1999

EFFECTIVE: ~~REDACTED~~

Issued by: Scott A. Sapperstein, Senior Policy Counsel  
Regulatory Analysis and Compliance  
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JAN 22 2000

Tampa, Florida 33619-1309

INTERMEDIA COMMUNICATIONS INC.

P.S.C. MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 92

SECTION 4 - RATES, CONT.

4.4 Additional Service Rates

4.4.1 Returned Check Charge

Returned Check Charge \$20 or 5% of the amount of check,  
whichever is greater

4.4.2 Service Implementation Charge

Service Implementation Charge \$15

4.4.3 Reconnection Charge

Reconnection Charge \$25/per occurrence

4.5 Operator-Assisted Services

4.5.1 Operator Charges (per call)

	Charge
Person-to-Person	\$2.49
Station-to-Station	\$0.99
Calling Card/Credit Card	\$0.79

When more than one class of service is involved, only the higher surcharge is applicable.

ISSUED: October 14, 1997

EFFECTIVE: ~~DEC 12 1997~~

Issued by: Michael A. Viren, Sr. Vice President, Strategic  
Planning, Regulatory and Industry Relations  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

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DEC 12 1997  
97-264  
PUBLIC SERVICE CO.

INTERMEDIA COMMUNICATIONS INC.  
LOCAL EXCHANGE SERVICES TARIFF

P.S.C. MO. NO. 2  
ORIGINAL PAGE NO. 93

SECTION 4 - RATES, CONT.

4.5 Operator-Assisted Services, cont.

4.5.2 Operator Dialed Surcharge

Operator Dialed Surcharge

\$0.74

4.5.3 Busy Line Verify and Line Interrupt Service

Each request

Busy Line Verify Service

\$1.20

Busy Line Verify and Line Interrupt Service

\$1.85

4.5.4 Directory Assistance

Local

All Other

Per Request\*

\$0.90

\$0.90

\*Subject to exemptions in Section 3.6.

ISSUED: October 14, 1997

EFFECTIVE: ~~NOV 12 1997~~  
DEC 12 1997

Issued by: Michael A. Viren, Sr. Vice President, Strategic  
Planning, Regulatory and Industry Relations  
3625 Queen Palm Drive  
Tampa, Florida 33619-1309

FILED

DEC 12 1997  
87-264  
Public Service Co.



LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Local Exchange Service: The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to

- place or receive calls to any calling Station in the local calling area, as defined herein,
- access enhanced 911 Emergency Service,
- access the interexchange carrier selected by the Customer for interLATA, intraLATA interstate or international calling,
- access Operator Services;
- access Directory Assistance for the local calling area,
- place or receive calls to 800 telephone numbers,
- access Telecommunication Relay Service

The Company's service can not be used to originate calls to other telephone companies caller-paid information services (900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch

3.1.1 Service Area Where facilities are available, service areas are defined by the following Exchange or Zone designations

**Kansas City/Springfield Service Area**

The Company's service area consists to the Principal Zone and MCA 1 of the Kansas City and Springfield Metropolitan Exchanges as defined in Southwestern Bell Telephone Company's Local Exchange tariffs. The company's provision of service within said service area is subject to the availability of appropriate facilities

**St Louis Service Area**

Bridgeton, Creve Coeur, Ladue, Overland, St Louis, Fenton, Imperial, Manchester, St Charles

3.1.1.1 Local Calling Areas Exchanges or Zones included in the local calling area for each of the Service Areas designations are specified below. Service Areas associated with each particular exchange or zone may be found in the telephone directory published by the dominant exchange service provider in the Customer's exchange area

**Kansas City/Springfield Local Calling Areas**

The local calling area for the Company's Missouri customers consists of the geographic area encompassed within the Kansas City and Springfield Metropolitan Exchange (Principal Zone and MCA-1 and MCA-2 Zones) as defined in Southwestern Bell Telephone Company's Local Exchange tariffs

