

TITLE PAGE

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 805 Central Expressway South, Suite 100, Allen, TX, 75013. This tariff complies with Missouri Public Service Commission rules and Missouri statutes applicable to the Company.

Sage Telecom, Inc. operates as a competitive telecommunications company.

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
James E. Kennedy
Vice President, Business Development
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

LIST OF WAIVERS

Sage Telecom, Inc. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived:

Statutes

Section 392.210.2	-Uniform system of accounts used for annual reports
Section 392.240 (1)	-Ratemaking
Section 392.270	-Property valuation (ratemaking)
Section 392.280	-Depreciation accounts
Section 392.290	-Issuance of securities
Section 392.300.2	-Acquisition of stock
Section 392.310	-Stock and debt issuance
Section 392.320	-Stock dividend payments
Section 392.330	-Issuance of securities, debt and notes
Section 392.340	-Reorganization(s)

Commission Rules

4 CSR 240-10.020	-Income on Depreciation Fund Investments
4 CSR 240-30.010(2)(C)	-Posting of exchange rates at central operating offices
4 CSR 240-30.040	-Uniform System of Accounts
4 CSR 240-33.030	-Informing Customers of Lowest Priced Services
4 CSR 240-35	-Reporting of Bypass and Customer-Specific Arrangements

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TABLE OF CONTENTS

	<u>Page No.</u>
TITLE PAGE	1
LIST OF WAIVERS	2
TABLE OF CONTENTS	3
TARIFF FORMAT SHEET	5
APPLICATION OF TARIFF	6
 SECTION 1 - DEFINITIONS	 7
 SECTION 2 - RULES AND REGULATIONS	 10
2.1 Undertaking of Sage	10
2.2 Use of Service	10
2.3 Limitations	10
2.4 Liabilities of Sage	11
2.5 Responsibilities of the Customer	13
2.6 Application for Service	14
2.7 Establishing Credit, Deposits and Advance Payments	15
2.8 Billing and Payment Procedures	15
2.9 Interruption of Service	18
2.10 Restoration of Service	18
2.11 Disconnection of Service by Customer	18
2.12 Cancellation for Cause	19
2.13 Notice and Communication	20
2.14 Taxes, Surcharges and Utility Fees	21
2.15 Customer Billing Inquiries	21
2.16 Missouri Universal Service Fund	21
2.17 Statement of Company and Residential Customer Rights	21
 SECTION 3 - DESCRIPTION OF SERVICES	 23
3.1 Local Exchange Telecommunications Services	23
3.1.1 General	23
3.1.2 Service Description	23
3.1.3 Service Areas and Local Calling Scopes	26
3.1.4 Local Service Plans	28
3.1.5 Non-Recurring Service Charges	38
3.1.6 Operator Assisted Services (intraLATA)	38
3.1.7 Telephone Directory Service	41
3.1.8 Custom Calling Features	43
3.1.9 Caller ID Service	48
3.1.10 Multi-Line Hunting Service	49
3.1.11 Maintenance of Service	49
3.1.12 Reserved for Future Use	50
3.1.13 9-1-1 Telecommunication Service	50
3.1.14 Toll Restriction Service	51
3.1.15 Dual Service	52
3.1.16 Feature Packaging	53
3.1.17 Tell-A-Friend Program	54
3.1.18 Number Intercept Treatment	54
3.1.19 Number Portability	54

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TABLE OF CONTENTS
(continued)

	<u>Page No.</u>
SECTION 4 - RATES AND CHARGES	55
4.1 Local Exchange Service	55
4.1.1 Non-Recurring Service Charges	55
4.1.2 Monthly Local Service Plan Charges	55
4.1.3 Operator Assisted Service Rates.....	56
4.1.4 Telephone Directory Service Rates	57
4.1.5 Custom Calling Features Rates	58
4.1.6 Caller ID Service	58
4.1.7 Multi-Line Hunting Service Rate	58
4.1.8 Maintenance Visit Charge	59
4.1.9 Reserved for Future Use	59
4.1.10 Toll Restriction Service	59
4.1.11 Dual Service	59
4.1.12 Feature Packaging.....	59
4.1.13 Tell-A-Friend Program	59
 SECTION 5 - PROMOTIONS AND DISCOUNTS	 60
5.0 General	60

TARIFF FORMAT SHEET

1. Page Numbering. Page numbers appear in the upper-right corner of the page. Pages are numbered sequentially. New pages may occasionally be added to the tariff. When a new page is added, the page appears as a decimal. For example, a new page added between pages 34 and 35 would be 34.1.
2. Page Revisions Numbers. Page Revision Numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page revision on file with the Public Utility Commission of Missouri. For example, the fourth revised Page 34 cancels the third revised Page 34. Because of deferrals, notice periods, *etc.*, the most current page number on file with the Commission is not always the tariff page in effect. Business Customers should consult with check sheet for the page currently in effect.
3. Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
 - 1.
 - 1.1.
 - 1.1.1.
 - 1.1.1.A.
 - 1.1.1.A.1.
 - 1.1.A.1.(a)
 - 1.1.1.A.1.(a)(I)
 - 1.1.1.A.1.(a)(I)(i)
 - 1.1.1.A.1.(a)(I)(i)(1)
4. Check List of Effective Pages. When a tariff filing is made with the Commission, an updated Check List of Effective Pages ("Check List") accompanies the tariff filing. The Check List lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check List is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the Check List if these are the only changes made to it (i.e., the format, *etc.*). Customers should refer to the latest Check List to find out if a particular page is the most current page on file with the Commission.
5. Symbols Used in This Tariff.

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

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APPLICATION OF TARIFF

This tariff applies to the resold and facilities-based local exchange telecommunications services furnished by Sage Telecom, Inc. ("Sage" or "Company") in the State of Missouri. This tariff applies to residential and business customers.

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SECTION 1 - DEFINITIONS

Account - Either a Customer's physical location or individual Service represented by a unique account number within the Billing Hierarchy. Multiple Services each with a unique account number may be part of one physical location.

Alternative Local Exchange Carrier ("ALEC") or Competitive Local Exchange Carrier ("CLEC") - means any entity or person providing local exchange services in competition with an ILEC or LEC.

Application for Service - The Sage order process that includes technical, billing and other descriptive information provided by the Customer that allows Sage to provide requested communications Services for the Customer and Customer's Authorized Users. Upon acceptance by Sage, the Application for Service becomes a binding contract between the Customer and Sage for the provision and acceptance of Services.

Authorization Code - A multi-digit code that enables a Customer to access Sage's network and enables Sage to identify the Customer's use for proper billing. Also called a Personal Identification Code or PIN.

Authorized User - A person, firm, or corporation, who is authorized by the Customer to be connected to the Service of the Customer.

Billing Hierarchy - Allows Customers to combine multiple accounts and Services into a single billing structure. Business Customers can choose whether to have all Services invoiced together, invoiced separately, or in any combination thereof. In addition, the Business Customer may specify where the invoices are to be sent and who is to receive them.

