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May 25, 2000

Mr. Dale Hardy Roberts
Executive Secretary-Chief Regulatory Law Judge
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102-0360

FILED²
MAY 25 2000
Missouri Public
Service Commission

RE: Case No. TA-2000-396, Tariff File No. 200001001
Reitz Rentals, Inc. d/b/a SouthWest TeleConnect
Basic Local Services Tariff

Dear Mr. Roberts:

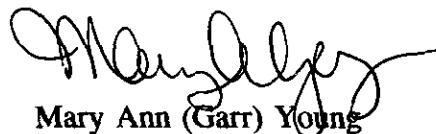
Enclosed please find an original and six copies of the following **substitute tariff sheets** of Reitz Rentals, Inc. d/b/a Southwest TeleConnect:

P.S.C. Mo. Tariff No. 1, Original Sheet No. 9,
P.S.C. Mo. Tariff No. 1, Original Sheets No. 12,
P.S.C. Mo. Tariff No. 1, Original Sheet No. 13,
P.S.C. Mo. Tariff No. 1, Original Sheet Nos. 17-20, and
P.S.C. Mo. Tariff No. 1, Original Sheet No. 23.

These tariff sheets are to be substituted for similarly numbered sheets in the basic local tariff currently under consideration by the Commission. These revisions are provided per discussion with, and as requested by Staff, for filing with the Commission.

Thank you for your assistance in processing this substitute tariff filing. A copy of this letter accompanies each copy of the substitute tariff sheets. A copy of this filing is being served on Public Counsel this date. If there are any questions, please call me at 634-8109.

Sincerely,


Mary Ann (Garr) Young

cc: Office of Public Counsel
Jaqualin Peterson, Shaw & Pittman
Art Kuss

200001001

TELECOMMUNICATIONS SERVICES

2.3 Discontinuance or Interruption of Service by Company (Cont'd)

- 2.3.2 Service may not be discontinued by the Company for failure to pay charges not subject to Missouri Public Service Commission's jurisdiction unless specifically authorized in this Tariff.
- 2.3.3 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.
- 2.3.4 Customers shall have 21 days from the rendition of a bill (invoice date) to pay the charges stated.
- 2.3.5 Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least ten days prior to the date of the proposed discontinuance.
- 2.3.6 At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise of the proposed discontinuance and what steps must be taken to avoid it.
- 2.3.7 Notice of Discontinuance shall contain the following information:
- 2.3.7.A the name, address, and telephone number of the Customer;
 - 2.3.7.B a statement of the reason for the proposed discontinuance and the cost for reconnection;
 - 2.3.7.C the date after which service will be discontinued unless appropriate action is taken;
 - 2.3.7.D how a customer may avoid the discontinuance;
 - 2.3.7.E 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;
 - 2.3.7.F the telephone number where the customer may make an inquiry;
 - 2.3.7.G a statement that this notice will not be effective if the charges involved are part of an unresolved dispute; and

TELECOMMUNICATIONS SERVICES

2.5 Taxes

The Customer is responsible for payment of any and all Federal, state or municipal taxes or surcharges, including without limitation franchise fees, excise taxes, sales taxes, or municipal utilities taxes. Taxes and surcharges for Prepaid Services will be billed by the Company as separate line items on Customer's invoice and are not included in any rates set forth in this Tariff. Charges and surcharges other than taxes will be submitted to the Commission for approval.

2.6 Deposits

Company does not require or collect deposits from Customers.

2.7 Returned Check Charge

Company will charge Customer a one-time fee of \$20.00 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.

2.8 Restoration of Service

The use and restoration of Service shall in all cases be in accordance with the priority system specified in Part 64, Subpart D, of the Rules and Regulations of the Federal Communications Commission.

2.9 Customer Cancellation of Service

If the Customer cancels Service after ten (10) days passes from mailing (date of postmark) or delivery of the Customer Information Bulletin, the prepaid service charges, plus associated taxes, shall be pro-rated for the actual number of days during which Service has been provided with the non-used portion being refunded to the Customer.

TELECOMMUNICATIONS SERVICES

SECTION 3 - LOCAL EXCHANGES3.1 Exchange Listings

This Tariff applies to the Company's resale of telecommunications services within the following Southwestern Bell Telephone Company and Sprint exchanges:

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

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4.1 Local Exchange Service (Cont'd)**4.1.4 Optional Features****4.1.4.A Call Forwarding**

Allows calls to automatically ring to another phone number selected or determined by the Customer.

4.1.4.B Call Waiting

Allows Customer to be notified of an incoming call while having a conversation with another party.

4.1.4.C Call Return

The subscriber may return the last call to the Customer's telephone number by dialing a one or two-digit code.

