

## 1. DEFINITIONS AND ABBREVIATIONS (continued)

(N) CPE – Customer Provided Equipment.

Customer – The Person which orders or uses the service and is responsible for the payment of rates and charges and compliance with tariff regulations.

(N) Customer Alerting Enablement – Allows residence and business lines to receive an audible alerting tone (intermittent dial tone) transmitted from the central office.

Customer Premises – One Customer Premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on the same property.

Customer Provided Equipment (CPE) – Equipment provided by the Customer.

Demarcation Point – That point of interconnection between the Company's facilities and the wiring at the Customer Premises. The Demarcation Point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules and regulations (a network interface).

The network interface may be located at a point other than the normal demarcation point where the network interface is already established by the presence of network equipment on the effective date of this Tariff. For multi-unit structures (e.g., apartments, college campuses, shopping centers), the structure owner shall make the final decision on whether the structure shall be treated as a multi-unit structure with one Demarcation Point per unit or, as a single unit with one Demarcation Point for the entire structure. The structure owner shall have the option of having the Demarcation Point placed at a location other than that determined by the Company, provided the structure owner pays any additional construction costs and such location is consistent with the minimum point of entry standard.

With regard to premises for any structure that is built to be mobile (e.g., mobile homes, recreational vehicles), the Company may place the Demarcation Point on a post or pole at or near the pad where such structure is intended to rest. Boat docks and similar premises may be treated by the Company as a single unit premises, with the Demarcation Point being placed on the shore.

(N) Direct Inward Dialing (DID) – Allows an incoming call to reach a station line without attendant assistance.

Direct Outward Dialing (DOD) – A service attribute that routes outgoing calls directly to the exchange network without attendant assistance.

Directory Assistance – Service whereby Customers may request assistance in determining telephone numbers when the listed name is provided.

Directory Assistance Call Completion (DACC) – Service whereby customers may request completion of local or intra-LATA long distance calls to a requested number by either the Directory Assistance operator (Semi-Automated) or the Directory Assistance audio response system that provides the requested directory number (Fully Automated).

Directory Listing – The publication in the Southwestern Bell Telephone White Pages directory of information relative to the customers' telephone numbers ("the Directory"), by which telephone users are enabled to ascertain the telephone number of a desired telephone.

## 1. DEFINITIONS AND ABBREVIATIONS (continued)

(N) Directory Listing (continued)

Additional Listings – A separate and alphabetically distinct listing for the names of anyone else living at the end user's home or, for example, partners in a business.

Alternate Listings – A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Dual Name Listings – A listing provided for two persons who reside at the same address or for a person known by two first names.

Extra Lines – An extra line (consisting of five words or any fraction thereof) under the Primary Listing for the proper placement of telephone calls and not for advertising purposes or to show store hours.

Foreign Listings – Allows the Customer to have a Directory listing outside of his/her local area.

Night Number Terminal Service – Allows callers to be routed to a specific line or trunk in a hunt group. The Night Number is strapped in the central office to either a telephone number or a terminal working at the end user's location.

Nonlisted Service – A listing, at the customer's request, is omitted from the Directory, but appears on Directory Assistance records.

Nonpublished Exchange Service – A listing, at the customer's request, is omitted from the Directory but appears on Directory Assistance with NP instead of the telephone number.

Primary Listing – One listing in the Directory, at no charge, when applying for telephone service.

Regular Extra Listings – A listing for the same address and phone number as, and in addition to, the Primary Listing in the Directory.

Residence Bold or Script Listings – Special print styles (bold or script) available for listings in the residence Directory.

Residence Family Space Listings – Allows the Customer to have first names or nicknames of family members placed within a customized space outlines with a bold box.

Residence Custom Extra Line Listing – A customized extra line(s) associated with the end user's alphabetical residential listing which allows the end user to further describe himself or herself. Subject to approval by the Company, one to eight lines of descriptive information may be placed between the end user's name and address in their directory listings.

Residence Logo Listing – Allows an end user to choose a logo from a pre-selected menu of approved logos, which will appear with the end user's listing in the Directory. The entire listing will be enclosed within a box with the logo itself appearing in a space below the listed name and above the listed address.

## (N) 1. DEFINITIONS AND ABBREVIATIONS (continued)

Directory Listing (continued)

Secretarial Listings – A listing contracted for by a Customer in the secretarial services business whereby that Customer's patrons, with their permission, are listed alphabetically in the Directory with the Customer's telephone number.

Disconnection – The temporary cessation of telecommunications service.

(N) DN – Dependent Number. See "Multi-Distinctive Ringing."

Dual Tone Multi-Frequency (DTMF) – The pulse type employed by tone dial station sets.

Exchange – A telephone system which provides for service within a specified area known as the "Exchange Area."

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Tariff.

(N) Extended Area Service – A Local Exchange Service that is provided between two or more contiguous exchange areas.

Flat Rate Service – Exchange Service furnished for a specified sum without regard to the amount of use.

Hunting – Rotary – A hunting arrangement that provides for sequential hunt over members identified within the hunt group. The hunt for an idle line begins at the telephone number dialed and proceeds sequentially through the lines identified in the hunt group until an idle line is found or the last assigned number within the hunt group is reached. If an idle line is found, the hunt stops and the idle line is rung. If all lines are busy, the caller receives a busy signal.

Hunting – Circle – A hunting arrangement similar to sequential hunting except, if no idle line is found by the time the last line in the group is reached, the hunt circles back to the first line in the group and hunts up to but not including the line where the hunt started.

Hunting – Preferential – Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

Installation/Move Charge – A nonrecurring charge made under certain conditions covering the cost or portion of the cost of the work connecting, furnishing or moving telephone service.

## (N) 1. DEFINITIONS AND ABBREVIATIONS (continued)

Intercept Referral Service-Basic – Used when a customer disconnects service or changes his telephone number. Calls to the intercepted telephone number are referred to an operator or a recorded message. The caller is provided with information such as a new telephone number and/or name and/or address. This service is provided to residential customers for a minimum of 30 days, while capacity on facilities exists.

Intercept Referral Service-Special – Same as Intercept Referral Service – Basic, plus it provides additional information to the caller.

Intercom Calling – Enables single line customers to set up internal communications (intercom) between multiple telephone extensions. The customer establishes intercom calls by dialing a code and hanging up the telephone handset. The code activates distinctive ringing to alert intercom users of an intercom call. Three-Way Calling is necessary for the operation of Intercom Calling. This feature is obsolete except for existing customers at existing locations.

Interexchange Channel – That portion of a channel which interconnects exchanges in which the stations are located.

LATA – Local Access and Transport Area.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

(N) Message Rate Service – A class of Exchange Service, not including coin box service, for which charge is made wholly or in part on the basis of amount of use.

Multi-Distinctive Ringing – Allows customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the "master" number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

Multiline Hunt Group – Rotary (hunting) service provided in Electronic Switching System (ESS) office where a standard seven-digit number is assigned only to the first line in a customer's number group. Subsequent lines are designated by using two-, three- or four-digit numbers dependent on the type of ESS office. The Company reserves the right to determine when Multiline Hunt Group numbers are assigned.

Night Number Service – Allows calls to be routed to a specific line or trunk in a hunt group. The Night Number is strapped in the Central Office to either a telephone number of a terminal working at the end user's location. Night numbers associated with a terminal will not hunt.

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

## (N) 1. DEFINITIONS AND ABBREVIATIONS (continued)

Operator Services (continued)

Semi-Automated – Where the personal originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

(N) Preferred Number Service (PNS) – A residential service whereby incoming calls to the Customer's PNS number are automatically forwarded by the Company central office equipment to the Customer's current residence telephone number.

Priority Call – Provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify the telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the screening list and provide a distinctive ring for telephone numbers on the list.

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer.

Remote Access to Call Forwarding – Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

Residence or Residential – When used in relation to service, means service provided in private residence for personal non-business use.

(N) Selective Call Forwarding – Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list.

Sent-Paid – Denotes a billing arrangement whereby a call is charged to the service point originating the call.

Series Completion – Telephone numbers assigned in a rotary (hunting) number group where each number assigned is a standard seven-digit number. The Company reserves the right to determine when series completion numbers are assigned.

## (N) I. DEFINITIONS AND ABBREVIATIONS (continued)

Simultaneous Call Forwarding – Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The line/trunks at the Simultaneous Call Forwarding customer's terminating location must equal or exceed the aggregated number of potential originating calls from all customer locations. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e. g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone and the line to which the call is being forwarded. This service cannot be used to avoid toll.

Six-Way Calling – Allows a station in the talking state to add up to four additional parties to the call. This feature may be used on both incoming and outgoing calls.

Speed Calling – Allows a subscriber to establish a speed calling list, which associates telephone numbers with a unique q-digit and/or 2-digit speed calling code. Initial entry and changes to the speed calling list are directly input from the associated subscriber line. This feature is available as an eight code list or a thirty code list. Code lists may include local and/or toll telephone numbers.

Station – Telephone equipment from or to which calls are placed.

(N) Three-Way Calling – Allows a station in the talking state to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Toll restriction – Allows the customer to establish, on a per line basis, call restrictions by the calling party.

Trunk – A commercial channel between two switching (i.e., Central Office, PBX) systems.

Termination – The permanent cessation of telecommunications service.

(N) Two-Point Service, Person-to-Person – That service where the person originating the call specifies to the Company operator a particular person, department or office to be reached.

Two-Point Service, Station-to-Station – That service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired service point, or gives only the name and address under which the number of the service point is listed, and does not specify a particular person, department or office to be reached.

WATS – Wide Area Telecommunications Service. The furnishing of service for dial-type telephone communications between a WATS access line and intraLATA service points within the State of Missouri. The WATS charges set forth in this Tariff are in payment for the intraLATA service furnished between the originating and terminating service points.

WATS Access Line – A line from the Customer's premises to a Company serving office which is provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either Outward WATS or 800 (Inbound) Service, but not for both.

## 2. RULES AND REGULATIONS

### 2.1 Undertaking of the Company

- 2.1.1 The Company undertakes to furnish telecommunications service pursuant to the terms of this Tariff in connection with one-way and/or two-way information transmission between points within a calling scope in portions of the State of Missouri, as specified herein.
- 2.1.2 The furnishing of service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
- 2.1.3 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities, offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.1.4 The Company may undertake service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
- 2.1.5 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- 2.1.6 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

### 2.2 Limitations of Service

- 2.2.1 The Company offers service to all Persons who desire to purchase service from the Company consistent with all provisions of this Tariff. Persons interested in the Company's services shall submit information to the Company which fully satisfies the Company and identifies the services requested.
- 2.2.2 Service is offered subject to the availability of the necessary facilities and equipment, necessary arrangements with other carriers and billing capabilities, and is subject to the provisions of this Tariff. The Company reserves the right not to provide service to or from a location where legally prohibited.

## 2. RULES AND REGULATIONS (continued)

### 2.2 Limitations of Service (continued)

- 2.2.3 The Company reserves the right to discontinue furnishing service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of any provision in this Tariff, the rules and regulations of the Commission, or the law.
- 2.2.4 Title to all facilities provided by the Company under this Tariff remains with the Company. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

### 2.3 Use of Service

#### 2.3.1 Permitted Uses

Service may not be used for any unlawful purposes, or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier.

#### 2.3.2 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in this Tariff.

#### 2.3.3 Fixed Service Period

If Customer and the Company have agreed to a specified term of service under any service order, then following expiration of the initial term of service, or any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice.

#### 2.3.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under this Tariff or in any service order prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

### 2.4 Liability

2.4.1 The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the Tariff shall not exceed the amount of the credit allowance described in Section 2.5 herein. The extension of credit allowances as described in Section 2.5 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the Tariff. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost income or profits, even if advised of the possibility of the same.



## 2. RULES AND REGULATIONS (continued)

2.4 Liability (continued)

- 2.4.2 The Company shall not be liable for any claim or loss, expense, or damage, due to any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Tariff, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.
- 2.4.3 The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:
- A. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by the Company under this Tariff;
  - B. Connecting, combining, or adapting the Company's facilities with Customer's apparatus or systems;
  - C. Any loss, destruction or damage to property of the Company, the Customer, or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives, family members or invitees;
  - D. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of the Company or any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by this Tariff or any agreement between the Customer and the Company; or
  - E. Any personal injury or death of any person or for any loss of or damage to Customer Premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.
- 2.4.4 Emergency 911 Service (E911) is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal

## 2. RULES AND REGULATIONS (continued)

2.4 Liability (continued)

## 2.4.4 (continued)

injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agencies of any one of them.

When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this Tariff, Customer acknowledges and agrees with the release of information as described above.

The Company will supply subscriber information to update the Emergency 911 Service database at the time the Company submits subscriber orders for basic local exchange telecommunications service to Southwestern Bell Telephone Company..

At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. At that time, the Company will be obligated to provide facilities to route calls from the end users to the proper PSAP.

The Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190-310.

2.4.5 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.4.6 THE COMPANY MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THIS TARIFF, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## 2. RULES AND REGULATIONS (continued)

2.5 Interruption of Service

Customer will be entitled to a credit allowance for an interruption of service which is not caused by or does not result from the negligence or act of Customer or to the failure of channels, equipment, power supplies, and/or communications systems provided by Customer or Persons other than the Company. A credit allowance is subject to the provisions of this section and the other sections of this Tariff, including, but not limited to, the general liability provisions set forth in Section 2.4 herein and the terms of Section 2.6 herein. Customer is obligated to notify the Company immediately of any interruption in service for which the Customer desires a credit allowance. Before giving such notice, Customer shall ascertain that the interruption is not being caused by any action or omission of Customer within his or her control, or is not in wiring on Customer's side of the Demarcation Point or equipment, power supplies, or communications systems, if any, furnished by Customer or Persons other than the Company.