Business Hours - The phrase "business hours" means the time after 8:15 A.M. and before 5:00 P.M., Monday through Friday excluding holidays.

Business Office - The phrase "business office" means the primary location where the business operations of Sage are performed and where a copy of Sage's tariff is made available for public inspection. The address of the business office is 805 Central Expressway South, Suite 100, Allen, Texas 75013-2789.

Called Station - The terminating point of a call (*i.e.*, the called number).

Calling Station - The originating point of a call (*i.e.*, the calling number).

Calling Area - A specific geographic area so designated for the purpose of applying a specified rate structure.

Carrier - The term "Carrier" means Sage Telecom.

Central Office - A Local Exchange Carrier's office where a Customer's lines are terminated for the purpose of offering local telephone service and to connect with interexchange carriers.

Competitive Local Exchange Carrier ("CLEC") or Alternative Local Exchange Carrier ("ALEC") - means any entity or person providing local exchange services in competition with an ILEC or LEC.

Commission - Missouri Corporation Commission ("KCC").

SECTION 1 - DEFINITIONS

Company - The term "Company" means Sage Telecom.

Customer - The person, firm, company, corporation, or other entity, having a communications requirement of its own that is responsible for the payment of charges and for compliance with this Tariff. See "End User".

Customer-Provided Equipment - Telecommunications equipment provided by a Customer used to originate calls using Sage's service located at the originating location.

Day - The term "day" means 8:00 A.M. to, but not including, 5:00 P.M. local time at the originating city, Monday through Friday, excluding Company specific holidays.

Delinquent or Delinquency - An account for which payment has not been made in full on or before the last day for timely payment.

Digital Transmission - Information transmitted in the form of digitally encoded signals.

End User - The ultimate user of the telecommunications services and who orders service and is responsible for payment of charges due in compliance with the Company's price list regulations. See "Customer".

Exchange Area - A geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified area where individual telephone exchange companies hold themselves out to provide communications services.

Facility (or Facilities) - Any item or items of communications plant or equipment used to provide or connect to Sage Services.

FCC - Federal Communications Commission.

Holiday - The term "holiday" means 8:00 A.M. to, but not including, 11:00 P.M. local time at the originating city on all Company-specific holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. When holidays fall on Saturdays or Sundays, the holiday rate applies unless a larger discount would normally apply.

Incumbent Local Exchange Carrier ("ILEC") or Local Exchange Carrier ("LEC") - is any local exchange carrier that was as of February 8, 1996 deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. 69.601(b) of the FCC's regulations.

Incomplete Call - Any call where voice transmission between the calling party and the called station is not established (*i.e.*, busy, no answer, etc.).

Interexchange Carrier (IXC) - A common carrier that provides long distance domestic and international communication services to the public.

Local Access Transport Area ("LATA") - The phrase "Local Access Transport Area" means a geographical area established by the U.S. District Court for the District of Columbia in United States v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), within which a local exchange company provides communication services.

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SECTION 1 - DEFINITIONS

Local Exchange Company (LEC) - A company that furnishes local exchange telephone services.

Local Exchange Service - is an arrangement which connects the residential End User's location to the LEC's network switching center, thereby allowing End User to transmit and receive local calls within the End User's local calling area, or mandatory expanded area service (EAS) area, as defined by State commissions or, if not defined by State commission, then defined in the LEC's State Tariffs.

Location - A physical premise to or from which Sage provides Service.

NXX - The designation for the first three digits of a local telephone number where N represents 2-9 and X represents 0-9.

Night/Weekend - The words "night/weekend" mean 11:00 P.M. to, but not including, 8:00 A.M. local time in the originating city, all day on Saturday, and all day Sunday, except from 5:00 P.M. to, but not including, 11:00 P.M.

Non-Business Hours - The phrase "non-business hours" means the time period after 5:00 P.M. and before 8:15 A.M., Monday through Friday, all day Saturday, Sunday, and on holidays.

NPA - An area code, otherwise called numbering plan area.

Other Common Carrier - The term "other common carrier" denotes a specialized or other type of common carrier authorized by the Federal Communications Commission to provide domestic or international communications services.

Premises - A building or buildings on contiguous property (except railroad rights-of-way, etc.).

Primary Interexchange Carrier (PIC) - The interexchange carrier to which a switched access line is presubscribed.

Regular Billing - A standard bill sent in the normal monthly Sage billing cycle. This billing consists of one bill for each account assigned to the Customer with explanatory detail showing the derivation of the charges.

Residential Service - The phrase "residential service" means telecommunication services used primarily as nonbusiness service.

Services - Sage's regulated common carrier communications services provided under this Tariff.

Subscriber - The term "Customer" is synonymous with the term "subscriber".

Switch - The term "switch" denotes an electronic device that is used to provide circuit sharing, routing, and control.

Timely Payment - A payment on a Customer's account made on or before the due date.

Underlying Carrier - A provider of interstate and intraLATA telecommunications services from whom Sage acquires services that it resells to Customers

SECTION 2 - RULES AND REGULATIONS**2.1. Undertaking of Sage**

- 2.1.1. Sage undertakes to provide local exchange telecommunications services within the State of Missouri on the terms and conditions and at the rates and charges specified herein.
- 2.1.2. Sage installs, operates and maintains the communication Services provided hereunder in accordance with the terms and conditions set forth under this Tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer to allow connection of a Customer's location to the Sage network. The Customer shall be responsible for all charges due for such service arrangements.
- 2.1.3. Sage's Services and facilities are available twenty-four (24) hours per day, seven (7) days per week.

2.2. Use of Service

- 2.2.1. Services provided under this Tariff may be used only for the transmission of communications in a manner consistent with the terms of this Tariff and regulations of the Federal Communications Commission.
- 2.2.2. Services provided under this Tariff shall not be used for unlawful purposes. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such services are being used in violation of the law.

2.3. Limitations

- 2.3.1. Service is offered subject to the availability of the necessary facilities or equipment, or both facilities and equipment, and subject to the provisions of this Tariff. The obligation of Sage to provide Service is dependent upon its ability to procure, construct, and maintain facilities that are required to meet the Customer's order for Service. Sage will make all reasonable efforts to secure the necessary facilities.
- 2.3.2. Sage reserve the right to limit or to allocate the use of existing facilities, or to additional facilities offered by Sage, when necessary because of lack of facilities, relevant resources, or due to causes beyond Sage's control. In addition, Sage reserves the right to discontinue Service when the Customer is using the Service in violation of law or the provisions of this Tariff.
- 2.3.3. Sage does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission nor for failure to establish connections.
- 2.3.4. Sage reserves the right to refuse service to Customers due to insufficient or invalid charging information.
- 2.3.5. Sage may block calls that are made to certain cities or central office exchanges, or use certain Authorization Codes as Sage, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of Service.