4.1.4.D Non-Published Number

Allows the Customer to keep its name, street address, and telephone number from being listed in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

4.1.4.E Caller ID

This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls. When Caller ID is activated on a customer's line, the CPN of incoming calls is displayed on the called CPE during the first long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

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

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4.1.4.E Caller ID (Con'td)

provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

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

4.1.4.F Three-Way Calling

Allows the Customer to add a third party to a conversation.

4.1.4.G Call Forwarding-Busy Line Don't Answer

Allows the Customer to automatically forward to a pre-programmed telephone number incoming calls that are not answered after a pre-determined number of rings.

4.1.4.H Call Trace

Allows Customers receiving annoying or anonymous calls to request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code to automatically request the following information be recorded: the originating telephone number, the date and time of the call and the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll-free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's telephone line.

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4.1.5 Miscellaneous Charges

- A. Service Restoration Fee
Charge for restoring service that has been suspended by the Company. The phone number of a Customer whose service has been suspended will be reserved for five days.
- B. Reconnection Fee
Charge for reconnecting service that has been disconnected by the Company.
- C. Transfer Fee
Charge for initiation of service subsequent to a customer location move.

4.2 Basic Local Service Rates and Charges

- 4.2.1 One-Time Activation Fee
This fee will apply when Customer initiates service. This fee is refundable for ten (10) business days following the date on which the Customer Information Bulletin is postmarked. This fee includes the first month's Recurring Charges listed in Section 4.2.2 below.

One-Time Activation Fee	\$67.00
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- 4.2.2 Recurring Charges

Basis Local Monthly Service Charge	\$39.00
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- 4.2.3 Optional Features Rates and Charges

	<u>Monthly Fee</u>	<u>One Time Activation Fee</u>
Call Forwarding	\$ 5.00	\$10.00*
Call Waiting	\$ 5.00	\$10.00*
Call Return	\$ 5.00	\$10.00*
Non-Published Number	\$ 5.00	\$10.00*
Speed Dial	\$ 5.00	\$10.00*
Three-Way Calling	\$ 5.00	\$10.00*
Call Forwarding-Busy		
Line Don't Answer	\$ 5.00	\$10.00*
Caller ID	\$10.00	\$10.00
Caller ID/Call Waiting Package	\$ 9.95	\$10.00
Call Trace	\$9.00 per successful activation**	

*Per request charge to add an optional feature or features subsequent to initiation of basic service.

**No monthly fee or one time activation fee.

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4.2 Basic Local Service Rates and Charges (Cont'd)4.2.4 Miscellaneous Charges

4.2.4.A The Basic Local Service charge does not include any federal, state, or local taxes or surcharges, including the Missouri 911/E911 surcharge, Relay Missouri surcharge, federal end-user surcharge, and PICC. Customer is responsible for payment of all such charges, which will be billed monthly and itemized in the Customer's bill pursuant to 4 CSR 240-33.040(6). Additionally, Customer is responsible for the following charges, where applicable:

4.2.4.B Service Restoration Fee

\$25.00

4.2.4.C Service Reconnection Fee

\$20.00

4.2.4.D Transfer Fee

\$60.00

For customers that have subscribed to the Company's services for six (6) months or more, the Transfer Fee is reduced to \$30.00.

4.3 Directory Listings

The Company shall provide for a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number, termed the primary listing, in the telephone directory published by the dominant exchange service provider in Customer's exchange area.

4.3.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of Customer is not impaired thereby. Where more than one line is required to properly list Customer, no additional charge is made.

4.3.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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4.6 Customer Information Bulletin

Upon receipt of the Service Order, the Company or its agents will personally deliver or mail, by first class mail, the Customer Information Bulletin, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR
REVIEW BEFORE SERVICE CONNECTION**

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. SouthWest TeleConnect provides basic local exchange prepaid services. The Company does not require a deposit for service. Payment for the first month's service is payable in advance and payment in advance for each month of service thereafter is due in full within 21 days of the invoice date. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to SouthWest TeleConnect or made at one of our Agent locations. Payment for service may be made by Money Order or cash at an authorized Agent location. Payments for service mailed to SouthWest TeleConnect must be in the form of a Money Order or Certified Check. Credit card payments are accepted by SouthWest TeleConnect by telephone only. If you are temporarily having difficulty paying your telephone bill, please call SouthWest TeleConnect at the Company's toll-free number 800-550-7540 between 7:30 AM and 6:00 PM Central Time, Monday through Friday, and 7:30 AM and 12:00 PM Central Time, Saturday. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent or delivered to you at least ten days prior to the date of the proposed discontinuance.