2.6 Responsibility of the Customer

- 2.6.1 All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communications systems provided by others are connected to the Company's facilities, Customer assumes additional responsibilities. Customers are responsible for:
- A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; and assuring that its users comply with regulations.
  - B. Providing:
    - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
    - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
  - C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:
    - 1. the negligence or willful act of Customer or user;
    - 2. improper use of service; or
    - 3. any use of equipment or service provided by others.
  - D. Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate the Company's facilities and equipment installed on the Customer Premises, and the level of heating and air conditioning necessary to maintain a proper operating environment on such premises;

## 2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

## 2.6.1 (continued)

- E. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide services to the Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by, the Company to the Customer;
- F. Providing the Company's authorized employees, contractors, or agents access to the Customer's premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service;
- G. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of the Company's facilities and equipment in any Customer Premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for the Company's employees, contractors, or agents to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or, upon termination service as stated herein, removing the facilities or equipment of the Company, and not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
- H. A Customer who subscribes to the Company's Exchange Service and resells these services to others shall be responsible for complying with all laws and regulations of the State of Missouri, which relate in any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and payment of applicable taxes. The Company has no obligation to provide notice to, or otherwise communicate with, Customers regarding local telephone service provided by another carrier.
- I. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees, contractors, or agents shall be installing or maintaining the Company's facilities and equipment.

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## 2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

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

## 2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

## 2.6.3 Credit Allowances

- A. Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided and billed for, by the Company.
- B. Credit allowances for failure of service or equipment starts when Customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
- C. Customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment, any act or omission of the Customer, or in wiring or equipment located on the Customer's side of the Demarcation Point.
- D. Only those portions of the service or equipment disabled will be credited. No credit allowances will be made for:
  - 1. interruptions of service resulting from the Company performing routine maintenance;
  - 2. interruptions of service for implementation of a Customer order for a change in the service;
  - 3. interruptions caused by the negligence or willful act of omission of Customer or its authorized user; or
  - 4. interruptions of service because of the failure of service or equipment provided by Customer, authorized user, or other carriers.
- E. Credit Allowance – Directory

For listings in alphabetical telephone directories and information records furnished without additional charge, no liability shall be attached to the Company.

Subject to the provision of Section 2.4 of this Tariff, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

- 1. For listings in alphabetical telephone directories furnished at additional charge, as set forth herein, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
- 2. For listings in the information records furnished at additional charge, as set forth herein, an amount not in excess of the charge for the listing during the period of omission or error.

## 2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

## 2.6.4 Cancellation by Customer

- A. Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or multi-year service contract. Such termination charge will be equal to one month's usage as projected in the Company's proposal for service, or the actual average monthly usage to date, whichever is higher, plus the monthly account charge for the remainder of the contract period.
- B. If Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and the Company, a charge will be made to Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by Customer.

## 2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Tariff.
- B. The Company will not alter the residential billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- C. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
- D. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, 800; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
- E. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
- F. Customer is liable for all costs associated with collecting past due charges, including all attorney's fees.

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## 2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

## 2.6.5 Payment and Charges for Service (continued)

## G. The Company sets forth the following on residential bills:

1. the number of access lines for which charges are stated.
2. the beginning or ending dates of the billing period.
3. the date the bill becomes delinquent if not paid on time.
4. the unpaid balance (if any).
5. the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
6. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable), and other surcharges as may be necessary and appropriate.
7. the total amount due.
8. if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated.
9. a telephone number where inquiries may be made.
10. if a deposit is held by the company.

H. During the first billing period in which a residential customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

I. If notice of a dispute as to charges is not received in writing, in person or via telephone message by the Company within 30 days after billing is received by the Customer, the invoice shall be considered correct and binding on the Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and the Company may be appealed to the Commission.

## 2.6.6 Deposits and Advance Payments

## A. Advance Payments

The Company may require a Customer or applicant for service to make an advance payment (1) if the applicant is unable to establish that he had a previous account with a telephone utility for a period of at least 12 months for which all undisputed charges were satisfactorily paid, or (2) if the applicant has had no previous telephone service or has had previous telephone service of less than 12 months, the applicant's credit record will be accessed and evaluated by means of a mechanized retrieval system between the Company and national recognized credit bureaus. No security payment will be required of those applicants who meet the Company's criteria, as evaluated by the scoring model. The criteria used in assessing a score is as follows: collection judgments, written-off accounts, outstanding collection accounts, various degrees of delinquency history from 30-180 days and not paid in full or current at the time of scoring, bankruptcies, liens, other public records. The advance payment will not exceed an amount equal to all nonrecurring charges and two month's estimated

## 2. RULES AND REGULATIONS (continued)

2.6 Responsibility of the Customer (continued)

## 2.6.6 Deposits and Advance Payments (continued)

## A. Advance Payments (continued)

recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and two month's estimated recurring charges. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

## B. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed two month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Deposits held will accrue interest at a rate which is equal to a rate of one percent (1%) above the prime lending rate as published in The Wall Street Journal. This amount shall be adjusted annually by using the prime lending rate published in The Wall Street Journal for the last business day of September of each year with the revised rate to be implemented on the first of October of each year.

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

## 2.6.7 Bad Check Charge

The Company will bill Customer a one-time charge of \$25.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

## 2.6.8 Late Payment Charge

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

Collection procedures are unaffected by the application of the late payment charge. The late payment charge does not apply to final amounts.



## 2. RULES AND REGULATIONS (continued)

2.7 Responsibility of the Company

## 2.7.1 Provision of Equipment and Facilities

- (N)
- A. The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff and applicable rules of the Commission.
  - B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
  - C. The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby materially reduce the technical parameters of the service provided to the Customer.
  - D. Subject to the arrangement of the Company and to all of the regulations contained in this Tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the customer. Special construction is that construction undertaken and characterized by one or more of the following:
    - 1. Facilities requested are not presently available, and there is no other requirement for the facilities so constructed.
    - 2. Facilities requested are of a type other than that which the Company would normally utilize in the furnishing of its services.
    - 3. Facilities requested are over a route other than that which the Company would normally utilize in the furnishing of its services.
    - 4. Facilities requested are in a quantity greater than that which the Company would normally construct.
    - 5. Facilities are requested on an expedited basis.
    - 6. Facilities are requested on a temporary basis until permanent facilities are available.
    - 7. Facilities are requested, in advance of normal construction.

## 2.7.2 Calculation of Credit Allowance

(M)

Pursuant to limitations set forth in Section 2.6.3, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than twelve hours.

## (M) 2. RULES AND REGULATIONS (continued)

2.7 Responsibility of the Company (continued)

## 2.7.2 Calculation of Credit Allowance (continued)

- B. Customer will be credited at the proportionate monthly charge involved for each twenty-four hours or fraction thereof of interruption.

## 2.7.3 Cancellation of Credit

Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30<sup>th</sup> of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.

## 2.7.4 Disconnection of Service by the Company

The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:

- A. Nonpayment of an undisputed delinquent charge;
- B. Failure to post a required deposit or guarantee;

## 2. RULES AND REGULATIONS (continued)

2.7 Responsibility of the Company (continued)

## 2.7.4 Disconnection of Service by the Company (continued)

- C. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- D. Failure to substantially comply with terms of a settlement agreement; or
- E. As provided by state and federal law.

Residential service may not be discontinued by the Company for failure to pay charges not subject to the Commission's jurisdiction unless specifically authorized in the Company's tariffs approved by the Commission.

Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

Residential customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated.

Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least five days prior to the date of the proposed discontinuance.

At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise it of the proposed discontinuance and what steps must be taken to avoid it.

The Company's Notice of Discontinuance shall contain the following information:

- The name and address and the telephone number of the Customer.

A statement of the reason for the proposed discontinuance and the cost (to the Customer) for reconnection.

The date after which service will be discontinued unless appropriate action is taken.

How a Customer may avoid the discontinuance.

The Customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the Customer is unable to pay the charge in full.

The telephone number where the Customer may make an inquiry.

A statement that this notice will not be effective if the charges involved are part of an unresolved dispute.

## 2. RULES AND REGULATIONS (continued)

2.7 Responsibility of the Company (continued)2.7.4 Disconnection of Service by the Company (continued)

## The Company's Notice of Discontinuation (continued)

A statement of the exception for medical emergency as follows:

Residential Medical Emergency

The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

Settlement Agreement for Residential Customers

1. When a residential customer is unable to pay a charge in full when due, the Company shall permit the Customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both the Company and the Customer. A copy of the settlement agreement shall be delivered or mailed to the Customer upon request by the Customer.
2. Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

2.7.5 Equal Access

The Company will allow Customers the choice of intraLATA and interLATA interexchange carriers.

2.8 Restoration of Service

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of the Company's service order, service will be reestablished only upon a basis of an application for new service.

During the period of disconnection, Customer's telephone number will not be reassigned. Once service has been terminated, the telephone number may be reassigned to another Customer.

## 2. RULES AND REGULATIONS (continued)

2.9 Taxes and Surcharges(T)  
(T)  
(T)

2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. All charges and fees subject to Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Tariff. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Tariff, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Tariff.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.12 Statement of Customer's Rights and Responsibilities

Pursuant to Commission Rule 240-33.060 (3), the Company will provide its Customers with the following information at the time service is established.

## 2. RULES AND REGULATIONS (continued)

2.12 Statement of Customer's Rights and Responsibilities (continued)**Rights and Responsibilities of Missouri Residential Telephone Customers**

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

**Your Telephone Bill**

You will receive a telephone bill from us each month. Birch Telecom of Missouri, Inc. provides basic local telephone service (including access to 911, where available), long distance service (including collect calls) and certain custom calling services. Payment in full is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

**Payment Arrangements**

Payment may be sent to Birch Telecom of Missouri, Inc. Payment for service may be made by check. If you are temporarily having difficulty paying your telephone bill, please call Birch Telecom of Missouri, Inc. immediately at 1-888-772-4724. By doing this, you may avoid having your phone service disconnected or terminated.

**Disconnection or Termination of Telephone Service**

Your telephone service is subject to disconnection or termination for any of the reasons listed below. If service is terminated, a new telephone number will be assigned and you will be required to pay installation charges again. If service is disconnected, your telephone number is reserved for 10 days and you will not be charged installation charges again.

- A. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, Birch Telecom of Missouri, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
- B. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- C. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- D. Misrepresentation of identity in obtaining telephone utility service.
- E. Incurs charges and evidences an intent not to pay such charges when due.

## 2. RULES AND REGULATIONS (continued)

2.12 Statement of Customer's Rights and Responsibilities (continued)**Rights and Responsibilities of Missouri Residential Telephone Customers (continued)****Reconnection of Service**

After local telephone service has been disconnected, Birch Telecom of Missouri, Inc. will restore your service when the reason for the disconnection has been remedied. Before restoring your service, the following will be required:

- A. Payment for all undisputed amounts must be received by Birch Telecom of Missouri, Inc. or its authorized Agent.
- B. Installation charges must be paid again if your service has been terminated. Installation charges will not be charged if your service has been disconnected. However, there is a charge for restoration of suspended service if your service has been disconnected but not yet terminated.
- C. One month's advance payment and/or a deposit has been made.

**Procedures for Handling Inquiries and Complaints**

Telephone inquiries may be directed to Birch Telecom of Missouri, Inc. at 1-888-772-4724. Written inquiries may be directed to Birch Telecom of Missouri, Inc. at 1302 Chestnut Street, P.O. Box 972, Emporia, Kansas, 66801.

(T)  
(T)**Filing a Complaint with the Missouri Public Service Commission**

If Birch Telecom of Missouri, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governor Office Building, 200 Madison Street, Jefferson City, Missouri, 65102-0360, toll free at 1-800-392-4211 to file an informal complaint.

(T)  
(T)

If your complaint cannot be resolved informally, you may file a formal complaint, in writing, with the Missouri Public Service Commission at their mailing address: P. O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Missouri Public Service Commission, has an office at 200 Madison Street, Suite 650, P.O. Box 7800, Jefferson City, Missouri, 65102-7800. The Public Counsel's telephone number is 1-573-751-4857.

(T)  
(T)2.13 Telephone Number Intercept

Whenever a Customer's telephone number is changed after a directory is published, the Company will intercept all calls to the former number for 30 days and give the calling party the new number, provided existing central office equipment will permit and the Customer so desires.

## 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	Hornersville	Pierce City
Advance	Clever	Jasper	Pocohontas-
Altenburg-	Climax Springs	Knob Noster	New Wells
Frohna	Deering	Lamar	Portageville
Antonia	Delta	LaMonte	Puxico
Archie	Downing	Lancaster	Quilin
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)



Birch Telecom of Missouri, Inc.