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SECTION 2 - RULES AND REGULATIONS2.3. Limitations (cont'd)

2.3.6 Sage will use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. Sage may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer. Sage shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, Sage will give the Customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at time that will cause the least inconvenience. When Sage is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

2.3.7 Sage may refuse, suspend, limit, or cancel the customer's ability to receive inbound collect calls immediately and without prior notice in the event that usage of collect calling and/or third party number calls is suspected to be fraudulent or beyond the customer's ability to pay. The customer's ability to receive or complete such calls shall be reinstated upon receipt of payment for all current charges.

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(AT)

2.4 Liabilities of Sage

2.4.1. Sage's liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the installation, provision, termination, maintenance, repair, or restoration occurring in the course of furnishing service, channels, or other facilities, and not caused by the negligence of the subscribers, commences upon activation of service. In no event does Sage's liability exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects occur. For the purposes of computing such amount, a month is considered to have thirty (30) days. Credit will be calculated pursuant to Section 2.9 of this Tariff.

2.4.2. When the facilities of other carriers are used in establishing connections to points not reached by Sage's facilities, Sage is not liable for any act or omission of the other carrier(s). The Customer will indemnify and save harmless Sage from any third-party claims for such damages referred to in Section 2.4.1.

2.4.3. In no event will Sage be responsible for consequential damages or lost profits suffered by a Customer as a result of interrupted or unsatisfactory service. Sage will not be liable for claims or damages resulting from or caused by: (i) Customer's fault, negligence or failure to perform Customer's responsibilities; (ii) claims against Customer by another party; (iii) any act or omission of any other party; or (iv) equipment or service furnished by a third party.

2.4.4. Sage does not guarantee or make any warranty with respect to any equipment provided by it or leased on the Customer's behalf where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. The Customer shall indemnify and hold Sage harmless from any and all loss, claims, demands, suits or other actions, or any liabilities whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or persons, for any personal injury 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 directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so used.

SECTION 2 - RULES AND REGULATIONS2.4. Liabilities of Sage (cont'd)

- 2.4.5. Sage is not liable for any defacement of, or damage to, the premises of a Customer resulting from the furnishing of services or the attachment of equipment, instruments, apparatus, and associated wiring furnished by Sage on such Customer's premises or by the installation or removal thereof, when such defacement or damage is not the result of Sage negligence. No agents or employees of other participating carriers shall be deemed to be agents or employees of Sage without written authorization. The Customer will indemnify and save harmless Sage from any claims of the owner of the Customer's premises or other third party claims for such damages.
- 2.4.6. Sage and Customer shall be excused from performance under this Tariff and under the application for service for any period, and to the extent that the party is prevented from performing any service pursuant hereto, in whole or in part, as a result of delays caused by the other party or an Act of God, governmental agency, war, civil disturbance, court order, lockouts or work stoppages or other labor difficulties, third party nonperformance (including the failure of performance for reasons beyond the control of common carriers, interexchange carriers, local exchange carriers, suppliers and subcontractors), or other cause beyond its reasonable control, including failures or fluctuations in electrical equipment, and such nonperformance shall not be deemed a violation of this Tariff or of the application for service or grounds for termination of service. Both parties retain all rights of recourse against any third parties for any failures which may create a force majeure condition for the other party.
- 2.4.7. Sage is not liable for any damages, including toll usage charges, the Customer may incur as a result of the unauthorized use of its telephone facilities. This unauthorized use of the Customer's facilities includes, but is not limited to, the placement of calls from the Customer's premises, and the placement of calls through Customer-provided equipment that are transmitted or carried on the Sage network.
- 2.4.8. Where there is a connection via Customer-provided terminal equipment or Customer-provided communications systems, the point of demarcation shall be defined as the Sage facility that provides interconnection. Sage shall not be held liable for Customer-provided access media or equipment. Any maintenance service or equipment arrangements shall be addressed on an individual case basis.
- 2.4.9. Sage will not be responsible if any changes in its service cause hardware or software not provided by Sage to become obsolete, require modification or alternation, or otherwise affect the performance of such hardware or software.
- 2.4.10. The Company shall use reasonable efforts to make services available by the estimated service date. The Company shall not be liable for any damages whatsoever resulting from delays in meeting the estimated service date due to delays resulting from normal installation procedures. Such delays shall include, but not be limited to delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals, delays in actual construction work being done by our vendor(s), and any delays due to any LEC where the Company is relying solely upon such LEC to meet such estimated due date which is beyond the Company's control.

SECTION 2 - RULES AND REGULATIONS**2.4. Liabilities of Sage (cont'd)**

2.4.11. With respect to the services, materials and equipment provided hereunder, Sage makes no promises, agreements, understandings, representations or warranties, expressed or implied, and hereby expressly disclaims all warranties, expressed or implied, not stated in this Tariff, and in particular disclaims all warranties of merchantability and fitness for a particular purpose.

2.4.12. For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

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.

2.5 Responsibilities of the Customer

2.5.1. The Customer must initiate a service order pursuant to Section 2.6 of this Tariff.

2.5.2. 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 Sage, except upon the written consent of Sage. The equipment Sage provides or installs at the Customer premises for use in connection with the service Sage offers shall not be used for any purpose other than for which it was provided.

2.5.3. The Customer shall ensure that the equipment and/or system is properly interfaced with Sage's facilities or service. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Sage will permit such equipment to be connected with its channels without the use of protective interface devices.

2.5.4. The Customer shall be responsible for securing its telephone equipment against being used to place fraudulent calls using Sage's service. The Customer shall be responsible for payment of all applicable charges for services provided by Sage and charged to the Customer's accounts, even where those calls are originated by fraudulent means either from Customer's premises or from remote locations.

2.5.5. Sage shall be indemnified and held harmless by the Customer against claims of libel, slander, or the infringement of copyright, or for the unauthorized use of any trademark, trade name, or service mark, arising from the material transmitted over Sage's service, against claims for infringement of patents arising from, combining with, or using in connection with, service, Sage's apparatus and systems of the Customer; against all other claims arising out of any act or omission of the member in connection with Sage's service. The Customer shall be liable for:

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Effective: February 9, 2002

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SECTION 2 - RULES AND REGULATIONS**2.5. Responsibilities of the Customer (cont'd)**

- 2.5.5.A. Loss due to theft, fire, flood, or other destruction of Sage's equipment or facilities on Customer's premises.
- 2.5.5.B. Reimbursing Sage for damages to facilities or equipment caused by the negligence or willful acts of the Customer's officers, employees, agents or contractors.
- 2.5.5.C. Charges incurred with interconnect or local operating companies for service or service calls made to the Customer's premises or on the Customer's leased or owned telephonic equipment unless Sage specifically authorizes said visit or repairs in advance of the occurrence and Sage agrees in advance to accept the liability for said repairs or visit.
- 2.5.5.D. Payment for all Sage service charges incurred through usage or direct action on the part of the Customer.
- 2.5.6. The Customer may be required to verify in writing that it is duly authorized to order service at all locations designated by the Customer for service, and assumes financial responsibility for all locations designated by the Customer to receive Sage's services. If the verification (i.e., a letter of authorization) cannot be produced within five (5) calendar days of the request, the presubscription of the Customer's locations are considered unauthorized.
- 2.5.7. The Customer shall not use the Sage name, logo or trademark in any promotional materials, contracts, Tariffs, service bills, etc., without expressed written authorization from Sage. The Customer shall not use the Sage name, logo or trademark in any pre-sale activities. The Customer is prohibited from using Sage's name or trademark on any of the Customer's products or services.
- 2.5.8. Customer may not assign or transfer any of its rights or services ordered without the prior written consent of Sage. Sage may assign any service orders to its parent company or any affiliate. Sage will notify Customers of any such assignment.