ISSUED: March 2, 1999

EFFECTIVE: May 14, 1999

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LOCAL EXCHANGE SERVICE

3. Service Descriptions

3.1 Local Exchange Service (Cont'd)

3.1.1 Service Area (Cont'd)

3.1.1.1 Local Calling Areas (Cont'd)

St Louis Metropolitan Exchange (SME) Local Calling Areas

The Local calling area of the St Louis Metropolitan Exchange Area consists of the following exchanges: Bridgeton, Creve Coeur, Ferguson, Fionssant Kirkwood, Ladue, Mehlville, Oakville, Overland, Riverview, Sappington, St Louis Principal, Spanish Lake, Webster Groves

St Louis Expanded Metropolitan Exchange 1/(Expanded Metro Calling (EMC))

The Expanded Service Area of the St Louis Metropolitan Exchange Area consists of the following exchanges: Antonia, Augusta, Cedar Hill, Chesterfield, Dardenne, Defiance, Desoto, Eureka, Fenton, Festus-Crystal City, Fontstell, Gray Summit, Harvester, Herculanum-Pevety, High Ridge, Hillsboro, Imperial, Maxville, Manchester, Moscow Hills, New Melle, O'Fallon, Old Monroe, Orchard Farm, Pacific Pond, Portage Des Stou St Charles, St Peters, Troy, Valley Park, Ware, Wentzville, Winfield

Exchange	Local Calling Area	Expanded Calling Area
Bridgeton	All Exchanges of The SME	All Exchanges of the EMC
Creve Coeur	All Exchanges of The SME	All Exchanges of the EMC
Ladue	All Exchanges of The SME	All Exchanges of the EMC
Overland	All Exchanges of The SME	All Exchanges of the EMC
St Louis	All Exchanges of The SME	All Exchanges of the EMC
Fenton	All Exchanges of The SME	All Exchanges of the EMC
Imperial	All Exchanges of The SME	All Exchanges of the EMC
Manchester	All Exchanges of The SME	All Exchanges of the EMC
St Charles	All Exchanges of The SME	All Exchanges of the EMC

1 / Expanded Metropolitan Calling Area is defined as those exchanges where customers in the St Louis Metropolitan Area can call without incurring intraLATA toll charges

LOCAL EXCHANGE SERVICE

3. Service Descriptions (Cont'd)

3.2 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. This directory assistance service is provided to business customers only.

3.2.1 Each call to Directory Assistance will be charged as follows:

	St Louis/Kansas City	Springfield
Per Call	\$0.48 1	\$0.48 1

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

3.2.2 A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cutoff during the Call or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative.

ISSUED: December 14, 1999

EFFECTIVE: January 13, 2000

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[illegible]

### 9.3 Directory Assistance 1/

14

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840.

Customers and Users of the Company's calling services (excluding Toll Free services, pay station directory assistance) in determining telephone numbers within "areas" by calling the Directory Assistance operator.

[illegible]

A. Directory Assistance charges will apply for all requests for which the Company's facilities are used. Each number transmitted is charged for at a charge below requests for information other than telephone numbers and is charged the rate as shown for the applicable request for telephone numbers.

Per Number Requested: \$6.48

$\frac{1}{2} \left( \frac{1}{2} + \frac{1}{2} \right) = \frac{1}{2}$

- the Customer experiences poor transmission or is cut-off during the call,  
the Customer is given an incorrect directory number or  
the Customer inadvertently misdials an incorrect Directory Assistance

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

1/ Effective April 1, 2001, this service will no longer be available to new subscribers.

N

[illegible]

1. *Journal of the American Medical Association*, 1997; 277: 100-105.

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## SECTION 4 - SERVICE AREAS

## 4.1 Exchange Access Service Areas

Exchange Access Services are provided (pursuant to Section 5.1) in limited geographic areas. Exchange Access Services bearing the following NPA-NXX designations are provided at the following locations and in the following areas:

| Company<br>NPA-NXX | Exchanges in Which Full<br>Service Is Available 1/ |
|--------------------|--|
| 314-513            | Florissant   |
| 314-748            | Sappington   |
| 314-759            | Ferguson   |
| 314-784            | Riverview  |
| 314-800            | Kirkwood   |
| 314-813            | Bridgeton  |
| 314-819            | Creve Coeur  |
| 314-817            | Ladue  |
| 314-801            | Overland   |
| 314-802            | St. Louis  |
| 314-814            | St. Louis  |
| 314-820            | Fenton   |
| 314-864            | Imperial   |
| 314-893            | Manchester   |
| 314-857            | St. Charles  |
| 314-885            | Mehlville  |