## 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	(M)
Hannibal	Union	
Harvester	Washington	
High Ridge	Webb City	
Jackson		

3.1.4 Rate Group B1

Chesterfield	
Fenton	
Imperial	
Manchester	
Maxville	
St. Charles	
Valley Park	(M)

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(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

(D)  
(D)  
(T)

3. SERVICE AREAS (continued)

3.1 Service Areas by Rate Group (continued)

3.1.6 Rate Group D

Kansas City Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 Zones

Gladstone  
Independence  
Parkville  
Raytown  
South Kansas City

Metropolitan Calling Area-2 Zones

Belton  
Blue Springs  
East Independence  
Lee's Summit  
Liberty  
Nashua  
Tiffany Springs

St. Louis Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 Zones

Ferguson  
Ladue  
Mehlville  
Overland  
Riverview  
Sappington  
Webster Groves

Metropolitan Calling Area-2 Zones

Bridgeton  
Creve Coeur  
Florissant  
Kirkwood  
Oakville  
Spanish Lake

Birch Telecom of Missouri, Inc.

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

## 4. SERVICES

4.1 Exchange Access Lines

## 4.1.1 Main Service

## (T) A. Main Service – Business(8)(10)

<u>Group</u>	<u>Flat Rate</u> <u>1-Party</u>	<u>Message Rate</u> <u>1-Party(1)(9)</u>	<u>Measured</u> <u>1-Party(9)</u>
A	\$16.85	\$14.55(2)	\$ 9.30
A1	15.17	13.10(3)	8.37
B	23.10	17.95(2)	12.70
B1	20.79	16.16(3)	11.43
C-Principal	23.13	17.78(3)	13.05
C-Metropolitan Calling Area-1	25.20	21.69(3)	13.91
D-Principal	30.20	21.33(4)	16.61
D-Metropolitan Calling Area-1	31.50	22.05(4)	17.33
D-Metropolitan Calling Area-2	33.26	23.00(4)	18.27

See Sheet No. 34 for footnotes.

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## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

(T)

## A. Main Service-Business(8)(10) (continued)

<u>Group</u>	<u>Flat Rate Trunk</u>	<u>1<sup>st</sup> Message Trunk(1)</u>	<u>Add'l. Msg. Trunk(1)</u>	<u>Multiline</u>
A	\$21.95	\$19.80(5)	\$ 9.30	\$21.95
A1	19.76	17.82(6)	8.37	19.76
B	30.05	23.20(5)	12.70	30.05
B1	27.05	20.88(6)	11.43	27.05
C-Principal	29.84	22.50(6)	13.05	29.84
C-Metropolitan Calling Area-1	32.81	27.45(6)	13.86	32.81
D-Principal	39.24	26.06(7)	16.61	39.24
D-Metropolitan Calling Area-1	40.95	26.78(7)	16.61	40.95
D-Metropolitan Calling Area-2	43.20	27.72(7)	16.61	43.20

See Sheet No. 34 for footnotes.

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## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

## (T) A. Main Service-Business(8)(10) (continued)

Footnotes

- (1) This service offering is subject to the availability of necessary facilities.
- (2) Includes allowance of 100 local messages; additional local messages are billed at \$.06 each.
- (3) Includes allowance of 100 local messages; additional local messages are billed at \$.054 each.
- (4) Includes allowance of 100 local messages; additional local messages are billed at \$.063 each.
- (5) Includes allowance of 200 local messages; additional local messages are billed at \$.06 each.
- (6) Includes allowance of 200 local messages; additional local messages are billed at \$.054 each.
- (7) Includes allowance of 200 local messages; additional local messages are billed at \$.063 each.
- (8) The rates for main service do not include a telephone instrument.
- (9) This service may be used with single-line telephone service, Key Telephone Systems, Communications Systems, Private Branch Exchange Systems or any other type of terminal equipment, except coin telephone service.
- (10) Business customers committing to a one year service term and subscribing to the Company's long distance service as set forth in the Company's Interexchange Tariff PSC Mo. No. 1 receive a discounted rate on long distance calls placed over the Company's interexchange network. In the event that service is disconnected by the customer after it is established but prior to the expiration of the one year term, the customer will be required to pay a charge equaling the sum of monthly payments remaining on the service term for each line or trunk disconnected.

(N)  
|  
(N)

For application in this tariff, such regulations, rates and charges shall be interpreted to apply on a "per request, per line/trunk" basis.

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.1 Main Service (continued)

(N)

All of the Residential Service Offerings described in Section 4 of this tariff will not be offered to new subscribers after May 12, 2000. Existing subscribers, defined as those subscribers in existence prior to May 12, 2000, shall be allowed to continue any and all Residential Services and Features subscribed to on or before May 12, 2000, at the rates referred to in this tariff. Existing subscribers who seek to purchase any additional Residential Access Lines, Additional Residential Service Offerings or Additional Residential Features offered herein, shall be allowed to do so after May 12, 2000, by requesting the same of the Company. Such Additional Residential Access Lines, Additional Residential Service Offerings or Additional Residential Features requested by existing subscribers, after May 12, 2000, shall be available at the current rates referred to in this tariff.

(N)

B. Main Service-Residence(1)

<u>Group</u>	<u>Flat Rate</u> <u>1-Party</u>	<u>Message</u> <u>1-Party(4)</u>
A	\$7.55	\$5.65(2)
A1	6.80	5.09(3)
B	9.10	6.50(2)
B1	8.19	5.85(3)
C-Principal	9.09	--
C-Metropolitan Calling Area-1	10.26	--
D-Principal	10.22	6.98(3)
D-Metropolitan Calling Area-1	10.67	--
D-Metropolitan Calling Area-2	11.25	--

See Sheet No. 37 for footnotes.

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4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.1 Main Service (continued)

B. Main Service-Residence(1)(continued)

<u>Group</u>	(D)	(D)	Flat Rate <u>Trunk</u>	(D) Measured <u>L-Party(4)</u>
A			\$11.70	\$4.15
A1			10.53	3.74
B			14.10	5.00
B1			12.69	4.50
C-Principal			13.95	5.13
C-Metropolitan Calling Area-1			15.89	5.63
D-Principal			15.84	5.63
D-Metropolitan Calling Area-1			16.52	5.85
D-Metropolitan Calling Area-2			17.46	6.21

See Sheet No. 37 for footnotes.

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(D)  
(D)

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.1 Main Service (continued)

B. Main Service-Residence(1) (continued)

Footnotes

- (1) The rates for main service do not include a telephone instrument.
- (T) (2) Includes allowance of 20 local messages; additional local messages \$.10 each.
- (T) (3) Includes allowance of 20 local messages; additional local messages \$.09 each.
- (N) This service is offered only in the Caruthersville and Sedalia exchanges as well as the Forest and Mission Central Office Districts of the Principal Zone of the St. Louis Metropolitan Exchange.  
  
For application in this tariff, such regulations, rates and charges shall be interpreted to apply on a "per request, per line/trunk" basis.
- (D) (4) This service offering may not be used for the operation of Bulletin Board Systems by those Customers qualifying for residential service.

Birch Telecom of Missouri, Inc.

(D)  
 (D)

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.1 Main Service (continued)

C. Measured Service

1. Rates

(a) Exchange Access Lines (Refer to rate tables, Sheet No. 31 through Sheet No. 36, preceding.)

(b) Usage Charges

(N)  
 (T)  
 (T)  
 (N)

Distance in Miles	Rate Segment I		Rate Segment II	
	Initial Minute Rate	Each Add'l. Minute Rate	Initial Minute Rate	Each Add'l. Minute Rate
0-14	\$.04	\$.01	\$.036	\$.009
15-28	.05	.02	.045	.018
Over 28	.06	.03	.054	.027

2. The method of applying usage charges:

- Initial period rates indicated in 1(b), preceding, are for connections of one minute or any fraction thereof.
- All additional minute rates indicated in 1(b), preceding, are for each additional minute or any fraction thereof that the connection continues beyond the initial period.
- The timing of messages begins when connection is established between the calling telephone number and the called telephone and ends when the connection is terminated at any point.

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4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.1 Main Service (continued)

C. Measured Service (continued)

3. Discount Periods

The following percentages will apply to local calls made during the discount periods:

	Mon.	Tues.	Wed.	Thu.	Fri.	Sat.	Sun.
8:00 a.m. to 5:00 p.m.	Day Rate Period Full Rate						
5:00 p.m. to 11:00 p.m.	Evening Rate Period 20% Discount						Eve. Rate 20%
11:00 p.m. to 8:00 a.m.	Night Rate & Weekend Rate Period 35% Discount						

- Discounts are applied by discount period to the total number of initial minutes and additional minutes accumulated during the billing period.
- When the application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.
- In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.

4. Optional Detail Billing

(N)

- |   | <u>Rate Segment 1</u> | <u>Rate Segment 11</u> |
|---|-----------------------|------------------------|
| - Monthly Preparation Charge .....          | \$1.00                | \$.90                  |
| - Printed Listing (per message charge)..... | .01                   | .009                   |
- Applicable Service and Equipment Charges apply for both initiating and terminating this optional service offering
  - These charges apply in addition to applicable usage charges specified in 1., preceding.

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## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

## D. Service and Equipment Charge

	<u>Residence</u>	<u>Business</u>
1. Charge to install main service access line, per access line	\$36.50	\$52.25
2. Charge to change telephone number per access line	11.25	7.75
3. Charge to initiate or terminate detailed billing, per access line	4.00	5.00
4. Charge to change to or from flat, message, or measured service, per access line	10.50	10.25
5. Charge to change to or from Optional Measured Metropolitan Exchange Service, per access line	4.00	5.00
6. Charge to change class of service, per access line		
- Residence to Business		12.25
- Business to Residence	11.25	
7. Charge to establish or rearrange hunting sequence, per access line	4.75	5.50
8. Charge to change type of signaling supervision (loop start to ground start or vice-versa), per access line	5.50	5.50

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## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

## E. Lifeline Service-Residence

1. Lifeline Service is a unique class of telephone service provided to an applicant which is designed to meet basic residential communications needs for emergency calls and for the maintenance of necessary social contacts.
2. Lifeline service includes: single party service; voice grade access to the public switched telephone network; Dual Tone Multifrequency (DTMF) or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; and access to directory assistance. Toll limitation services may also be provided as a part of Lifeline Service. Pursuant to paragraph 383 of the FCC's Final Report and Order in Case No. CC 96-45, toll limitation services include both toll blocking, which prevents the placement of all long distance calls for which the subscriber will be charged, and toll control which limits the toll charges a subscriber can incur during a billing period to a preset amount. The purpose of this offering is to maintain and preserve universal service.
3. Lifeline Service applicants are those certified by the Department of Social Services as economically disadvantaged by participation in Medicaid, Food Stamps, Supplementary Security Income (SSI), federal public housing assistance or Section 8, or Low Income Home Energy Assistance Program (LIHEAP), or income qualified as found in Missouri State Statute 660.105. The customer requesting Lifeline Service must provide to the Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Company when they no longer participate in the program or programs.
4. Applicants shall not be provided with more than one basic residential access line in his or her principal place of residence. An applicant for Lifeline Service may report only one address in the state as the principal place of residence.
5. Applicants may subscribe to flat rate or measured rate service at discounted rates outlined in 10., following.

## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

## E. Lifeline Service-Residence (continued)

6. When Lifeline Service is requested, no Service and Equipment Charge will apply to install the main service access line.
7. A customer may change to Lifeline Service from any other type of residential service at no charge. If a Lifeline customer no longer qualifies for Lifeline Service, that customer must change back to another type of residential service, in which case there will be no charge.
8. All charges either recurring or non-recurring for any service other than Lifeline Service, as described herein, shall be billed at the tariffed rate.
9. Lifeline Service customers shall be exempt from state sales tax applicable to their basic residential access line.
10. Rates (1)

Eligible Residential Customers will receive a \$3.50 discount off the normal applicable tariffed rate for their local exchange one-party flat rate or one-party measured rate service (2).

- (1) The rates for main service do not include a telephone instrument.
- (2) All Rules and Regulations for Measured Service as outlined in 4.1.1.C, preceding, apply to one-party measured rate Lifeline Service.

## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

## F. Extended Area Plus

## 1. Description

Extended Area Plus is an optional one way, outward service where, for a monthly recurring flat rate customers can place calls within their LATA to other customers in exchanges within the Extended Area Plus calling scope, as defined in subsection 4.1.1.F.3 of this tariff.

Qualified usage under this plan is intraLATA customer-dialed, sent-paid, non-coin calls originating at a subscriber's access line and terminating at an access line in an exchange within the Extended Area Plus calling scope as defined in sub-section 4.1.1.F.3 of this tariff.

Calls included in this plan are dialed using a seven-digit or ten-digit local dialing pattern.

## 2. Availability

This service is furnished subject to the availability of the required telecommunications facilities. Implementation of Extended Area Plus will be phased in over a period of time; therefore the service may not be available in all exchanges during the implementation period.

Subject to the restriction above, service is available to Missouri local exchange customers of the Company as listed in Section 3.1 of this Tariff. Service will not be offered to The Company's local exchange customers served by a switch located in another state. Service is available to single party, flat rate residence and business customers. Service is available to multiline customers. Service is not available to Local Measured Service subscribers, Message Rate Service subscribers or multiparty (party line) customers. Service is available to customers subscribing to Metropolitan Calling Area (MCA) Service.

Extended Area Plus is not offered in conjunction with Customer-Owned Pay Telephone Service, Cellular Service or Foreign Exchange Service.



## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.1 Main Service (continued)

## F. Extended Area Plus (continued)

## 3. Calling Scope

The Extended Area Plus Calling Scope includes all customers in all exchanges within the same LATA as the subscribing telephone line. In addition, the Extended Area Plus calling scope for the Kansas City LATA includes the Kansas portion of the Kansas City Metropolitan exchange.