2.6 Application for Service

- 2.6.1. Applicants wishing to obtain service must initiate a service order which may include the Customer's authorization for Sage to instruct other carriers and vendors and the appropriate LEC to provide certain services on the Customer's behalf. Sage will obtain the proper authorization from the Customer where necessary, pursuant to Commission regulations. Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.6.2. An Application for Service may be changed by Customer upon written notice to Sage, subject to acceptance and confirmation by Sage, provided that a charge shall apply to any change when the request is received by Sage after notification by Sage of the acceptance and confirmation. Such charge shall be the sum of the charges and costs for access facilities and other services and features and the lesser of (i) the monthly recurring rate for each service component that has been canceled as a result of the change times the appropriate minimum service period, plus the applicable installation or non-recurring charges, and (ii) the costs incurred by Sage in accommodating each change, less net salvage. The costs incurred by Sage will include the direct and indirect cost of facilities specifically provided or used, the costs of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

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SECTION 2 - RULES AND REGULATIONS**2.6. Application for Service (cont'd)**

2.6.3. Where the Customer or applicant cancels an Application for Service prior to the start of installation of service, lease of network elements, or prior to the start of special construction, no charge applies. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by Sage shall apply, but in no case shall such charge exceed the charge for the minimum period of the service ordered, including applicable installation charges, if any. The costs incurred by Sage will include the direct and indirect costs of facilities specifically leased, provided or used; the cost of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

2.7. Establishing Credit, Deposits and Advance Payments**2.7.1. Credit Requirement**

2.7.1.A. Sage may require an applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the end-user from complying with Sage's policy regarding the prompt payment of bills.

2.7.1.B. For the purposes of this rule, "applicant" is to be defined as a person who applies for service for the first time or reapplies at a new or existing location after a previous discontinuance of service; "customer" is defined as someone who is currently receiving service.

2.7.2. Reestablishment of Credit

Any applicant who previously has been an end-user of Sage and whose service has been discontinued for nonpayment of bills shall be required, before service is rendered, to pay all amounts due Sage or execute a deferred payment agreement.

2.7.3. Deposits and Interest

Sage does not require deposits at this time.

2.8. Billing and Payment Procedures

- 2.8.1. A. Sage issues bills on a monthly basis with bills rendered on or about the same day each month.
- B. Sage will not alter the customer's 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. Sage allows customers at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040 (3)&(4) as may be amended from time to time.
- D. Sage charges 1.5 percent for delinquent past due balances.

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 2 - RULES AND REGULATIONS2.8. Billing and Payment Procedures (cont'd)

- E. Sage sets forth the following on all 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. penalty fees and advanced payments
 5. the unpaid balance, if any
 6. the amount for basic service
 7. an itemization of the amount due for all other regulated or nonregulated services including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service
 8. the amount due for all regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package
 9. 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.
 10. the total amount due
 11. if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated
 12. a toll free number where inquiries and/or dispute resolutions may be made for each company with charges appearing on a customer's bill
 13. any other credits and charges applied to the account during the current billing period
- F. During the first billing period in which a customer receives service, Sage 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.
- G. The amount of any deposit held by the company and the interest accrual rate shall be stated on the first bill for which a customer received service and on the last bill for which the customer received service.
- 2.8.1. The Customer is responsible for the payment of all charges for facilities and services furnished by Sage to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.
- 2.8.2. For billing of monthly charges, service is considered to be established upon the day in which Sage notifies the Customer of installation and testing of the Customer's services.
- 2.8.3. Usage charges will be billed monthly in arrears. Customer will be billed for all usage accrued beginning immediately upon access to the service. Customers will be billed for usage occurring during their specific 30-day billing cycle, which for purposes of computing charges shall be considered a month. The rates charged to a Customer will be the rates in effect on the first day of the Customer's billing cycle.
- 2.8.4. Monthly charges for all access service components, provided hereunder, are billed in advance of service and reflect the rates in effect as of the date of the invoice. A Customer's first invoice may contain charges from previous periods for service provided from the date of installation through the current invoice period.

Issued: January 10, 2002

Effective: February 9, 2002

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SECTION 2 - RULES AND REGULATIONS2.8. Billing and Payment Procedures (cont'd)

- 2.8.5. Bills are due and payable as specified on the bill. Bills may be paid by mail or in person at the business office of Sage or an agency authorized to receive such payment. All charges for service are payable only in United States currency. Payment may be made by cash, check, money order, cashier's check, or certain major credit cards. Customer payments are considered prompt when received by Sage or its agent by the due date on the bill. Amounts not paid within twenty-one (21) days after the mail date of invoice will be considered past due. In the event that a postmark on a customer's payment received after the due date is not discernible, a three day mailing period will be presumed. If the last calendar day for remittance falls on a Sunday, legal holiday, or other day when the offices of Sage are not open to the general public, the final payment date shall be extended through the next business day. If Sage becomes concerned at any time about the ability of a Customer to pay its bills, Sage may require that the Customer pay its bills and make such payments in cash or the equivalent of cash.
- 2.8.6. Any disputed charge may be brought to Sage's attention by verbal or written notification. In the case of a billing dispute between the Customer and Sage that cannot be settled to their mutual satisfaction, the undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection. The Customer may request an in-depth investigation into the disputed amount and a review by a Sage manager. During the period that the disputed amount is under investigation, Sage shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, Sage may discontinue service. In the event the dispute is not resolved, Sage shall inform the customer that the customer has the option to pursue the matter with the Public Utility Commission.
- 2.8.7. The Customer is responsible to pay Sage for all toll calls or other third party charges resulting from the origination of calls to points outside the local exchange and for charges or calls billed to the Customer's number.
- 2.8.8. Sage may assess up to a twenty-five dollar (\$25) charge for each returned check or credit card chargeback.
- 2.8.9. If service is suspended/disconnected by Sage in accordance with the provisions of the Tariff and later restored, restoration of service will be subject to all applicable installation charges if service was disconnected, or a reconnect fee if service was suspended.
- 2.8.10. When a customer is unable to pay a charge in full when due, Sage shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed by both Sage and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer. Settlement agreements are only set up at the request of the customer. Settlement agreements are intended to function as a short-term solution and will be reviewed and approved on an individual case basis.