N  
N

N

- 1/ Full Service versions of the Company's Exchange Access Services will be provided to Customers, at Customer premises located in these areas pursuant to this or the Southwestern Bell - Missouri tariff, to the extent that: (a) the Company has in-place and available network facilities extending to such premises; or (b) the Customer's premises is served by a Southwestern Bell - Missouri wire center at which the Company maintains a collocation arrangement and is able to reasonable employ such arrangement to interconnect to unbundled exchange link facilities which the Company, in its sole discretion, judges to be of a type, grade, technical specification, quality and quantity sufficient to, and offered under conditions consistent with the deliver of such services.

ISSUED: June 6, 2000

EFFECTIVE: July 7, 2000

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SECTION 4 - SERVICE AREAS

4.2 Calling Areas

Geographically defined Local Calling Areas 1/ are associated with each Exchange Access Service provided pursuant to Section 5.1.

St. Louis Metropolitan Exchange (SME): The Local calling area of the St. Louis Metropolitan Exchange Area consists of the following exchanges: Bridgeton, Creve Coeur, Ferguson, Florissant, Kirkwood, Ladue, Mehlville, Oakville, Overland, Riverview, Sappington, St. Louis Principal, Spanish Lake, Webster Groves

St. Louis Expanded Metropolitan Exchange 2/ (Expanded Metro Calling (EMC)): The Expanded Service Area of the St. Louis Metropolitan Exchange Area consists of the following exchanges: Antonia, Augusta, Cedar Hill, Chesterfield, Dardenne, Defiance, Desoto, Eureka, Fenton, Festus-Crystal City, Foristell, Gray Summit, Harvester, Hazelwood, Herculaneum-Pevely, High Ridge, Hillsboro, Imperial, Maxville, Manchester, Moscow Hills, New Melle, O'Fallon, Old Monroe, Orchard Farm, Pacific, Pond, Portage Des Sioux, St. Charles, St. Peters, Troy, Valley Park, Ware, Wentzville, Winfield

N

- 1/ Rates and rate plans for Local Calling Area calls placed over Company-provided Exchange Access Services are set forth in Section 7.
- 2/ Expanded Metropolitan Calling Area is defined as those exchanges where customers in the St. Louis Metropolitan Area can call without incurring intralATA toll charges.

ISSUED: June 6, 2000

EFFECTIVE: July 7, 2000

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## SECTION 4 - SERVICE AREAS

## 4.2 Calling Areas 9(Cont.)

| NPA-NXX | Exchang     | Local Calling Area       | Expanded Calling Area    |   |
|---------|-------------|--------------------------|--------------------------|---|
| 314-513 | Florissant  | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-748 | Sappington  | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-759 | Ferguson    | All Exchanges of the SME | All Exchanges of the EMC | N |
| 314-784 | Riverview   | All Exchanges of the SME | All Exchanges of the EMC | N |
| 314-800 | Kirkwood    | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-813 | Bridgeton   | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-819 | Creve Coeur | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-817 | Ladue       | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-801 | Overland    | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-802 | St. Louis   | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-814 | St. Louis   | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-820 | Fenton      | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-864 | Imperial    | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-893 | Manchester  | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-857 | St. Charles | All Exchanges of the SME | All Exchanges of the EMC |   |
| 314-885 | Mehlville   | All Exchanges of the SME | All Exchanges of the EMC | N |

ISSUED: June 6, 2000

EFFECTIVE: July 7, 2000

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**LOCAL EXCHANGE SERVICES**

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**2. SERVICE AREA**

Sprint provides Local Exchange Service in selected Southwestern Bell exchanges as defined below, where underlying network elements are available for resale.