## 4. Use Restrictions

Extended Area Plus is not offered in conjunction with services designed to forward calls in mass including but not limited to Simultaneous Call Forwarding, Remote Call Forwarding or similar services that might be offered under other names or by other companies.

Extended Area Plus is sold in conjunction with and solely for use on local exchange access lines and trunks. Extended Area Plus may only be used for the communications of a single end user. It may not be used to aggregate the communications of multiple end users for resale (including but not limited to, arrangements using services such as Simultaneous Call Forwarding or Remote Call Forwarding to aggregate calling capability for resale or to provision communications services for others).

This tariff shall only be effective as long as the use restrictions and the rules and regulations in this tariff remain in effect for all users (including any exchange telecommunications company or other company reselling this service, and their customers.) In the event any of these use restrictions or rules and regulations are held not to apply to all such users, upon notification by the Company to the Commission, this tariff shall not be available except to existing subscribers of the service at existing service levels at existing locations. The Company shall also have the right to withdraw this service offering in its entirety.

## 5. Multiline Accounts

With the following exceptions, Extended Area Plus subscribers are not required to purchase Extended Area Plus on all access lines of a multiline account. Exceptions are as follows:

- a. In cases where a single working telephone number is used for multiple access lines, if Extended Area Plus is purchased for one line in the arrangement, it must be purchased for all of the lines.

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.1 Main Service (continued)

F. Extended Area Plus (continued)

5. Multiline Accounts (continued)

b. Within a multiline hunting arrangement, if one access line is subscribed to Extended Area Plus, all lines must be subscribed to Extended Area Plus.

6. Minimum Service Period

The minimum service period for subscription to Extended Area Plus is one month.

7. Rate Application and Rates

a. Monthly Recurring Rates

Extended Area Plus rates and charges apply in addition to all other charges paid by the customer for other services of the Company. The Extended Area Plus monthly recurring rates apply on a per-line or per-trunk basis, except for Centrex type services which are billed on a PBX trunk equivalent basis. Extended Area Plus monthly recurring rates are billed one month in advance. In addition to the basic monthly rate for Extended Area Plus a discounted rate is applicable when Extended Area Plus is purchased in conjunction with optional MCA service.

b. Rates

Monthly Recurring Rates, per line or per trunk

	Extended Area Plus <u>Basic Rate</u>	Extended Area Plus with <u>Optional MCA</u>
Residence	\$50.00	\$20.00
Business	60.00	40.00

(D)

(D)

## 4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

## 4.1.2 Information Terminal Service(3)

A. The following charges apply for Information Terminal Service:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Information Terminal Service, Each termination	See Section 4.1.1.A preceding (1)	(2)

B. The minimum contract period for service is one month.

- (1) When associated with Centrex, the appropriate on-premises or off-premises station line rate also applies.
- (2) A \$52.25 Service and Equipment Charge applies for each termination provided, in addition to any applicable service connection charges.
- (3) Information Terminal Service does not apply to residence exchange service.

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4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.3 Line Status Verification and Busy Line Interrupt

A. Rates

- 1. Line Status Verification, per request.....\$1.29 (I)
- 2. Busy Line Interrupt, per request.....1.99 (I)

4.1.4 Local Operator Assistance

A. Rates

<u>Description</u>	<u>Rate</u>	
<u>Station-to-Station Service</u>		
<u>Travel Card</u>		
Non-Automated	\$1.15	(N)
Semi-Automated	.70	
Fully Automated	.50	
		(N)
<u>Collect</u>		
Non-Automated	\$1.15	(I)
Semi-Automated	.95	
Fully Automated	.75	
<u>Billed to a Third Number</u>		
Non-Automated	\$1.15	
Semi-Automated	.95	
Fully Automated	.75	
<u>Sent-Paid</u>		
Non-Automated	\$1.15	
Semi-Automated	.95	
<u>Person-to-Person Service</u>		
Non-Automated	\$2.55	
Semi-Automated	2.15	
		(I)

(D)

(D)

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.5 Hunting Line Services

A. Rates and Charges

(T),(N)

			Monthly Rate <u>Rate Segment I</u>	Monthly Rate <u>Rate Segment II</u>	Installation <u>Charge</u>
	(D)				
1. Rotary	(D)		N/A	N/A	N/A
2. Circle	(D)		\$ .85	\$ .77	\$3.25
3. Preferential(1)	(D)		2.80	2.52	3.25

## 4. SERVICES (continued)

4.2. Extended Area Service

Extended Area Service is an arrangement whereby Customers on one exchange or zone can call Customers in contiguous exchanges. There is an extended area service additive that applies per exchange or zone, in addition to the applicable local exchange rates.

Extended Area Service is furnished at the additive rate established in the following exchanges.

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	Exchange Area included in Extended Area <u>Service Calling Scope</u>
		(D)			
Adrian			\$ .65	\$1.65	Archie
Advance			.40	1.05	Bell City
(R) Agency			3.29	8.24	St. Joseph
Altenburg-Frohna			1.10	2.80	Pocahontas-New Wells
Antonia-Local Only			2.20	5.55	Cedar Hill, Herculaneum- Pevely, High Ridge, Hillsboro, Imperial and Maxville
Antonia-Metropolitan Calling Area-4			2.20	5.55	Cedar Hill-Local Only, Hillsboro-Local Only
Archie-Local Only			1.25	3.15	Adrian
Archie-Metropolitan Calling Area-5			1.25	3.15	Adrian
Armstrong			3.65	9.15	Fayette, Glasgow
Bell City			1.20	3.05	Advance, Oran
Benton			1.95	4.90	Chaffee, Oran, and Scott City
(I) Billings-Local Only			1.00	2.55	Clever and Republic
(I) Billings-Metropolitan Calling Area-2			1.00	2.55	Clever-Local Only
Bismarck			.70	1.80	Flat River, Leadwood
(N) Bloomfield			1.55	3.90	Dexter, Essex
Bloomsdale	(D)		.90	2.30	Ste. Genevieve

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	<u>Exchange Area Included in Extended Area Service Calling Scope</u>
		(D),(M)			
Bonne Terre		.80	2.05	Flat River, Leadwood	
Boonville		.15	.40	New Franklin	
Camdenton		1.05	2.65	Gravois Mills, Lake Ozark- Osage Beach	
Cape Girardeau		.40	1.05	Jackson, Scott City, McClure, Illinois	
Cardwell		1.95	4.90	Hornersville, Senath	
Carl Junction		2.00	5.05	Joplin, Webb City	
Caruthersville		1.40	3.55	Deering, Hayti	
Cedar Hill-Local Only		1.00	2.55	Antonia, High Ridge, Hillsboro and Ware	
Cedar Hill- Metropolitan Calling Area-5		1.00	2.55	Hillsboro-Local Only, Ware- Local Only	
Chaffee		1.45	3.65	Benton, Delta, Oran, Scott City	
Charleston		.80	2.05	East Prairie, Wyatt	
Chesterfield-Local Only		.90	2.30	Manchester, Harvester and Pond, plus the Creve Coeur zone of the St. Louis Metropolitan Exchange	
Chesterfield- Metropolitan Calling Area-3		.90	2.30	Harvester-Local Only and Pond- Local Only	
Clarksville		2.15	5.40	Louisiana, Paynesville	
(I) Clever-Local Only		3.35	8.40	Billings, Nixa and Republic	
(I) Clever-Metropolitan Calling Area-2		3.35	8.40	Billings-Local Only	
Deering		3.65	9.15	Caruthersville, Hayti and Kennett	

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

(R)	Exchange	(D)	(M)	Residence	Business	Exchange Area Included in Extended Area Service Calling Scope
			(D),(M)			
	DeKalb		3.06	7.70	Rushville, St. Joseph	
	Delta		2.20	5.55	Chaffee, Oran	
	DeSoto-Local Only		.70	1.80	Festus-Crystal City, Hillsboro and Ware	
	DeSoto-Metropolitan Calling Area-5		.70	1.80	Festus-Crystal City-Local Only, Hillsboro-Local Only, Ware- Local Only	
	Dexter		.55	1.40	Bloomfield, Essex	
	East Prairie		.45	1.15	Charleston	
	Eldon		.55	1.40	Lake Ozark-Osage Beach, Tuscumbia	
	Elsberry		.20	.55	Paynesville	
	Essex		2.15	5.40	Dexter, Bloomfield	
	Eureka-Local Only		1.85	4.65	High Ridge, Manchester, Pacific, Pond and Valley Park	
	Eureka-Metropolitan Calling Area-4		1.85	4.65	Pacific-Local Only	
	Farmington		.35	.90	Flat River	
	Fayette		.75	1.90	Armstrong, Glasgow and New Franklin	
	Fenton-Local Only		.50	1.26	Maxville, Valley Park and High Ridge, plus the Kirkwood and Sappington zones of the St. Louis Metropolitan Exchange	
	Fenton-Metropolitan Calling Area-3		.50	1.26	High Ridge-Local Only	
	Festus-Crystal City- Local Only		.50	1.30	DeSoto, Herculaneum-Pevely, Hillsboro	

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	Exchange Area Included in Extended Area <u>Service Calling Scope</u>
		(D),(M)			
Festus-Crystal City- Metropolitan Calling Area-5			.50	1.30	DeSoto-Local Only, Hillsboro- Local Only
Fisk			2.50	6.30	Poplar Bluff
Flat River			1.45	3.65	Bismarck, Bonne Terre, Farmington, Leadwood
Gideon			1.70	4.30	Malden, Risco
Glasgow			.75	1.90	Armstrong, Fayette
Grain Valley-Local Only			N/A	N/A	The Blue Springs zone of the Kansas City Metropolitan Exchange
Gravois Mill			1.00	2.55	Camdenton, Lake Ozark-Osage Beach, Versailles
Gray Summit-Local Only			1.10	2.80	Pacific, Union
Gray Summit- Metropolitan Calling Area-5			1.10	2.80	Pacific-Local Only, Union
(1) Greenwood-Local Only			.10	.30	The Belton and Lee's Summit zones of the Kansas City Metropolitan Exchange
Harvester-Local Only			.85	2.15	Chesterfield, Pond, St. Charles and St. Peters
Hayti			1.95	4.90	Caruthersville, Deering, Wardell
Herculaneum-Pevely- Local Only			.85	2.15	Antonia, Festus-Crystal City and Imperial
Herculaneum-Pevely- Metropolitan Calling Area-4			.85	2.15	Festus-Crystal City-Local Only

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	Exchange Area Included in Extended Area <u>Service Calling Scope</u>
		(D),(M)			
Higbee			2.50	6.30	Moberly
High Ridge-Local Only			1.00	2.55	Antonia, Cedar Hill, Eureka, Fenton, Maxville and Valley Park
High Ridge- Metropolitan Calling Area-4			1.00	2.55	Cedar Hill-Local Only
Hillsboro-Local Only			1.45	3.65	Antonia, Cedar Hill, DeSoto, Festus-Crystal City and Ware
Hillsboro- Metropolitan Calling Area-5			1.45	3.65	Cedar Hill-Local Only, DeSoto- Local Only, Festus-Crystal City- Local Only, Ware-Local Only
Holcomb			2.70	6.80	Kennett
Hornersville			1.70	4.30	Cardwell and Senath
Imperial-Local Only			1.17	2.97	Antonia, Herculaneum-Pevely and Maxville, plus the Oakville zone of the St. Louis Metropolitan Exchange
Imperial-Metropolitan Calling Area-3			1.17	2.97	Antonia-Local Only, Herculaneum-Pevely-Local Only
Jackson			1.25	3.15	Cape Girardeau, Oak Ridge, Pocahontas-new Wells, McClure, Illinois
Joplin			.15	.40	Carl Junction, Webb City
Kennett			.75	1.90	Deering, Holcomb, Senath
Lake Ozark-Osage Beach			1.85	4.65	Camdenton, Eldon, Gravois Mills, Tuscumbia
Leadwood			.60	1.55	Bismarck, Bonne Terre, Flat River

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	<u>Exchange Area Included in Extended Area Service Calling Scope</u>
		(D),(M)			
Lilbourn			1.75	4.40	Marston, New Madrid
Louisiana			.25	.65	Clarksville
Malden			.50	1.30	Gideon, Risco
Manchester-Local Only			.54	1.40	Chesterfield, Eureka, Pond and Valley Park, plus the Creve Coeur and Kirkwood zones of the St. Louis Metropolitan Exchange
Manchester-Metropolitan Calling Area-3			.54	1.40	Eureka-Local Only and Pond- Local Only
Marston			3.65	9.15	Lilbourn, New Madrid and Portageville
Maxville-Local Only			1.40	3.51	Antonia, Fenton, High Ridge and Imperial, plus the Mehlville, Oakville and Sappington zones of the St. Louis Metropolitan Exchange
Maxville-Metropolitan Calling Area-3			1.40	3.51	Antonia-Local Only and High Ridge-Local Only
Moberly			.20	.55	Higbee
Monett			.40	1.05	Pierce City
Montgomery City			.45	1.15	Bellflower
Morehouse			3.25	8.15	Sikeston
Nevada			.25	.65	Milo
New Franklin			1.25	3.15	Boonville, Fayette
New Madrid			1.05	2.65	Lilbourn, Marston
(R) Nixa Zone			2.25	5.67	Clever