SECTION 2 - RULES AND REGULATIONS

2.9. **Interruption of Service**

- 2.9.1. Credit allowance for the interruption of service that is not due to Sage's testing or adjusting, negligence of the Customer or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the Customer to notify Sage immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer or end-user shall ascertain that the trouble is not being caused by any action or omission by the Customer within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to Sage's facilities.

An adjustment or refund shall be made:

1. Automatically, if the service interruption lasts for more than forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount; and
 2. Upon subscriber oral or written request, if the service interruption lasts twenty-four (24) to forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount.
- 2.9.2. For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.9.3. The Customer shall be credited for an interruption at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours
"B" - total monthly charge for affected facility

- 2.9.4. If written notice of a dispute as to charges is not received by the Company within 180 days of the date a bill is issued, such charges shall be deemed to be correct and binding on the Customer.

2.10. **Restoration of Service**

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

2.11. **Disconnection of Service by Customer**

- 2.11.1. By giving notice, Customer may disconnect service at any time following its minimum service requirement(s).
- 2.11.2. The Customer will be responsible for all charges until the disconnect is effected. For nonusage sensitive charges, Customer will be liable for the entire monthly recurring charge during the month Customer's service terminates. If the Customer disconnects service prior to the end of a term plan, the termination liabilities associated with the term plan will apply.
- 2.11.3. If a customer purchases Sage's bundled offering and subsequently disconnects Sage's local service and purchases (AT) local service from a different carrier, the customer can contact Sage to obtain the proper PIC code for the third-party provider of long-distance services.

SECTION 2 - RULES AND REGULATIONS2.12. **Cancellation for Cause**

- 2.12.1 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 account. Service will not be suspended or discontinued for nonpayment of a delinquent charge until Sage has notified the customer in writing at least ten days in advance of the suspension or discontinuance. Additionally, Sage will make reasonable efforts to contact the customer at least 24 hours in advance prior to suspending or disconnecting 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. Failure to post a required deposit or guarantee.
 - F. Failure to comply with terms of a settlement agreement.
 - G. As provided by state or federal law.
- 2.12.2 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.
- 2.12.3 Service may not be discontinued by Sage for failure to pay charges not subject to the Missouri Public Service Commission's jurisdiction unless specifically authorized in Sage's tariffs approved by the Commission.
- 2.12.4 Customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated.
- 2.12.5 Service shall not be discontinued unless written notice by first-class mail is sent or delivered to the customer at least 10 days prior to the date of the proposed discontinuance.
- 2.12.6 At least 24 hours preceding a discontinuance, Sage shall make reasonable efforts to contact the customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.
- 2.12.7 Sage Notices of Discontinuance shall contain the following information:
- A. the name and address and the telephone number of the customer
 - B. a statement of the reason for the proposed discontinuance and the cost to the customer for reconnection
 - C. the date after which service will be discontinued unless appropriate action is taken
 - D. how a customer may avoid the discontinuance
 - 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
 - F. the telephone number where the customer may make an inquiry

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 2 - RULES AND REGULATIONS2.12. **Cancellation for Cause (Cont'd)**

2.12.7 (Cont'd.)

- G. a statement that this notice will not be effective if the charges involved are part of an unresolved dispute
- H. a statement of the exception for medical emergency as follows:

Sage will postpone a discontinuance for at least 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 Sage with reasonable evidence of such necessity.

2.13. **Notice and Communication**

- 2.13.1. The Customer shall designate on the Application for Service an address to which Sage shall mail or deliver all notices and other communications, except that Sage may also designate a separate address to which Sage's bills for service shall be mailed.
- 2.13.2. Sage shall designate on the Application for Service an address to which the Customer shall mail or deliver all notices and other communications, except that Sage may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.13.3. All notices or other communications required to be given pursuant to this Tariff shall be made in writing to Sage at 805 Central Expressway South, Suite 100, Allen, Texas 75013-2789 or by calling (214) 495-4700. Notices and other communications of either party, and all bills mailed by Sage, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U. S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.13.4. Sage or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

SECTION 2 - RULES AND REGULATIONS**2.14. Taxes, Surcharges and Utility Fees**

Customer is responsible for the payment of all federal, state and local taxes, surcharges, utility fees, or other similar fees (*i.e.*, gross receipts tax, sales tax, municipal utilities tax, 911 surcharges or fees) that may be levied by a governing body or bodies in conjunction with or as a result of the service furnished under this Tariff. These charges will appear as separate line items on the Customer's bill and are not included in the rates contained in this Tariff. There shall be added to the Customer's bill for service, an additional charge equal to the pro rata share of any occupation, franchise, business, license, excise privilege or other similar charge or tax, now or hereafter imposed upon the gross receipts or revenue of Sage by any municipal taxing body or municipal authority whether by statute, ordinance, law or otherwise, and whether presently due or to hereafter become due. The charge applicable to each Customer will appear as a separate line item on the Customer's regular monthly bill and shall be determined on a basis equal to the tax levied by each municipal taxing body or municipal authority.

2.15. Customer Billing Inquiries

Any customer who has a question regarding his/her telephone bill may contact Sage toll free at (888) 449-4940, or at 805 Central Expressway South, Suite 100, Allen, Texas 75013-2789.

2.16. Missouri Universal Service Fund

The Missouri Universal Service Fund has been established by the State of Missouri to help pay for keeping local phone rates affordable for low income customers. The amount of the surcharge will be consistent with the rate set by the Commission from time to time.

2.17. Statement of Company and Residential Customer Rights

A copy of the following Statement will be sent to all residential customers:

“Rights and Responsibilities of Missouri Residential Telephone Customer

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

Your Telephone Bill

You will receive a telephone bill from us each month. Sage Telecom provides local and long distance service. Sage Telecom does not require a deposit for service. 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 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

Payments must be sent to Sage Telecom or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call Sage Telecom immediately at 1-888-269-8741. By doing this, you may avoid having your phone service suspended or disconnected.

SECTION 2 - RULES AND REGULATIONS2.17 Statement of Company and Residential Customer Rights (cont'd)**Disconnection or Suspension of Telephone Service**

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 30 days and you will be charged a reconnect fee.

1. Nonpayment of an undisputed delinquent account. Your service will not be suspended or discontinued for nonpayment of a delinquent charge until Sage Telecom has notified you in writing at least ten days in advance of the suspension or discontinuance. Additionally, Sage Telecom will make reasonable efforts to contact you at least 24 hours in advance prior to suspending or disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of identity in obtaining telephone utility service.
5. Failure to post a required deposit or guarantee.
6. Failure to comply with terms of a settlement agreement.
7. As provided by state or federal law.