**.1 Exchange Areas****.1 Business Service:****.1 Kansas City Area Exchanges:**

Belton, Blue Springs, East Independence, Gladstone, Independence, Kansas City, Lees Summit, Liberty, Nashua, Parkville, Raytown, South Kansas City, Tiffany Springs.

**.2 St. Louis Area Exchanges:**

Bridgeton, Creve Coeur, Ferguson, Florissant, Kirkwood, Ladue, Mehlville, (D)  
Oakville, Overland, Riverview, Sappington, Spanish Lake, St. Louis,  
Webster Groves

**.2 Residential Service:****.1 Kansas City Area Exchanges:**

Belton, Blue Springs, East Independence, Gladstone, Independence, Kansas City, Lees Summit, Liberty, Nashua, Parkville, Raytown, South Kansas City, Tiffany Springs.

**.3 Residential Sprint ION<sup>SM</sup> (Integrated On-demand Network) Service****.1 Kansas City Area Exchanges:**

Belton, Blue Springs, East Independence, Gladstone, Independence, Kansas City, Lees Summit, Liberty, Nashua, Parkville, Raytown, South Kansas City, Tiffany Springs.

**.4 Sprint ION<sup>SM</sup> (Integrated On-demand Network) Business Service Option A  
Sprint ION<sup>SM</sup> (Integrated On-demand Network) Business Service Option B****.1 Kansas City Area Exchanges:**

Belton, Blue Springs, East Independence, Gladstone, Independence, Kansas City, Lees Summit, Liberty, Nashua, Parkville, Raytown, South Kansas City, Tiffany Springs

---

**ISSUED:**  
8-29-00

**Michael Ragan**  
State Tariffs  
8140 Ward Parkway  
Kansas City, Missouri 64114-2006

**EFFECTIVE:**  
9-29-00



**LOCAL EXCHANGE SERVICES**

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**2. SERVICE AREA (Continued)**

- .2 Exchange Areas for Customers whose premises are located in Southwestern Bell's service territory, will be the same as Southwestern Bell's.
- .3 Sprint concurs in Southwestern Bell's exchange areas listed in it's Local Exchange Tariffs. The provision of local exchange telecommunications service is subject to the existing regulations, terms, conditions in this tariff. The provision of service will be subject to the availability of appropriate facilities and local telecommunications service in the exchange service area.

**.4 Local Calling Areas**

Calling areas for customers whose premises are located in the exchanges listed under Section 2.1 will be the same as Southwestern Bell's calling areas.

Sprint concurs in Southwestern Bell's calling areas listed in their Local Exchange Tariff.

For the purpose of this tariff, the following Sprint terms coordinate with the Southwestern Bell terms identified in their Local Exchange Tariff:

Kansas City and St. Louis

(N)

Sprint Term

Southwestern Bell Term

Local Access Line 1

Principal Zone

Local Access Line 2

MCA 1

Local Access Line 3

MCA 2

---

**ISSUED:**  
3-15-99

**Manager**  
**State Tariffs**  
8140 Ward Parkway  
Kansas City, Missouri 64114-2006

**EFFECTIVE:**  
4-15-99

---

**LOCAL EXCHANGE SERVICES**

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**5. PRODUCT DESCRIPTIONS AND RATES (Continued)****.4 Operator Services****.1 Rules and Regulations**

Rules and regulations governing the provisioning of operator services apply as specified by the Missouri Public Service Commission.

Company will:

- .1 Not bill for incomplete calls and remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge
- .2 Advise the caller and billed party, if different from the caller, that Company is the operator service provider at the time of the initial contract
- .3 Give rate quotes upon request, at no charge, including all rate components and any additional charges.
- .4 Only tariffed rates approved by the Missouri Public Service Commission for Company shall appear on any local exchange telephone (LEC) billing.
- .5 Be listed on the LEC billing if the LEC has multi-company billing ability.
- .6 Employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- .7 Route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- .8 Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- .9 Refuse operator services to traffic aggregators which block access to other Companies.
- .10 Assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

---

**ISSUED:**  
8-20-98

**Manager**  
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**EFFECTIVE:**  
10-12-98

## LOCAL EXCHANGE SERVICES

## 5. PRODUCT DESCRIPTIONS AND RATES (Continued)

## .4 Operator Services (Continued)

## .3 Directory Assistance

Customers may obtain directory assistance in determining local telephone numbers (T)  
by calling the Directory Assistance (DA) operator. A maximum of two (N)  
requested telephone numbers will be provided for each Directory Assistance  
call. (N)

When a customer requests operator assistance to place a call to Directory (N)  
Assistance, the Local Operator Assistance charge applies in addition to the  
Directory Assistance charge.