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	<u>Exchange Area Included in Extended Area Service Calling Scope</u>
		(D),(M)			
Oak Ridge			3.65	9.15	Jackson, Pochahontas-New Wells
Old Appleton			3.40	8.55	Perryville
Oran			1.60	4.05	Bell City, Benton, Chaffee, Delta
Pacific-Local Only			1.80	4.55	Gray Summit, Eureka, Pond
Pacific-Metropolitan Calling Area-5			1.80	4.55	Gray Summit-Local Only
Paynesville			3.65	9.15	Clarksville, Elsberry
Perryville			.25	.65	Old Appleton, St. Marys, Kaskaskia, Illinois
Pierce City			1.45	3.65	Monett
Pochahontas-New Wells			3.65	9.15	Altenburg-Frohna, Jackson, Oak Ridge
Pond-Local Only			3.35	8.40	Chesterfield, Eureka, Harvester, Manchester, Pacific
Pond-Metropolitan Calling Area-4			3.35	8.40	Pacific-Local Only
Poplar Bluff			.30	.80	Fisk, Qulin
Portageville			.60	1.55	Marston
Qulin			2.25	5.65	Poplar Bluff
(R) Republic Zone			1.26	3.20	Billings, Clever
Risco			3.65	9.15	Gideon, Malden
(R) Rushville			2.97	7.47	DeKalb, St. Joseph
St. Charles-Local Only			.27	.72	Harvester

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M)	<u>Residence</u>	<u>Business</u>	<u>Exchange Area Included in Extended Area Service Calling Scope</u>
		(D)			
St. Charles- Metropolitan Calling Area-3			.27	.72	Harvester-Local Only
Ste. Genevieve			.45	1.15	Bloomsdale, St. Marys, Kaskaskia, Illinois
St. Joseph			.23	.59	Agency, DeKalb, Rushville, San Antonio
St. Marys			3.65	9.15	Perryville, Ste. Genevieve, Kaskaskia, Illinois
(R) San Antonio			3.29	8.24	St. Joseph
Scott City			.70	1.75	Benton, Cape Girardeau, Chaffee, McClure, Illinois
Senath			3.20	8.05	Cardwell, Hornersville, Kennett
Sikeston			.20	.55	Morehouse
(I) Smithville-Local Only			.80	2.05	Ferrelview, plus the Liberty and Nashua zones of the Kansas City Metropolitan Exchange
Trenton			.65	1.65	Brimson, Galt, Laredo, Spickard
Tuscumbia			2.25	5.65	Eldon, Lake Ozark-Osage Beach
Union			.40	1.05	Gray Summit
Valley Park- Local Only			.90	2.30	Fenton, Eureka, High Ridge, Manchester, plus the Kirkwood zone of the St. Louis Metropolitan Exchange
Valley Park- Metropolitan Calling Area-3			.90	2.30	Eureka-Local Only and High Ridge-Local Only
Versailles			.30	.80	Gravois Mills

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## 4. SERVICES (continued)

4.2. Extended Area Service (continued)

<u>Exchange</u>	(D)	(M) (D) (D),(M) <u>Residence</u>	<u>Business</u>	<u>Exchange Area Included in Extended Area Service Calling Scope</u>
Wardell		1.70	4.30	Hayti
Ware-Local Only		3.65	9.15	DeSoto, Cedar Hill, Hillsboro
Ware-Metropolitan Calling Area-5		3.65	9.15	DeSoto-Local Only, Cedar Hill- Local Only, Hillsboro-Local Only
Webb City		.70	1.80	Carl Junction, Joplin
Wyatt		2.10	5.30	Charleston

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4. SERVICES (continued)

4.3 Metropolitan Exchange Service

4.3.1 General

In the Kansas City and St. Louis Metropolitan Exchanges there is a Principal Zone, a group of Metropolitan Calling Area-1 (MCA-1) Zones and a group of Metropolitan Calling Area-2 (MCA-2) Zones.

In the Springfield Metropolitan Exchange there is a Principal Zone and a group of Metropolitan Calling Area-1 (MCA-1) Zones.

The rates specified for each zone in the Metropolitan Exchange entitle the Customer to local service within the primary service area specified for that zone.

4.3.2 The following are the zones included in the Kansas City Metropolitan Exchange:

Kansas City Metropolitan Exchange

Missouri

Principal

Metropolitan Calling Area-1

(MCA-1) Zones

Gladstone

Independence

Parkville

Raytown

South Kansas City

Metropolitan Calling Area-2

(MCA-2) Zones

Belton

Blue Springs

East Independence

Lee's Summit

Liberty

Nashua

Tiffany Springs

Kansas

Principal

Metropolitan Calling Area-1

(MCA-1) Zones

Bethel

Melrose

Metropolitan Calling Area-2

(MCA-2) Zones

Bonner Springs

Olathe

Stanley

## 4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

- 4.3.2 The following are the zones included in the Kansas City Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
Principal Kansas City Zone and MCA-1 Zones Gladstone Independence Parkville Raytown South Kansas City	All subscribers in the Kansas City Metropolitan Exchange and Ferrelview (United Tel. Co.); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.
MCA-2 Zones East Independence Tiffany Springs	All subscribers in the Kansas City Metropolitan Exchange and Ferrelview (United Tel. Co.); plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman, and Basehor, Kansas optional service subscribers.

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## 4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

4.3.2 The following are the zones included in the Kansas City Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
MCA-2 Zones (continued) Belton	All subscribers in the Kansas City Metropolitan Exchange, Ferrelview (United Tel. Co.) and Greenwood, plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.
Lee's Summit	All subscribers in the Kansas City Metropolitan Exchange and Ferrelview and Lake Lotawana (United Tel. Co.); and Greenwood; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Grain Valley, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor Kansas optional service Customers.

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## 4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

4.3.2 The following are the zones included in the Kansas City Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
MCA-2 Zones (continued) Liberty Nashua	All subscribers in the Kansas City Metropolitan Exchange, Ferrelview (United Tel. Co.) and Smithville, plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Grain Valley, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Lake Lotawana, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg, GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.
Blue Springs	All subscribers in the Kansas City Metropolitan Exchange, United Telephone Company of Missouri's exchanges of Ferrelview and Lake Lotawana, Grain Valley; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Farley, Smithville, Greenwood, Excelsior Springs, Richmond and Archie; the Missouri portion of Southwestern Bell's exchange of Leavenworth; United Telephone Company's exchanges of Platte City, Kearney, Missouri City, Buckner, Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill, Harrisonville, Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg; GTE's exchanges of Trimble, Peculiar, Cleveland, Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; MO-KAN Dial Inc.'s exchange of Freeman; and Basehor, Kansas optional service subscribers.

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## 4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

4.3.3 The following are the zones included in the St. Louis Metropolitan Exchange:

St. Louis Metropolitan ExchangePrincipal ZoneMetropolitan Calling Area-1 (MCA-1) Zones

Ferguson  
Ladue  
Mehlville  
Overland  
Sappington  
Riverview  
Webster Groves

Metropolitan Calling Area (MCA-2) Zones

Bridgeton  
Creve Coeur  
Florissant  
Kirkwood  
Oakville  
Spanish Lake

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
Principal St. Louis Zone	All subscribers in the St. Louis Metropolitan Exchange, plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melie, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm. In addition, customers in East St. Louis and Granite City, Illinois (Illinois Bell Telephone Company exchanges) who subscribe to Extended Local Area Service.

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## 4. SERVICES (continued)

## 4.3 Metropolitan Exchange Service (continued)

4.3.3 The following are the zones included in the St. Louis Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
MCA-1 Zones Ferguson Ladue Overland Riverview Webster Groves	All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.
Mehlville	All subscribers in the St. Louis Metropolitan Exchange and Maxville; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

4.3.3 The following are the zones included in the St. Louis Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
<p>MCA-1 Zones (continued) Sappington</p>	<p>All subscribers in the St. Louis Metropolitan Exchange, Fenton and Maxville; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm</p>
<p>MCA-2 Zones Bridgeton Florissant Spanish Lake</p>	<p>All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.</p>

## 4. SERVICES (continued)

## 4.3 Metropolitan Exchange Service (continued)

- 4.3.3 The following are the zones included in the St. Louis Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
MCA-2 Zones (continued) Kirkwood	All subscribers in the St. Louis Metropolitan Exchange, Manchester, Fenton and Valley Park; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.
Oakville	All subscribers in the St. Louis Metropolitan Exchange, Maxville and Imperial; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Harvester, Pond, Eureka, High Ridge, Antonia, Herculanum-Pevely, Gray Summit, Pacific, and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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## 4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

- 4.3.3 The following are the zones included in the St. Louis Metropolitan Exchange (continued):

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
MCA-2 Zones (continued) Creve Coeur	All subscribers in the St. Louis Metropolitan Exchange, Chesterfield and Manchester; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and DeSoto; GTE Midwest, Incorporated's (GTE's) exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

4. SERVICES (continued)

4.3 Metropolitan Exchange Service (continued)

4.3.4 The following are the zones included in the Springfield Metropolitan Exchange:

Springfield Metropolitan Exchange

Principal Zone

Metropolitan Calling Area-1 (MCA-1) Zones

- Fair Grove
- Nixa
- Republic
- Rogersville
- Stafford
- Willard

<u>Exchange</u>	<u>Exchange Areas Included in Primary Service Area</u>
Principal Springfield Zone	All subscribers in the Springfield Metropolitan Exchange, plus Metropolitan Calling Area-2 (MCA-2) subscribers in: Southwestern Bell's exchanges of Ash Grove, Billings, Clever, Marionville, and Walnut Grove; GTE Midwest, Incorporated's (GTE's) exchanges of Elkland, Fordland, Highlandville, Hurley, Marshfield, Ozark and Sparta; Missouri Telephone Company's exchanges of Morrisville and Pleasant Hope; and Choctaw Telephone Company's exchange of Halltown
MCA-1 Zones Fair Grove Nixa Republic Rogersville Stafford Willard	All subscribers in the Springfield Metropolitan Exchange, plus MCA-2 subscribers in: Southwestern Bell's exchanges of Ash Grove, Billings, Clever, Marionville and Walnut Grove; GTE's exchanges of Elkland, Fordland, Highlandville, Hurley, Marshfield, Ozark and Sparta; Missouri Telephone Company's exchanges of Morrisville and Pleasant Hope; and Choctaw Telephone Company's exchange of Halltown.



## 4. SERVICES (continued)

4.4 Optional Metropolitan Calling Area (MCA) Service

## 4.4.1 Service Description

- A. Metropolitan Calling Area (MCA) service is available in three distinct areas in Missouri: the St. Louis MCA, the Kansas City MCA and the Springfield MCA.
- B. The St. Louis, Kansas City and Springfield Metropolitan Exchanges are included in the respective MCAs. The basic local calling scope for each of these exchanges is the MCA-wide calling scope as described in Sections 4.3.2, 4.3.3 and 4.3.4 of this Tariff.
- C. 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 Section 4.4.3 following.
- D. In each MCA, exchanges and Metropolitan Exchange Zones are grouped into different MCA rate classifications. In the St. Louis and Kansas City MCAs, exchanges where Optional MCA Service is available are classified as MCA-3, MCA-4 or MCA-5. In the Springfield MCA, exchanges where Optional MCA Service is available are classified as MCA-2.

## 4.4.2 Availability of Service

## A. St. Louis MCA

1. 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.
2. The Southwestern Bell Telephone Company MCA-4 exchanges where Optional MCA service is available are: Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely.
3. 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.

## 4. SERVICES (continued)

4.4 Optional Metropolitan Calling Area (MCA) Service (continued)

## 4.4.2 Availability of Service (continued)

## B. Kansas City MCA

1. The Southwestern Bell Telephone Company MCA-3 exchanges where Optional MCA Service is available are: Farley, Smithville, Grain Valley and Greenwood.
2. The Southwestern Bell Telephone Company MCA-4 exchange where Optional MCA service is available is Excelsior Springs.
3. The Southwestern Bell Telephone Company MCA-5 exchanges where Optional MCA service is available are Richmond and Archie.

## C. Springfield MCA

The Southwestern Bell Telephone Company MCA-2 exchanges where Optional MCA service is available are: Walnut Grove, Ash Grove, Billings, Clever and Marionville.

## 4.4.3 Calling Scope

## A. Service Areas

## 1. St. Louis MCA

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

- a. 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
- b. 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.
- c. 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.

## 4. SERVICES (continued)

4.4 Optional Metropolitan Calling Area (MCA) Service (continued)

## 4.4.3 Calling Scope (continued)

## A. Service Areas (continued)

## 1. St. Louis MCA (continued)

- d. 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. Kansas City MCA

The total service area for the Kansas City MCA is comprised of the following six groups of zones and exchanges:

- a. Southwestern Bell's Kansas City Metropolitan Exchange, including the Principal Zone (Missouri and Kansas); the MCA-1 Zones of Gladstone, Independence, Parkville, Raytown, South Kansas City, Bethel (Kansas) and Melrose (Kansas); and the MCA-2 Zones of Belton, Blue Springs, East Independence, Lee's Summit, Liberty, Nashua, Tiffany Springs, Bonner Springs (Kansas), Olathe (Kansas) and Stanley (Kansas).
- b. MCA-3 includes the following: Southwestern Bell's exchanges of Farley, Smithville, Grain Valley and Greenwood; the Missouri customers in Southwestern Bell's exchange of Leavenworth; and United Telephone Company's exchanges of Platte City, Ferrelview, Kearney, Missouri City, Buckner and Lake Lotawana.
- c. MCA-4 includes the following: Southwestern Bell's exchange of Excelsior Springs; United Telephone Company's exchanges of Weston, Camden Point, Edgerton, Holt, Orrick, Oak Grove, Lone Jack, Pleasant Hill and Harrisonville; and GTE's exchanges of Trimble, Peculiar and Cleveland.
- d. MCA-5 includes the following: Southwestern Bell's exchanges of Richmond and Archie; United Telephone Company's exchanges of Dearborn, Henrietta, Wellington, Odessa, Holden, Kingsville and Strasburg.; GTE's exchanges of Plattsburg, Lawson, East Lynne, Garden City and Drexel; Lathrop Telephone Company's exchange of Lathrop; and MO-KAN Dial Inc.'s exchange of Freeman.