Reconnection of Service

After local telephone service has been suspended or disconnected, Sage Telecom will restore your service when the reason for the suspension or disconnection has been remedied. Before restoring your service, the following will be required:

Payment for all undisputed amounts must be received by Sage Telecom or its authorized Agent.

1. Installation charges must be paid again if your service has been disconnected.
2. A reconnect fee must be paid if your service has been suspended.

Procedures for Handling Inquiries and Complaints

Telephone inquiries may be directed to Sage Telecom at 1-888-449-4940. Written inquiries may be directed to Sage Telecom, Inc., 805 Central Expressway South, #100, Allen, Texas 75013, Attn: Customer Care.

Filing a Complaint with the Missouri Public Service Commission

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

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

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Suite 600, P.O. Box 7800, Jefferson City, Missouri 65102. The Public Counsel's telephone number is 573-751-4857."

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Local Exchange Telecommunications Services**

3.1.1. **General** – Local Exchange Telecommunications Services consist of the services offered pursuant to this Tariff, either individually or in combination. Each service is offered independently of the other and is offered via Sage's facilities, conventional network elements purchased from other local exchange carriers, or via resale of facilities of other local exchange carriers for the transmission of one-way or two-way communications, unless otherwise noted. A connection to Sage's switching network enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access Sage's Local Exchange calling services as set forth in this Tariff;
3. access intrastate, interstate and international calling services provided by Sage and other certified common carriers;
4. access toll-free telecommunications services such as 800 NPA;
5. access 9-1-1 service for emergency calling; and
6. access other operator and directory assistance services.

3.1.2. **Service Description** - Service provides Residential and Business Customers with the ability to originate calls from a Sage-provided access line to all other stations on the public switched telephone network bearing the designation of any central office exchanges included in the Customer's local calling area.

Following are types of orders for Local Exchange Service that Sage will accept:

Conversions

The following are types of customers and/or telephone lines Sage will convert:

1. Customers with active Southwestern Bell local telephone service on Southwestern Bell access lines ("local loops"). Subscribers of Southwestern Bell's Prepaid Local Telephone Service (PLTS) or Prepaid Home Service (PHS) do not qualify under this definition.

2. Customers with active service on Southwestern Bell local loops provided by the following qualified resellers and/or CLECs:

- GTE	- A T & T	- MCI Worldcom
- Valu-Line	- CapRock	- Birch
- Z-Tel	- NTS	- Capital
- Hyperion	- Allegiance	- Logix
- Ionex	- IWL	- Sprint
- Premier Network	- Fairpoint Communications	
- Talk.com	- Network Intelligence	- Techtel
- ATS	- Vartec	- Comcast
- Excel		

(AT)
(AT)

Orders for local telephone service provided by any other company will not be accepted. Customers in this category must first obtain local telephone service from SWBT or one of the qualified resellers listed above.

SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.2. Local Exchange Service (cont'd)****New Installations**

Following are types of new line installations that Sage Telecom will perform:

1. Additional new lines for Sage Telecom customers who have service or are in the process of converting existing service at that location to Sage Telecom.
2. Physical move of lines and service for existing Sage Telecom customers to a new location.
3. An existing business customer that is opening up a new and separate location under the same business name, provided that the customer is in good standing. A customer is in good standing if they have been a customer of Sage for at least ninety (90) days **AND** have paid their last three (3) consecutive bills on time. Orders must be approved in advance by either the Vice President, Business Development or the Chief Financial Officer.

Following are types of orders Sage will **not** accept:

1. Installation of lines at locations that have never had local telephone service, with the exception of physical moves noted under item 2 above.
2. New installations where the customer is not converting existing local telephone service.

Residential and Business Customers may choose from one of the Local Service Plans in Section 3.1.4 and are assessed a flat monthly fee based on their local service plan(s) and originating exchange that entitles the customer to unlimited usage.

3.1.2.A. Business Services - Business Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff with the following modifications, limitations and restrictions:

1. Business Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage, unless otherwise requested by customer to be unblocked.
2. Service is furnished only for use by the Business Customer, guests, employees and business associates.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.2. Local Exchange Service (cont'd)3.1.2.A. Business Services

3. Service is available whenever the use of the service is primarily or substantially of a business, professional institution or otherwise occupation nature, or where the listing required is such as to indicate business use. Business rates are applicable to:
 - a. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private or parochial schools, hospitals, nursing homes, libraries, institutions, churches and all other establishments of a strictly business nature.
 - b. Any location where a business designation is provided or when a title indicating a trade, occupation or profession is listed.
 - c. Service terminating solely on the answering service facilities of a telephone answering firm will carry business rates.
 - d. Residential locations where the Business customer has no regular business telephone service and the use of the service by the Business Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

3.1.2.B. Residential Services - Residential Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff and is not available to those locations governed by Section 3.1.2.A.

1. Residential Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage, unless otherwise requested by the customer to be unblocked.
2. Service offerings that include unlimited usage are limited to use for residential voice applications. This includes service offerings providing for unlimited local usage, unlimited intraLATA usage and/or unlimited interLATA usage. No commercial use of any form is permitted for such unlimited service offerings. Incidental calling for dial-up internet access, for data and fax type applications and for other similar restricted uses reflected in this tariff is permitted up to a maximum of 1,000 minutes within any thirty-day period; any such usage beyond this threshold shall be presumed to be non-residential in nature. If, at any time, the Company determines that the Customer's usage is non-residential or is not consistent with use for residential voice applications, the Company may immediately take actions to enforce adherence to this tariff and to the Company's Statement of Terms and Conditions of Service that are applicable to interLATA and international long distance. (AT)

SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.3. Service Areas and Local Calling Scopes**

- 3.1.3.A. Sage provides residential and business telecommunications services, as described in this tariff, within the Southwestern Bell Telephone Company (SWBT) exchanges noted below. Sage concurs in the maps and legal description of the exchanges below as filed with the Missouri Public Service Commission by SWBT.

Exchange Name	Exchange Name	Exchange Name
Adrian	De Kalb	Holcomb
Advance	De Soto	Hornersville
Agency	Deering	Imperial
Altenburg-Frohna	Delta	Jackson
Antonia	Dexter	Jasper
Archie	Downing	Joplin
Argyle	East Prairie	Kennett
Armstrong	Edina	Kirksville
Ash Grove	Eldon	Knob Noster
Beaufort	Elsberry	La Monte
Bell City	Essex	Lake Ozark-Osage Beach
Benton	Eureka	Lamar
Billings	Excelsior Springs	Lancaster
Bismarck	Farley	Leadwood
Bloomfield	Farmington	Lilbourn
Bloomsdale	Fayette	Linn
Bonne Terre	Fenton	Lockwood
Boonville	Festus-Crystal City	Louisiana
Bowling Green	Fisk	Macks Creek
Brookfield	Flat River	Malden
Camdenton	Frankford	Manchester
Campbell	Fredericktown	Marble Hill
Cape Girardeau	Freeburg	Marceline
Cardwell	Fulton	Marionville
Carl Junction	Gideon	Marshall
Carrollton	Glasgow	Marston
Carthage	Grain Valley	Maxville
Caruthersville	Gravois Mills	Meta
Cedar Hill	Gray Summit	Mexico
Center	Greenwood	Moberly
Chaffee	Hannibal	Monett
Charleston	Harvester	Montgomery City
Chesterfield	Hayti	Morehouse
Chillicothe	Herculaneum-Pevely	Neosho
Clarksville	Higbee	Nevada
Clever	High Ridge	New Franklin
Climax Springs	Hillsboro	New Madrid