Calls to Directory Assistance from lines of customers who have been certified  
by a registered physician or recognized agency as unable to use a directory  
because of a physical handicap are not subject to charge.

A Directory Assistance call may be alternately billed collector to a third (N)  
number.

## .1 Credits

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

- .1 the Customer experiences poor transmission or is cut-off during the call.
- .2 the Customer is given an incorrect telephone number, or the Customer  
inadvertently misdials an incorrect Directory Assistance NPA.
- .3 To receive a credit, the Customer must notify the Directory Assistance operator  
or the Company's Customer Service of the problem experienced.

(D)

ISSUED:  
9-28-00

Michael Ragan  
State Tariffs  
8140 Ward Parkway  
Kansas City, Missouri 64114-2006

EFFECTIVE:  
10-31-00

## LOCAL EXCHANGE SERVICES

## 5. PRODUCT DESCRIPTIONS AND RATES (Continued)

## .4 Operator Services (Continued)

## .3 Directory Assistance (Continued)

## .2 Directory Assistance Call Completion (DACC)

(M)

Allows a customer, where available, to request the completion, of local or IntraLATA long distance calls by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number. The DACC charge applies in addition to the Directory Assistance per-call charge. (N) (M)

The DACC portion of the call may either be billed in the same manner as the Directory Assistance portion of the call or it may be billed collect or to a third number. (N)

The following DACC services are available:

- .1 Fully-Automated - The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing a button (touch-tone) or responding by voice (dial) when prompted by the DACC announcement.
- .2 Partially-Automated - The customer receives the requested directory number and requests the operator to complete the call to the requested number.
- .3 Person-to-Person DACC - The customer receives the requested directory number and requests the operator to complete the call to a specified person. (N)

(M) Text previously located on Original Page 80

ISSUED:  
9-28-00

Michael Ragan  
State Tariffs  
8140 Ward Parkway  
Kansas City, Missouri 64114-2006

EFFECTIVE:  
10-31-00

## LOCAL EXCHANGE SERVICES

## 5. PRODUCT DESCRIPTIONS AND RATES (Continued)

## .4 Operator Services (Continued)

## .3 Directory Assistance

## .3 National Directory Assistance Service

(N)

National Directory Assistance (NDA) Service provides customers the name, address, telephone number, and area code of telephone subscribers outside the customer's local Directory Assistance area. The NDA information may include Directory Assistance information for anywhere in the United States except for listings that are non-published, non-listed or not found.

NDA Service is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Company may designate.

A NDA charge applies whether or not a number or listing information is provided, including requests for numbers that are non-published, non-listed or not found.

A NDA charge will not apply when the request results in the calling party receiving a wrong number, provided the calling party reports the wrong number to the Company.

Customers will be charged for each NDA call. A maximum of two requests for listings will be allowed per call.

A Customer may request both an NDA listing and a listing located within the customer's local Directory Assistance area on the same call. The customer will be charged a NDA per-call charge and a per-call charge for the local Directory Assistance area request.

The Company is not liable for any errors or omissions, whether arising through negligence or otherwise in the reformation furnished and the Customer shall save the Telephone Company harmless against all claims that may arise from the use of such information.

(N)

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## LOCAL EXCHANGE SERVICES

## 5. PRODUCT DESCRIPTIONS AND RATES (Continued)

## .4 Operator Services (Continued)

## .3 Directory Assistance (Continued)

## .4 Local Call Allowances

(T)

Below is the number of call allowances per month at no charge for each direct dialed Directory Assistance call from a Basic Local Exchange individual line, PBX trunk and Centrex line. There is no call allowance for public telephones. Call allowances are not transferable between separate account, even for the same customer.