## 4. SERVICES (continued)

4.4 Optional Metropolitan Calling Area (MCA) Service (continued)

## 4.4.3 Calling Scope (continued)

## A. Service Areas (continued)

## 3. Springfield MCA

The total service area for the Springfield MCA is comprised of the following three groups of zones and exchanges:

- a. Southwestern Bell's Springfield Metropolitan Exchange, including the Principal Zone and the MCA-1 Zones of Rogersville, Strafford, Fair Grove, Willard, Republic and Nixa.
- b. MCA-2 includes the following: Southwestern Bell's exchanges of Walnut Grove, Ash Grove, Billings, Clever and Marionville; GTE's exchanges of Elkland, Marshfield, Fordland, Sparta, Ozark, Highlandville and Hurley; Missouri Telephone Company's exchanges of Pleasant Hope and Morrisville; and Choctaw Telephone Company's exchange of Halltown.

## B. Optional MCA Calling Scopes

## 1. St. Louis and Kansas City 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.

## 2. St. Louis and Kansas City 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.

## 3. St. Louis and Kansas City 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.

## 4. Springfield MCA-2 Calling Scope

The calling scope for MCA subscribers in MCA-2 exchanges includes all customers in the Springfield Metropolitan Exchange, and MCA subscribers in MCA-2 exchanges.

Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.4 Optional Metropolitan Calling Area (MCA) Service (continued)

## 4.4.3 Calling Scope (continued)

## C. Extended Area Service (EAS) Considerations

In addition to the MCA calling scopes defined herein, EAS calling scopes and rates, if applicable for MCA subscribers, are defined in Section 4.2 of this Tariff.

## 4.4.4 Rates and Charges

## A. Monthly Rates, per line:

		(D)	
		<u>Residence</u>	<u>Business</u>
(T)	1. Springfield MCA-2		
(I)	a. Flat Rate Option	\$11.45	\$21.75
(I)	b. Measured 1-Party Option	6.30	11.95
	2. St. Louis MCA-3		
(R)	a. Flat Rate Option	11.12	22.32
(R)	b. Measured 1-Party Option	6.12	12.29
(N)	3. Kansas City MCA-3		
(N),(I)	a. Flat Rate Option	12.35	24.80
(N),(I)	b. Measured 1-Party Option	6.80	13.65
	4. St. Louis/Kansas City MCA-4		
	a. Flat Rate Option	21.55	46.75
	b. Measured 1-Party Option	11.85	25.70
	5. St. Louis/Kansas City MCA-5		
	a. Flat Rate Option	32.50	70.70
	b. Measured 1-Party Option	17.90	38.90

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(D)

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(D)

(D)

(T)

## 4. SERVICES

(T)

4.5 General Exchange Services

(T)

## 4.5.1 Conference Telephone Service - Local

## A. Rates and Charges

The total charge for the conference connection is the sum of the set-up charge and the usage charge for total conversation time.

1. Set-up charge is \$1.60 for each Exchange Access Arrangement included in the conference call.
2. The charge for conversation time will consist of the total minutes of conversation multiplied by the appropriate usage charge per minute applying to the conference call.
3. The appropriate usage charge for each exchange access arrangement is as follows:

<u>Mileage Between the Two Most Distant Service Points</u>	<u>Initial Minute Rate</u>	<u>Each Additional Minute Rate</u>
0 - 14	\$.04	\$.01
15 - 28	.05	.02
Over 28	.06	.03

## (a) The method of applying usage charges:

- initial period rates indicated above are for connections of one minute or any fraction thereof.
- all additional minute rates indicated above are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

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(D)  
(D)

4. SERVICES (continued)

(T)

4.5 General Exchange Services (continued)

(T)

4.5.1 Conference Telephone Service – Local (continued)

A. Rates and Charges (continued)

4. Timing of Messages

- (a) The chargeable duration of the message is the elapsed time between the start of conversation, with all points on the conference connection and the time at which the disconnect signal is received from the originating exchange access arrangement, except as follows:

When the originating Customer requests that one or more exchange access arrangements be added to or disconnected from a conference call on which conversation is in progress, that call is considered terminated and a new call is considered initiated to the revised group of Exchange Access Arrangements.

- (b) Chargeable time does not include time lost because of faults or defects in the service.

5. Discount Periods

The following percentages will apply to local conference calls made during the discount periods

	Mon.	Tues.	Wed.	Thu.	Fri.	Sat.	Sun.
8:00 a.m. to 5:00 p.m.	Day Rate Period Full Rate						
5:00 p.m. to 11:00 p.m.	Evening Rate Period 20% Discount						Eve. Rate 20%
11:00 p.m. to 8:00 a.m.	Night Rate & Weekend Rate Period 35% Discount						

- Discounts are applied by discount period to the total number of initial minutes and additional minutes accumulated during the call.
- When the application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.
- In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.



(D)  
(D)

4. SERVICES (continued)

(T)

4.5 General Exchange Services (continued)

(T)

4.5.2 Residence Rates & Charges—Calling Features

A. Per Line

The additional monthly rate is applicable only when multiple services are ordered as specified(10).

(T)  
(N)  
(T)  
(N)

	(D)	Monthly Rates		Monthly Rates		S&E Charge (1)
		Rate Segment I		Rate Segment II		
		First	Additional	First	Additional	
Calling Number Delivery(11)		\$6.50	\$6.50	\$5.85	\$5.85	\$7.75
Calling Name Delivery(11)		6.50	6.50	5.85	5.85	7.75
Call Return		3.50	3.50	3.15	3.15	7.75
Call Waiting (2)		8.00	8.00	7.20	7.20	7.75
Call Blocker		3.00	2.10	2.70	1.89	7.75
Call Forwarding		3.00	2.10	2.70	1.89	7.75
Remote Access To Call Fwd		1.00	1.00	.90	.90	7.75
Three-Way Calling		3.00	2.10	2.70	1.89	7.75
Auto Redial		3.00	2.10	2.70	1.89	7.75
Priority Call		3.00	2.10	2.70	1.89	7.75
Speed Calling 8		3.00	2.10	2.70	1.89	7.75
Selective Call Forwarding		3.00	2.10	2.70	1.89	7.75

B. Per Line

The additional monthly rates specified above are not applicable when ordered with the following services:

(T)  
(N)

	(D)	Monthly Rates	Monthly Rates	S&E Charge (1)
		Rate Segment I	Rate Segment II	
Speed Calling 30 (3)		\$6.55	\$5.90	\$7.75
Call Forwarding-Busy Line		.75	.68	7.75
Call Forwarding -Don't Answer		.75	.68	7.75
Call Fwd -Busy/Don't Answer		1.00	.90	7.75
Intercom Calling (9)		2.00	1.80	7.75
Multi-Distinctive Ringing (4)				
One Dependent DN		4.00	3.60	7.75 (5)
Two Dependent DNs				7.75 (5)
1 <sup>st</sup> Dependent DN		4.00	3.60	
2 <sup>nd</sup> Dependent DN		2.00	1.80	
Simultaneous Call Fwd.		4.35	3.92	14.50 (6)(7)
		Per Successful	Per Successful	
		Activation	Activation	
		<u>Rate Segment I</u>	<u>Rate Segment II</u>	
Call Trace (8)		\$6.00	\$5.40	

See Sheet No. 52 for footnotes.

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.2 Residence Rates & Charges—Calling Features (continued)

(T) B. Per Line (continued)

		Monthly Rates		
		<u>Rate Segment I</u>	<u>Rate Segment II</u>	<u>S&amp;E Charge(15)</u>
(R)	Call Waiting ID(13)(16)	\$1.00	\$ .90	\$7.75
	Call Waiting ID Options(14)(16)	1.00	.90	7.75
Calling Features				
(R)	Call Waiting ID(13)(16)	.50	.45	7.75
	Call Waiting ID Options(14)(16)	.50	.45	7.75
Calling Features - Basic Residence Package				
(R)	Call Waiting ID(13)(16)	.80	.72	7.75
	Call Waiting ID Options(14)(16)	.80	.72	7.75

C. Per Line

	<u>Rate Segment I</u>		<u>Rate Segment II</u>	
	<u>Per Activation</u>	<u>Maximum Monthly Charge</u>	<u>Per Activation</u>	<u>Maximum Monthly Charge</u>
Auto Redial (8)	\$.50	\$4.00	\$.45	\$3.60
Call Return (8)	.50	4.00	.45	3.60
Three-Way Calling (8)	.75	6.00	.68	5.40

See Sheet No. 52 for footnotes.

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.3 Business Rates & Charges—Calling Features

A. Per Line

The additional monthly rate is applicable only when multiple services are ordered as specified(10).

	Monthly Rates Rate Segment I		Monthly Rates Rate Segment II		S&E Charge (1)
	First	Additional	First	Additional	
Calling Number Delivery(11)	\$8.50	\$8.50	\$7.65	\$7.65	\$14.50
Calling Name Delivery(11)	8.50	8.50	7.65	7.65	14.50
Call Forwarding	6.00	6.00	5.40	5.40	14.50
Remote Access to Call Fwd.	2.75	2.75	2.48	2.48	14.50
Call Waiting (2)	8.00	8.00	7.20	7.20	14.50
Three-Way Calling	4.00	2.50	3.60	2.25	14.50
Call Return	4.00	2.50	3.60	2.25	14.50
Auto Redial	4.00	2.50	3.60	2.25	14.50
Priority Call	4.00	2.50	3.60	2.25	14.50
Speed Calling 30	4.00	2.50	3.60	2.25	14.50
Selective Call Forwarding	4.00	2.50	3.60	2.25	14.50
Call Blocker	4.00	2.50	3.60	2.25	14.50
Speed Calling 8 (3)	4.00	2.50	3.60	2.25	14.50

B. Per Line

The additional monthly rates specified above are not applicable when ordered with the following services:

	Monthly Rates Rate Segment I	Monthly Rates Rate Segment II	S&E Charge (1)
Call Forwarding-Busy Line	\$3.00	\$2.70	\$14.50
Call Forwarding -Don't Answer	3.00	2.70	14.50
Call Fwd.-Busy/Don't Answer	4.00	3.60	14.50
Intercom Calling (9)	2.50	2.25	14.50
Multi-Distinctive Ringing(4)			
One Dependent DN	6.00	5.40	14.50 (5)
Two Dependent DNs			14.50 (5)
1 <sup>st</sup> Dependent DN	6.00	5.40	
2 <sup>nd</sup> Dependent DN	2.00	1.80	
(N) Call Transfer Disconnect(12)	15.00	13.50	14.50
Simultaneous Call Fwd.	4.35	3.92	14.50 (6)(7)

(N)  
 (M)  
 (M)

See Sheet No. 52 for footnotes.

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.3 Business Rates & Charges—Calling Features (continued)

B. Per Line (continued)

	Per Successful Activation <u>Rate Segment I</u>	Per Successful Activation <u>Rate Segment II</u>
Call Trace (8)	\$6.00	\$5.40

	Monthly Rates		
	<u>Rate Segment I</u>	<u>Rate Segment II</u>	<u>S&amp;E Charge(15)</u>
Call Waiting ID(13)(16)	\$5.00	\$4.50	\$14.50
Call Waiting ID Options(14)(16)	1.00	5.40	14.50

C. Per Line

	<u>Rate Segment I</u>		<u>Rate Segment II</u>		
	<u>Per Activation</u>	<u>Maximum Monthly Charge</u>	<u>Per Activation</u>	<u>Maximum Monthly Charge</u>	
Auto Redial (8)	\$.58	\$4.66	\$.52	\$4.19	(1)
Call Return (8)	.58	4.66	.52	4.19	(1)
Three-Way Calling (8)	.75	6.00	.68	5.40	

See Sheet No. 52 for footnotes.

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(D)

(D)

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

(T)

Footnotes—Business and Residence Rates & Charges—Calling Features

(T)

(1) The maximum Service and Equipment Charge per line is \$7.75 and \$14.50 for residential and business, respectively, except when the Simultaneous Call Forwarding service is established.

(2) This rate is inclusive of the Cancel Call Waiting option where available.

(3) Speed Calling 8 (business) and Speed Calling 30 (residence) are available only to existing Customers at existing locations.

(T)

(4) If Multi-Distinctive Ringing is ordered at the same time as another Calling Features, the higher Service and Equipment Charge is applied.

(5) Only one Service and Equipment Charge applies when more than one dependent DN is ordered or changed simultaneously.

(6) Applies in addition to the Service and Equipment Charge for other Calling Features.

(T)

(7) In addition, a Complex Installation/Move Charge of \$12.00 applies.