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.3. Service Areas and Local Calling Scopes

Exchange Name	Exchange Name	Exchange Name
Oak Ridge	Richmond	St. Marys
Old Appleton	Richwoods	Stanberry
Oran	Risco	Trenton
Pacific	Rushville	Tuscumbia
Patton	San Antonio	Union
Paynesville	Scott City	Valley Park
Perryville	Sedalia	Versailles
Pierce City	Senath	Vienna
Pocahontas	Sikeston	Walnut Grove
Pond	Slater	Wardell
Poplar Bluff	Smithville	Ware
Portage Des Sioux	South Arkansas City	Washington
Portageville	St. Charles	Webb City
Puxico	St. Clair	Wellsville
Qulin	St. Genevieve	Westphalia
	St. Joseph	Wyatt
Kansas City Metropolitan Exchange	St. Louis Metropolitan Exchange	Springfield Metropolitan Exchange
<u>Principal Zone</u>	<u>Principal Zone</u>	<u>Principal Zone</u>
Kansas City	St. Louis	Springfield
<u>MCA-1 Zones</u>	<u>MCA-1 Zones</u>	<u>MCA-1 Zones</u>
Gladstone Independence Parkville Raytown South Kansas City	Ferguson Ladue Mehlville Overland Riverview Sappington Webster Groves	Fair Grove Nixa Republic Rogersville Strafford Willard
<u>MCA-2 Zones</u>	<u>MCA-2 Zones</u>	
Belton Blue Springs East Independence Lee's Summit Liberty Nashua	Bridgeton Creve Coeur Florissant Kirkwood Tiffany Springs Oakville Spanish Lake	

3.1.3.B. Exchanges included in Local Calling Areas:

Sage concurs with the applicable ILEC's exchanges for all customers.

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.3. Service Areas and Local Calling Scopes (cont'd)**

3.1.3.C. Sage provides the Sage Unlimited Plan to residential customers, as described in this tariff, within the Southwestern Bell Telephone Company (SWBT) exchanges noted below.

(AT)

EXCHANGE	EXCHANGE	EXCHANGE
ANTONIA	GRAIN VALLEY	OVERLAND
ARCHIE	GRAY SUMMIT	PACIFIC
ASH GROVE	GRAVOIS MILLS	PARKVILLE
BELTON	GREENWOOD	PERRYVILLE
BILLINGS	HANNIBAL	POND
BLUE SPRINGS	HARVESTER	POPLAR BLUFF
BONNE TERRE	HERCULANEUM-PEVELY	PORTAGE DES SIOUX
BOONVILLE	HILLSBORO	RAYTOWN
BRIDGETON	HIGH RIDGE	REPUBLIC
CAMDENTON	IMPERIAL	RICHMOND
CAPE GIRARDEAU	INDEPENDENCE	RIVERVIEW
CARTHAGE	JACKSON	ROGERSVILLE
CEDAR HILL	JOPLIN	SAPPINGTON
CHESTERFIELD	KANSAS CITY	SEDALIA
CHILlicoTHE	KENNETT	SIKESTON
CLEVER	KIRKSVILLE	SOUTH KANSAS CITY
CREVE COEUR	KIRKWOOD	SMITHVILLE
DE SOTO	LADUE	SPANISH LAKE
DEXTER	LAKE OZARK-OSAGE BEACH	SPRINGFIELD
EAST INDEPENDENCE	LEE'S SUMMIT	ST. CHARLES
ELDON	LIBERTY	ST. CLAIR
EUREKA	MANCHESTER	ST. GENEVIEVE
EXCELSIOR SPRINGS	MARIONVILLE	ST. JOSEPH
FAIR GROVE	MARSHALL	ST. LOUIS
FARLEY	MAXVILLE	STRAFFORD
FARMINGTON	MEHLVILLE	TIFFANY SPRINGS
FENTON	MEXICO	UNION
FERGUSON	MOBERLY	VALLEY PARK
FESTUS-CRYSTAL CITY	MONETT	WALNUT GROVE
FLAT RIVER	NASHUA	WARE
FLORISSANT	NEOSHO	WASHINGTON
FREDERICKTOWN	NEVADA	WEBB CITY
FULTON	NIXA	WEBSTER GROVES
GLADSTONE	OAKVILLE	WILLARD

Issued: June 5, 2003

Effective: July 7, 2003

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.3 Service Areas and Local Calling Scopes (cont'd)

3.1.3.D. Sage provides the Simply Savings, Simply Savings PLUS, and Simply Savings Complete to residential customers, as described in this tariff, within the Southwestern Bell Telephone Company (SWBT) exchanges noted below.

(AT)

Kansas City Metropolitan Exchange	St. Louis Metropolitan Exchange
<u>Principal Zone</u>	<u>Principal Zone</u>
Kansas City	St. Louis
<u>MCA-1 Zones</u>	<u>MCA-1 Zones</u>
Gladstone Independence Parkville Raytown South Kansas City	Ferguson Ladue Mehlville Overland Riverview Sappington Webster Groves
<u>MCA-2 Zones</u>	<u>MCA-2 Zones</u>
Belton Blue Springs East Independence Lee's Summit Liberty Nashua	Bridgeton Creve Coeur Florissant Kirkwood Tiffany Springs Oakville Spanish Lake

(AT)

Issued: February 13, 2004

Effective: March 15, 2004

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans

3.1.4.A. Residential

1. Basic Local Exchange Service

Basic Local Exchange Service is a single party, two-way switched service provisioned through the use of local access lines within the local calling scope.

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

2. Home Choice Plan

The Home Choice Plan includes the following bundle of services:

- Basic Local Exchange Service
- Caller ID Service-Free
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations.

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.A. Home Choice Plan is no longer offered to new residential customers in all zones of the Kansas City Metropolitan Exchange and all zones of the St. Louis Metropolitan Exchange, effective March 15, 2004.