(T)

(T)

|   | Allowance          |     |
|---|--------------------|-----|
| Access Lines, per line/trunk, per month | 3 listing requests | (C) |
|   |                    | (D) |

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## LOCAL EXCHANGE SERVICES

## 5. PRODUCT DESCRIPTIONS AND RATES (Continued)

## .4 Operator Services (Continued)

## .3 Directory Assistance (Continued)

(D)

(M)

## .5 Rates

## .1 Directory Assistance (DA)

Charges apply on a per-call basis.

(T)

|                                       |     |        |     |
|---------------------------------------|-----|--------|-----|
| Sent Paid Direct Dial                 | (T) | \$0.51 | (N) |
| Sent Paid Operator Dialed             | (T) | \$0.51 | (N) |
| Alternate Billing-Fully Automated     |     | \$1.04 |     |
| Alternate Billing-Non-Automated       |     | \$1.04 |     |
| Alternate Billing-Partially Automated |     | \$1.04 | (N) |

## .2 Directory Assistance Call Completion

Directory Assistance Call Completion charges apply in addition to a  
Directory Assistance charge.

(T)

(T)

|                                       |        |     |
|---------------------------------------|--------|-----|
| Direct Dialed                         | \$0.30 | (R) |
| Business Call Completion-Sent Paid    | \$0.30 | (N) |
| Alternate Billing-Fully Automated     | \$0.75 |     |
| Alternate Billing-Non-Automated       | \$1.15 |     |
| Alternate Billing-Partially Automated | \$0.95 | (N) |

## .3 National Directory Assistance (NDA)

|                                   |        |     |
|-----------------------------------|--------|-----|
| Direct Dialed                     | \$0.51 | (N) |
| Sent Paid Operator Dialed         | \$0.51 |     |
| Alternate Billing-Fully Automated | \$1.04 |     |
| Alternate Billing-Non-Automated   | \$1.04 | (N) |

(M) Text moved to Original Page 78.1

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**OPERATOR AND DIRECTORY SERVICES****Table of Contents**

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| Directory Connect Plus <sup>SM</sup>                            | 3.1          |     |
| Directory Listings  | 4            |     |
| Intercept Services  | 8            |     |
| Local Operator Service  | 10           |     |
| National Directory Assistance/Customer Name and Address Service | 3.4          | (N) |

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Director-Regulatory & Governmental Affairs  
Jefferson City, Missouri



**GENERAL AND LOCAL EXCHANGE TARIFF**OPERATOR AND DIRECTORY SERVICESDIRECTORY ASSISTANCE SERVICE**A. General**

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

**B. Allowances**

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

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Jefferson City, Missouri

(C)  
(C)

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

## B. Allowances (Cont'd)

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

## C. Exemptions

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

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Jefferson City, Missouri

GENERAL AND LOCAL EXCHANGE TARIFF

OPERATOR AND DIRECTORY SERVICES

DIRECTORY ASSISTANCE SERVICE

D. Rates

1. Where the customer dials the local Directory Assistance number 1+411 or 411 and requests telephone number information for any exchange in which the Company has presence within the state, the charge for each call over the allowances defined in Paragraph B (maximum of two requested telephone numbers per call) is:
  - a. per call ..... \$ .43(l)
2. Where the customer dials the Directory Assistance number 1+ Home Area Code+555-1212, the charge for each call over the allowances defined in Paragraph B (maximum of two requested telephone numbers per call) is:
  - a. per call ..... \$ .43(l)
3. Where the customer places a call to the Directory Assistance attendant via a Company operator, the charge for each call (maximum of two requested telephone numbers per call), in addition to the local Directory Assistance charge, is:
  - a. per call ..... \$ .48(l)
4. Directory Assistance charges billed to a third number, a special billing number, or a Company calling card, in addition to the local Directory Assistance rate, will be billed at:
  - a. per call ..... \$ .48(l)

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Carolyn Little  
AVP - Public Policy and External Affairs  
Jefferson City, Missouri

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**OPERATOR AND DIRECTORY SERVICES****DIRECTORY CONNECT PLUS®****A. General**