(8) Upon request, this service can be removed from a Customer's telephone line.

(9) Obsolete to existing Customers at existing locations.

(10) When a single service is ordered, the "first" monthly service rate applies. When multiple services are ordered, one "first" monthly service rate applies and the "additional" monthly service rate applies to the remaining services. The services are listed in priority order (i. e., if multiple services are ordered, they will be priced in the sequence order as listed in Paragraphs 4.3.2 (Residence) or 4.3.3 (Business)).

(11) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Any calling party may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.

If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customers that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer-Owned Pay Telephone Service. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)Footnotes—Business and Residence Rates & Charges—Calling Features (continued)

## (11) Caller ID with Name and Number (continued)

Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (\*82 on their Touch Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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

Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (12) Offered service to the availability of facilities.
- (T) (13) Call Waiting ID is offered subject to the following limitations: customers must also subscribe to Call Waiting and Caller ID Name and Number. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the Call Waiting ID capability. This service is available only where facilities permit.
- (14) Call Waiting ID Options service will display the name and/or number of the person calling on the customer's Customer Premise Equipment (CPE). Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The Disposition Codes appear on the customer's CPE as menu options. The available options for the disposition of the second caller include: Talk to the second caller, provide the caller with a busy announcement, forward the call to a "wait a minute" or "call me back" message, route the new call to a voice mailbox, and allow the caller to join the conversation in progress.

Call Waiting ID Options is offered subject to the following limitations: customers must also subscribe to Call Waiting and Caller ID Name and Number, and Call Waiting ID; customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service; customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID Options. The feature is available only where facilities permit.

- (15) The maximum Service and Equipment Charge per line is \$7.75 for residence and \$14.50 for business, respectively, except when the service is ordered in conjunction with Calling Features, Calling Features-Basic Residence Package or Business Saver. If the service is ordered in conjunction with Calling Features, Calling Features-Basic Residence Package or Business Saver, the Service and Equipment Charges are waived.
- (16) Caller ID Service is required for the provision of Call Waiting ID and Call Waiting ID Options as described in Section 1 and 4.5. Call Waiting ID and Call Waiting ID Options are subject to available facilities.

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.4 Business Saver Package

The Business Saver package is available to business Customers that subscribe to calling features included in one of the following arrangements.

## A. Business Saver "A"

- (1) Multi-Distinctive Ringing, plus
- (2) Any combination of two of the following services

Auto Redial (monthly rate basis only)  
 Call Blocker  
 Call Forwarding  
 Call Return (monthly rate basis only)  
 Call Waiting  
 Priority Call  
 Remote Access to Call Forwarding  
 Selective Call Forwarding  
 Three-Way Calling  
 Call Transfer Disconnect

(N)

## B. Business Saver "B"

- (1) Caller ID Service (Calling Name Delivery and/or Calling Number Delivery), plus
- (2) Any combination of two of the following services:

Auto Redial (monthly rate basis only)  
 Call Blocker  
 Call Forwarding  
 Call Return (monthly rate basis only)  
 Call Waiting  
 Priority Call  
 Remote Access to Call Forwarding  
 Selective Call Forwarding  
 Three-Way Calling  
 Call Transfer Disconnect

(N)

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.4 Business Saver Package (continued)

## C. Business Saver "C"

## (1) Any combination of three of the following services:

Auto Redial (monthly rate basis only)  
 Call Blocker  
 Call Forwarding  
 Call Return (monthly rate basis only)  
 Call Waiting  
 Priority Call  
 Remote Access to Call Forwarding  
 Selective Call Forwarding  
 Three-Way Calling  
 Call Transfer Disconnect

(N)

## D. Business Saver "D"

- (1) Any Regular Extra Listing, plus  
 (2) Any combination of two of the following services:

Auto Redial (monthly rate basis only)  
 Call Blocker  
 Call Forwarding  
 Call Return (monthly rate basis only)  
 Call Waiting  
 Priority Call  
 Remote Access to Call Forwarding  
 Selective Call Forwarding  
 Three-Way Calling  
 Call Transfer Disconnect

(N)

## E. Business Saver "E"

Call Waiting  
 Caller ID Name and Number  
 Either Call Waiting ID or Call Waiting ID with Call Waiting ID Options(1)

- (1) Caller ID Service is required for the provision of Call Waiting ID and Call Waiting ID Options as described in Section 1 and 4.5.

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.4 Business Saver Package (continued)

## E. Rates and Charges

- (1) The following discount is applicable as a credit to the Customer's monthly bill.

	Monthly Discount	Monthly Discount	Service and Equipment Charge
	<u>Rate Segment I</u>	<u>Rate Segment II</u>	
Business Saver "A"	(\$5.00)	(\$4.50)	--
Business Saver "B"	(\$5.00)	(\$4.50)	--
Business Saver "C"	(\$4.00)	(\$3.60)	--
Business Saver "D"	(\$2.00)	(\$1.80)	--
(N) Business Saver "E"	(\$3.00)	(\$2.70)	--

- (2) The Service and Equipment Charge applicable to upgrading from residence to business service is waived when the Customer upgrades and orders Business Saver.
- (3) The Service and Equipment Charge applies only to subsequent order activity. It is not applicable to initial installations.
- (4) When both Calling Name Delivery and Calling Number Delivery are selected as part of the Business Saver "B" package, two additional services are required to qualify for Business Saver "B" package discount.

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 (D)

4. SERVICES (continued)

(T)

4.5 General Exchange Services (continued)

(T)

4.5.5 Caller ID Packages

A. Caller ID Credit Package

The following discount is applicable to residence and business Customers that subscribe to both Calling Name Delivery and Calling Number Delivery services. It will appear as a credit to the Customer's monthly bill.

(T)  
 (T)  
 (N)

	(D)	Monthly Discount <u>Rate Segment I</u>	Monthly Discount <u>Rate Segment II</u>	Service and <u>Equipment Charge</u>
Residence		(\$5.50)	(\$ 4.95)	--
Business		(\$7.50)	(\$ 6.75)	--

B. Caller ID Value Package

The Caller ID Value Package discount is applicable to residence Customers that subscribe to the following services:

1. Caller ID Service (Calling Name Delivery or Calling Number Delivery)
2. Call Return (monthly rate basis only)
3. Call Blocker

The following discount is applicable as a credit to the Customer's monthly bill.

(T)  
 (T)  
 (N)

	(D)	Monthly Discount <u>Rate Segment I</u>	Monthly Discount <u>Rate Segment II</u>	Service and <u>Equipment Charge</u>
- Caller ID Value Package(1)		(\$3.15)	(\$ 2.84)	--

(1) If Calling Number Delivery, Calling Name Delivery, Call Return and Call Blocker are purchased together, the Caller ID Value Package Plus Credit shown applies. Customers who receive the Caller ID Value Package Plus Credit are not eligible to receive the Caller ID Credit.

Birch Telecom of Missouri, Inc.

(D)  
 (D)

4. SERVICES (continued)

(T)

4.5 General Exchange Services (continued)

(T)

4.5.5 Caller ID Packages (continued)

C. Caller ID Value Package Plus

The Caller ID Value Package Plus discount is available to residence Customers that subscribe to the following services:

1. Caller ID Service (Calling Name Delivery and Calling Number Delivery)
2. Call Return (monthly rate basis only)
3. Call Blocker

The following discount is applicable as a credit to the Customer's monthly bill.

(T)  
 (T)  
 (N)

	(D)	Monthly Discount <u>Rate Segment I</u>	Monthly Discount <u>Rate Segment II</u>	<u>Service and Equipment Charge</u>
- Caller ID Value Package Plus Credit(1)		(\$8.65)	(\$7.79)	--

(N)

(1) If Calling Number Delivery, Calling Name Delivery, Call Return, and Call Blocker are purchased together, the Caller ID Value Package Plus credit shown applies. Customers receiving the Caller ID Value Package Plus Credit do not receive the Caller ID credit or the Caller ID Value Package credit.

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(D)  
(D)

## 4. SERVICES (continued)

(T)

4.5 General Exchange Services (continued)

(T)

## 4.5.6 The Calling Features Package

(T)

The Calling Features Package discounts are applicable as appropriate when Customers subscribe to the following services:

## A. Residence

1. Auto Redial (monthly rate basis only)
2. Call Blocker
3. Caller ID Service (Calling Name Delivery)(1)
4. Caller ID Service (Calling Number Delivery)
5. Call Forwarding
6. Call Return (monthly rate basis only)
7. Call Waiting
8. Priority Call
9. Selective Call Forwarding
10. Speed Calling 8
11. Three-Way Calling

## B. Business

1. Auto Redial (monthly rate basis only)
2. Call Blocker
3. Caller ID Service (Calling Name Delivery (1)
4. Caller ID Service (Calling Number Delivery
5. Call Forwarding
6. Call Return (monthly rate basis only)
7. Call Waiting (2)
8. Priority Call
9. Remote Access to Call Forwarding (3)
10. Selective Call Forwarding
11. Three-Way Calling

(1) Caller ID Service (Calling Name Delivery) will be provided where central office technology permits and compatible Customer CPE is available.

(T)

(2) Call Waiting may be omitted from the Calling Features Package at the Customer's request.

(3) Remote Access to Call Forwarding is only available where central office technology permits.

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(D)  
 (D)

4. SERVICES (continued)

(T)  
 (T)

4.5 General Exchange Services (continued)  
 4.5.6 The Calling Features Package (continued)

C. Rates and Charges

The following discount is applicable as a credit to the Customer's monthly bill.

(N)	(D)	Monthly Discount Rate	Monthly Discount Rate	Service and Equipment Charge
		<u>Segment I</u>	<u>Segment II</u>	
(T)	Residence - Full Calling Feature Package	(\$20.25)	(\$ 18.23)	---
	- Without Caller ID-			---
	Calling Name Delivery	(\$13.75)	(\$ 12.38)	---
	- Without Call Waiting	(\$12.25)	(\$ 11.03)	---
(T)	Business - Full Calling Feature Package	(\$29.80)	(\$ 26.83)	---
	- Without Caller ID -			---
	Calling Name	(\$21.30)	(\$ 19.18)	---
	- Without Call Waiting	(\$21.80)	(\$19.63)	---
	- Without Remote Access			---
	to Call Forwarding	(\$27.05)	(\$24.35)	---
	- Without Caller ID-			---
	Calling Name/Call Waiting	(\$13.30)	(\$11.98)	---
	- Without Caller ID-			---
	Calling Name/Remote			---
	Access to Call Forwarding	(\$18.55)	(\$16.70)	---
	- Without Call Waiting/			---
	Remote Access to			---
	Call Forwarding	(\$19.05)	(\$17.15)	---
	- Without Caller ID-			---
	Calling Name/Call Waiting/			---
	Remote Access to Call Forwarding	(\$10.55)	(\$0.50)	---

The Service and Equipment Charge applies only to subsequent order activity. It is not applicable to initial installations.

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(D)  
 (D)

4. SERVICES (continued)

(T) 4.5 General Exchange Services (continued)

(T) 4.5.7 Calling Features – Basic Residence Package

(T) A. The Basic Residence Package discount is applicable as appropriate when residence Customers subscribe to each of the following services:

Caller ID Service (Calling Name Delivery and Calling Number Delivery)  
 Call Return (monthly rate basis only)

(T) Call Waiting  
 Call Blocker

Plus, a choice of one of the following services: Three-Way Calling; Call Forwarding;  
 Auto Redial; Speed Calling 8.

B. Rates and Charges

The following discount is applicable as a credit to the Customer's monthly bill.

(T)	(T)	(N)	(D)	Monthly Discount <u>Rate Segment I</u>	Monthly Discount <u>Rate Segment II</u>	<u>Service and Equipment Charge</u>
(N)	Calling Features – Basic Residence Package			(\$12.75)	(\$11.48)	--

(T) A Service and Equipment charge is not applicable with the Basic Residence Calling  
 (T) Features Package.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## (T) 4.5.8 A. Birch Basic Business Package (7)

Birch Basic Business Package is available within the Kansas City Metropolitan Exchange Area as defined in Section 3.1.6 of this Tariff.

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line equipped with		
• Series Completion Hunting (only on multiple line orders)(2)		
Lines 1-5, ea.	\$28.00	\$50.00
Lines 6+, ea.	25.00	50.00

Any of the following calling features may be added to the Birch Basic Business Package. The following rates apply only when these calling features are added to the Birch Basic Business Package. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Basic Optional Feature List</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Speed Calling 30	\$3.00	\$10.00
• Call Forwarding - Variable	3.00	10.00
• Call Forwarding - Busy Line	3.00	10.00
• Call Forwarding - Don't Answer	3.00	10.00
• Call Forwarding - Busy/Don't Answer	3.00	10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Three-Way Calling	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Return	3.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID - Name and Number	5.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	

See Sheet No. 62.06 for footnotes.

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## 4. SERVICES (continued)

## 4.5 General Exchange Services (continued)

## (T) 4.5.8 B. Birch Basic Business Line and Trunk (6)(11)

1. Birch Basic Business Line and Trunk is available within the Kansas City and St. Louis Metropolitan Exchange Areas as defined in Section 3.1.6 of this Tariff.