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

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Gerald D. Harris  
State Director-External Affairs  
Wentzville, Missouri

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**OPERATOR AND DIRECTORY SERVICES****DIRECTORY CONNECT PLUS®****B. Conditions**

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

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State Director-External Affairs  
Wentzville, Missouri

GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY CONNECT PLUS

B. Conditions (Cont'd)

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

C. Rates

1. A charge of \$.54 will apply for each Directory Connect Plus call completed. (1)

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Jefferson City, Missouri

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**OPERATOR AND DIRECTORY SERVICES****NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE****A. General**

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

**B. Conditions**

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

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Jefferson City, Missouri

GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

B. Conditions (Cont'd)

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

C. Rates

1. For each call to the National Directory Assistance/  
Customer Name and Address Service.....\$ .95

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## SCHEDULE 8

### Directory Assistance Rates in the State of Missouri

| Carrier                 | Local DA                              | # of Listings | Call Allowance         | Call Completion | National DA                           |
|-------------------------|---------------------------------------|---------------|------------------------|-----------------|---------------------------------------|
| <b>SBC – Missouri</b>   | \$ .51                                | 1             | 30 (Res)*<br>10 (Bus)* | \$.30           | \$1.02                                |
| <b>AT&amp;T</b>         |                                       |               |                        |                 |                                       |
| <b>AT&amp;T 00</b>      | \$.99 in state<br>\$1.49 out of state | N/A           | 0                      | N/A             | \$.99 in state<br>\$1.49 out of state |
| <b>MCI 10-10-9000</b>   | \$.99                                 | N/A           | 0                      | N/A             | \$.99                                 |
| <b>SPRINT</b>           | \$1.50                                | 2             | 0                      | \$.50           | \$1.50                                |
| <b>MCI<br/>WORLDCOM</b> | \$1.99                                | 2             | 0                      | N/A             | \$1.99                                |
| <b>ALLEGIANCE</b>       | \$.48                                 | N/A           | 10                     | N/A             | \$.95                                 |
| <b>AT&amp;T – LEC</b>   | \$.45                                 | 2             | 0                      | N/A             | N/A                                   |
| <b>BIRCH</b>            | \$.51                                 | 1             | 0                      | \$.30           | \$.95                                 |
| <b>BROOKS</b>           | \$.30                                 | 2             | 2                      | N/A             | N/A                                   |
| <b>GTE -NORTH</b>       | \$.45                                 | 2             | 2                      | N/A             | N/A                                   |
| <b>INTERMEDIA</b>       | \$.90                                 | N/A           | 10 (Bus)               | N/A             | \$.90                                 |
| <b>MCI - LEC</b>        | \$.48 (Bus)                           | 2             | N/A                    | N/A             | N/A                                   |
| <b>SPRINT – LEC</b>     | \$.51                                 | 2             | 3                      | \$.30           | \$.51                                 |

N/A = Information not available

Res = Residential

Bus = Business

\*Allowances apply when the listing is

- a. for a new listing which is not printed in the most recent Telephone Company white page, or;
- b. for non-published listing;
- c. for nonlisted listing, or;
- d. not found by the directory assistance operator.

## **Schedule 9**



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**the booth**

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## from the booth

Welcome to The Booth, your guide to all the great stuff going on at 1 800 CALL ATT for collect calls. It's high summer here in The Booth, and we've got an ocean of fun waiting for you. So dive on in - the water's fine and frankly, so are you!

Shouldn't your fine self be sitting RIGHT UP FRONT as a VIP at the ultra-hot MTV Video Music Awards? The 1 800 CALL ATT for collect calls Video Music Awards Sweepstakes could make that happen for you. See, we've got the hottest tickets to the MTV Video Music Awards and we want to give them to you - along with lots of the celebrity-type pampering you so richly deserve! You know, limo, hotel accommodations, VIP access to the action behind the scenes. . . so for a chance to win this sweet Grand Prize, dial 1-8-0-0-C-A-L-L-A-T-T and place a completed collect call between 7/22 and 8/25/00. Easy, right? Tons of other prizes, too. Get more details, get dialing, and get DOWN!

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