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line		
Lines 1-5, ea.	\$29.00	\$50.00
Lines 6+, ea.	26.00	50.00
One Flat Rate Trunk		
Lines 1-5, ea.	39.00	50.00
Lines 6+, ea.	36.00	50.00

Any of the following calling features may be added to the Birch Basic Business Line or Trunk. The following rates apply only when these calling features are added to the Birch Basic Business Line or Trunk. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Basic Feature List (9)</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Series Completion Hunting	\$0.00	\$ 0.00
• Speed Calling 30	3.00	10.00
• Call Forwarding - Variable	3.00	10.00
• Call Forwarding - Busy Line	3.00	10.00
• Call Forwarding - Don't Answer	3.00	10.00
• Call Forwarding - Busy/Don't Answer	3.00	10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Three-Way Calling	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Waiting Options	1.00	10.00
• Call Return	3.00	10.00
• Call Transfer Disconnect	10.00	10.00
• Conference Calling 6-Way	10.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID - Name and Number	5.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Simultaneous Call Forwarding	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	

See Sheet No. 62.06 for footnotes.

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.8 B. Birch Basic Business Line and Trunk (continued)

(D)

2. Birch Basic Business Line and Trunk is available within the Kansas City and St. Louis Metropolitan Exchange Areas as defined in Section 3.1.6 of this Tariff.

Group

<u>D - Principal</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line		
Lines 1-5, ea.	\$29.00	\$50.00
Lines 6+, ea.	27.00	50.00
One Flat Rate Trunk		
Lines 1-5, ea.	38.00	50.00
Lines 6+, ea.	36.00	50.00
One Direct Inward Dialing (DID)Trunk ea.(12)	68.00	50.00

<u>D - MCA 1</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line		
Lines 1-5, ea.	\$30.00	\$50.00
Lines 6+, ea.	28.00	50.00
One Flat Rate Trunk		
Lines 1-5, ea.	39.00	50.00
Lines 6+, ea.	37.00	50.00
One Direct Inward Dialing (DID)Trunk ea.(12)	69.00	50.00

<u>D - MCA 2</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line		
Lines 1-5, ea.	\$32.00	\$50.00
Lines 6+, ea.	30.00	50.00
One Flat Rate Trunk		
Lines 1-5, ea.	41.00	50.00
Lines 6+, ea.	39.00	50.00
One Direct Inward Dialing (DID)Trunk(12) ea.(12)	71.00	50.00

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.8 B. Birch Basic Business Line and Trunk (continued)

(D)

3. Birch Basic Business Line and Trunk is available within the St. Louis Metropolitan Exchange Area as defined in Section 3.1.6 of this Tariff.

Group

B1 - MCA 3

One Flat Rate 1-Party Line

Lines 1-5, ea.

\$25.00

\$50.00

Lines 6+, ea.

23.00

50.00

One Flat Rate Trunk

Lines 1-5, ea.

30.00

50.00

Lines 6+, ea.

28.00

50.00

One Direct Inward Dialing (DID) Trunk

ea.(12)

60.00

50.00

(D)

B1 - MCA 3 with Metropolitan Calling

Area Service

One Flat Rate 1-Party Line

Lines 1-5, ea.

\$44.00

\$50.00

Lines 6+, ea.

42.00

50.00

One Flat Rate Trunk

Lines 1-5, ea.

55.00

50.00

Lines 6+, ea.

53.00

50.00

One Direct Inward Dialing (DID) Trunk

ea.(12)

77.00

50.00

(D)

See Sheet No. 62.06 for footnotes.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.8 B. Birch Basic Business Line and Trunk (continued)

4. Birch Basic Business Line and Trunk is available within the Springfield Metropolitan Exchange Area as defined in Section 3.1.5 of this Tariff.

Group

<u>C - Principal</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line	\$30.00	\$50.00
One Flat Rate Trunk	40.00	50.00
<u>C - MCA 1</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line	\$30.00	\$50.00
One Flat Rate Trunk	40.00	50.00

5. Birch Basic Business Line and Trunk is available within the Rate Group B Exchange Areas as defined in Section 3.1.3 of this Tariff.

Group

<u>B</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line	\$30.00	\$50.00
One Flat Rate Trunk	40.00	50.00

6. Birch Basic Business Line and Trunk is available within the Rate Groups A and A1 Exchange Areas as defined in Sections 3.1.1 and 3.1.2 of this Tariff.

Group

<u>A and A1</u>	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line	\$55.00	\$50.00
One Flat Rate Trunk	55.00	50.00

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.8 B. Birch Basic Business Line and Trunk (continued)

(D)

## 7. Birch Basic Feature List

(T)

Any of the following calling features may be added to the Birch Basic Business Line or Trunk. The following rates apply only when these calling features are added to the Birch Basic Business Line or Trunk. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Basic Feature List (9)</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Series Completion Hunting	\$0.00	\$ 0.00
• Speed Calling 30	3.00	10.00
• Call Forwarding - Variable	3.00	10.00
• Call Forwarding - Busy Line	3.00	10.00
• Call Forwarding - Don't Answer	3.00	10.00
• Call Forwarding - Busy/Don't Answer	3.00	10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Three-Way Calling	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Waiting Options	1.00	10.00
• Call Return	3.00	10.00
• Call Transfer Disconnect	10.00	10.00
• Conference Calling 6-Way	10.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID - Name and Number	5.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Simultaneous Call Forwarding	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

(T) 4.5.9 A. Birch Bells Business Package (7)

Birch Bells Business Package is available within the Kansas City Metropolitan Exchange Area as defined in Section 3.1.6 of this Tariff.

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line equipped with		
<ul style="list-style-type: none"> <li>• Series Completion Hunting (only on multiple line orders) (2)</li> <li>• Call Forwarding Variable</li> <li>• Call Forwarding Busy and/or Don't Answer</li> <li>• Caller ID - Name and Number</li> </ul>		
(T) <ul style="list-style-type: none"> <li>• Three-Way Calling</li> </ul>		
Lines 1-5, ea.	\$35.00	\$50.00
Lines 6+, ea.	32.00	50.00

Any of the following calling features may be added to the Birch Bells Business Package. The following rates apply only when these calling features are added to the Birch Bells Business Package. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Bells Optional Feature List</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Speed Calling 30	\$3.00	\$10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Return	3.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	

See Sheet No. 62.06 for footnotes.

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.9 B. Birch Bells Business Features Package (D)

Birch Bells Business Features Package is available within all Rate Group Exchange Areas as defined in Sections 3.1.1 through 3.1.6 of this Tariff. (T)  
(T)

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
Any three features from the Bells Feature List below.	7.00	10.00

Any of the following calling features may be added to the Birch Basic Business Line or Trunk. The following rates apply only when these calling features are added to the Birch Basic Business Line or Trunk. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Bells Feature List (9)</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Series Completion Hunting (8)	\$0.00	\$ 0.00
• Speed Calling 30	3.00	10.00
• Call Forwarding Variable	3.00	10.00
• Call Forwarding Busy and/or Don't Answer	3.00	10.00
• Caller ID - Name and Number	5.00	10.00
• Three-Way Calling	3.00	10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Waiting	5.00	10.00
• Call Waiting Options	1.00	10.00
• Call Return	3.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Call Trace	See footnote(5)	10.00

See Sheet No. 62.06 for footnotes.

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

(T) 4.5.10 A. Birch Bells & Whistles Business Package (7)

Birch Bells & Whistles Business Package is available within the Kansas City Metropolitan Exchange Area as defined in Section 3.1.6 of this Tariff.

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate 1-Party Line equipped with		
• Series Completion Hunting (only on multiple line orders) (2)		
• Call Forwarding Variable		
• Call Forwarding Busy and/or Don't Answer		
• Caller ID - Name and Number		
• Three-Way Calling		
• Any four additional features from the Bells & Whistles Optional Feature List below		
Lines 1-5, ea.	\$43.00	\$50.00
Lines 6+, ea.	40.00	50.00

Any of the following calling features may be added to the Birch Bells & Whistles Business Package. The following rates apply only when these calling features are added to the Birch Bells & Whistles Business Package. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Bells &amp; Whistles Optional Feature List</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Speed Calling 30	\$3.00	\$10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Return	3.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	
• Call Transfer Disconnect	5.00	10.00
• Conference Calling 6-Way	5.00	10.00

See Sheet No. 62.06 for footnotes.



Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.10 B. Birch Bells &amp; Whistles Business Features Package (D)

Birch Bells & Whistles Business Features Package is available within all Rate Group Exchange Areas as defined in Sections 3.1.1 through 3.1.6 of this Tariff. (T)  
(T)

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
• Any seven features from the Bells & Whistles Feature List below	13.00	10.00

Any of the following calling features may be added to the Birch Basic Business Line or Trunk. The following rates apply only when these calling features are added to the Birch Basic Business Line or Trunk. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Bells &amp; Whistles Feature List (9)</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Series Completion Hunting (8)	\$0.00	\$10.00
• Call Forwarding Variable	3.00	10.00
• Call Forwarding Busy and/or Don't Answer	3.00	10.00
• Caller ID - Name and Number	5.00	10.00
• Three-Way Calling	3.00	10.00
• Speed Calling 30	3.00	10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Waiting	5.00	10.00
• Call Waiting Options	1.00	10.00
• Call Return	3.00	10.00
• Call Transfer Disconnect	10.00	10.00
• Conference Calling 6-Way	10.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Simultaneous Call Forwarding	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	

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## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## (T) 4.5.11 Birch Basic for Systems Business Package (7)

Birch Basic for Systems Business Package is available within the Kansas City Metropolitan Exchange Area as defined in Section 3.1.6 of this Tariff.

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate Trunk equipped with		
• Series Completion Hunting (only on multiple line orders) (2)		
Lines 1-5, ea.	\$38.00	\$50.00
Lines 6+, ea.	35.00	50.00

Any of the following calling features may be added to the Birch Basic for Systems Business Package. The following rates apply only when these calling features are added to the Birch Basic for Systems Business Package. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Basic for Systems Optional Feature List</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Speed Calling 30	\$3.00	\$10.00
• Call Forwarding -Variable	3.00	10.00
• Call Forwarding - Busy Line	3.00	10.00
• Call Forwarding - Don't Answer	3.00	10.00
• Call Forwarding - Busy/Don't Answer	3.00	10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Three-Way Calling	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Return	3.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID - Name and Number	5.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

(T) 4.5.12 Birch Bells & Whistles for Systems Business Package (7)

Birch Bells & Whistles for Systems Business Package is available within the Kansas City Metropolitan Exchange Area as defined in Section 3.1.6 of this Tariff.

	<u>Monthly Rate</u>	<u>Installation Charge(1)</u>
One Flat Rate Trunk equipped with		
• Series Completion Hunting (only on multiple line orders) (2)		
• Call Forwarding Variable		
• Call Forwarding Busy and/or Don't Answer		
• Caller ID - Name and Number		
• Three-Way Calling		
• Any four additional features from the Bells & Whistles Optional Feature List below		
Lines 1-5, ea.	\$53.00	\$50.00
Lines 6+, ea.	50.00	50.00

Any of the following calling features may be added to the Birch Bells & Whistles for Systems Business Package. The following rates apply only when these calling features are added to the Birch Bells & Whistles for Systems Business Package. To add calling features to any other service, please refer to Section 4.5.3 for applicable rates.

<u>Birch Bells &amp; Whistles for Systems Optional Feature List</u>	<u>Monthly Rate</u>	<u>Installation Charge(3)</u>
• Speed Calling 30	\$3.00	\$10.00
• Selective Call Forwarding	3.00	10.00
• Remote Access to Call Forwarding	3.00	10.00
• Call Waiting/Cancel Call Waiting	5.00	10.00
• Call Return	3.00	10.00
• Auto Redial	3.00	10.00
• Priority Call	3.00	10.00
• Call Blocker	3.00	10.00
• Selective Call Acceptance	3.00	10.00
• Caller ID on Call Waiting(4)	3.00	10.00
• Call Trace	See footnote(5)	10.00
• Multi-Directory Numbers		10.00
- 1st Dependent DN	5.00	
- 2nd Dependent DN	1.00	
• Call Transfer Disconnect	5.00	10.00
• Conference Calling 6-Way	5.00	10.00

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Birch Telecom of Missouri, Inc.

## 4. SERVICES (continued)

## 4.5 General Exchange Services (continued)

Footnotes – Birch Business Packages 4.5.8 – 4.5.12

- (1) Installation charge on lines will be waived when service is converted from Customer's current local exchange carrier to Birch and for new Birch lines added at that time. The charge will apply for new Birch lines added on a date after service is converted, for new Birch lines ordered without converting existing local exchange carrier service, and for new service.
- (2) Customer has the option to waive this feature.
- (3) Installation charge on calling features does not apply if features are ordered at the same time as the initial package is ordered. Subsequent to the initial package order, if more than one feature is ordered at the same time, only one feature installation charge will apply.
- (4) If Call Waiting is ordered for a line with Caller ID-Name and Number, Caller ID on Call Waiting is provided at no charge for that line.
- (5) The rate for Call Trace is \$5.00 per successful activation. There is no monthly charge. (D)
- (6) Reserved For Future Use. (D)
- (7) This service is available to current Business subscribers with existing service only, and will not be offered to Business subscribers after April 30, 1999. (D)
- (8) Does not apply as one of the added features.
- (9) Features with trunk only where facilities are available. (T)
- (10) See Section 4.5.8 for Rate Group B1 rates and charges.
- (11) This service is available to current subscribers of the service only and will not be offered to new subscribers after July 9, 1999.
- (12) See Section 4.9 for DID Number Blocks and Termination Options.

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