(AT)
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(AT)

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)3. Metropolitan Plan

The Metropolitan Plan includes the following bundle of services:

- Basic Local Exchange Service
- 2-Way Metro Calling with either the Kansas City, St. Louis, or Springfield Metropolitan Exchanges, depending on the customer's originating exchange.
- Caller ID Service-Free
- Call Waiting Service - Free (AT)
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations. Effective October 18, 2004 new and existing customers with this service will receive 100 Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. (AT)
(AT)

Eligibility: Residential customers in the following Southwestern Bell Telephone Company (SWBT) exchanges:

<u>Kansas City Metro Area</u>	<u>St. Louis Metro Area</u>
Excelsior Springs	St. Charles
Richmond	Harvester
Smithville	Manchester
Archie	Chesterfield
Greenwood	Fenton
Farley	Maxville
Grain Valley	Valley Park
	Festus-Crystal City
<u>Springfield Metro Area</u>	High Ridge
Ash Grove	Pond
Marionville	Imperial
Billings	De Soto
Walnut Grove	Pacific
Clever	Cedar Hill
	Eureka
	Herculaneum-Pevely
	Gray Summit
	Antonia
	Hillsboro
	Portage Des Sioux
	Ware

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month. (CT)

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

3. Metropolitan Plan (cont'd)

Local Calling Area: The local calling area for each of the exchanges listed above is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5, plus the calling area defined in Section 1.6.3 of SWBT's Missouri Local Exchange Tariff.

4. Regional Plan

Eligibility: Any residential customer who subscribes to Sage's Home Choice Plan or Metropolitan Plan. Regional Plan is no longer available to residential customers effective March 15, 2004. (AT)
(AT)

Local Calling Area: All local telephone exchanges located within the customer's LATA.

(MT)

(MT)

Material previously located on this page now appears on Page 30.0.1.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)

(MT)

3.1.4.A. Residential (cont'd)5. Sage Unlimited Plan

The Sage Unlimited Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Basic Voicemail Service – Free
- The following Custom Calling Features Free:
Call Return Call Waiting Call Blocker Speed Calling
Call Forwarding Three-Way Calling Auto Redial Call Waiting ID
- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to point within the continental U.S., Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands.

Eligibility: Residential customers in exchanges listed in Section 3.1.3.C with the exception of the following exchanges:

<u>Kansas City Metro Area</u>	<u>St. Louis Metro Area</u>	<u>Springfield Metro Area</u>
Richmond	Herculaneum-Pevely	Ash Grove
Smithville	Gray Summit	Marionville
Archie	Antonia	Billings
Greenwood	Hillsboro	Walnut Grove
Farley	Portage Des Sioux	Clever
Grain Valley	Ware	

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month. Sage Unlimited Plan is no longer offered to new residential customers after March 15, 2004.

(AT)
(AT)

The Sage Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned.

(MT)

Material now appearing on this page was previously located on Page 30.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)6. Sage Unlimited Plan (with metro calling)

The Sage Unlimited plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- 2-Way Metro Calling with either the Kansas City, St. Louis or Springfield Metropolitan Exchanges, depending on the customer's originating exchange.
- Caller ID Service – Free
- Basic Voicemail Service – Free
- The following Custom Calling Features Free:
Call Return Call Waiting Call Blocker Speed Calling
Call Forwarding Three-Way Calling Auto Redial Call Waiting ID
- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands.

Eligibility: Residential customers in the following Southwestern Bell Telephone Company (SWBT) exchanges:

<u>Kansas City Metro Area</u>	<u>St. Louis Metro Area</u>	<u>Springfield Metro Area</u>
Excelsior Springs	St. Charles	Pacific
Richmond	Harvester	Cedar Hill
Smithville	Manchester	Eureka
Archie	Chesterfield	Herculaneum-Pevely
Greenwood	Fenton	Gray Summit
Farley	Maxville	Antonia
Grain Valley	Valley Park	Hillsboro
	Festus-Crystal City	
	High Ridge	Portage Des Sioux
	Pond	Ware
	Imperial	De Soto

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month. Sage Unlimited Plan (with metro calling) is no longer offered to new residential customers after March 15, 2004. (AT)

The Sage Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned. (AT)

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

7. Simply Savings

Simply Savings includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service - Free
- One hundred (100) minutes of Sage 1+ long distance minutes each month

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.D. Effective October 18, 2004 this plan will be available in all exchanges listed in Section 3.1.3.A.

(AT)
(AT)

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

8. Simply Savings PLUS

Simply Savings includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Call Waiting – Free
- Choice of any one of the following features – Free
 - Call Forwarding
 - Call Waiting ID
 - Call Waiting ID with Options
 - 3-Way Calling
- 250 Free Sage 1+ long distance minutes each month.

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.D. Effective October 18, 2004 this plan will be available in all exchanges listed in Section 3.1.3.A.

(AT)
(AT)

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the two hundred fifty (250) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)

9. Simply Savings COMPLETE Plan A (CT)

Simply Savings COMPLETE Plan A includes the following bundle of services: (CT)

- Basic Local Exchange Service, including unlimited local calling
 - Caller ID Service – Free
 - Basic Voicemail Service – Free
 - The following Custom Calling Features – Free:

Auto Redial	Call Waiting
Call Blocker	Speed Calling
Call Forwarding	Three-Way Calling
Call Return	Call Waiting ID
Priority Call	Remote Access to Call Forwarding
Selective Call Forwarding	

- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.D. Effective October 18, 2004 Simply Savings COMPLETE Plan A has been discontinued for new Sage customers. Residential customers with the service prior to October 18, 2004 may remain on this plan.

(AT)

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(AT)

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

The Simply Savings COMPLETE Plan A cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned.

(CT)

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)

10. Simply Savings COMPLETE Plan B

(AT)

Simply Savings COMPLETE Plan B includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Basic Voicemail Service – Free
- The following Custom Calling Features – Free:

Auto Redial	Call Waiting
Call Blocker	Speed Calling
Call Forwarding	Three-Way Calling
Call Return	Call Waiting ID
Priority Call	Remote Access to Call Forwarding
Selective Call Forwarding	

- 500 Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands

Eligibility: Residential customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.A.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the five hundred (500) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

(AT)

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.B. Business

1. Basic Local Exchange Service

Basic Local Exchange Service is a single party, two-way switched service provisioned through the use of local access lines within the local calling scope.

Eligibility: Business customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

2. Business Choice Plan

The Business Choice Plan includes the following bundle of services:

- Basic Local Exchange Service
- Multi-Line Hunting-Free
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations.

Eligibility: Business customers in the originating Southwestern Bell Telephone Company (SWBT) exchanges listed in Section 3.1.3.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the one hundred (100) minutes of Sage 1+ long distance minutes each month.

Local Calling Area: The local calling area for an exchange is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5 of SWBT's Missouri Local Exchange Tariff.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.B. Business (cont'd)

(FC)

3. Metropolitan Plan

The Metropolitan Plan includes the following bundle of services:

- Basic Local Exchange Service
- 2-Way Metro Calling with either the Kansas City, St. Louis, or Springfield Metropolitan Exchanges, depending on the customer's originating exchange.
- Multi-Line Hunting-Free
- Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for quantity and rules and regulations.

Eligibility: Business customers in the following Southwestern Bell Telephone Company (SWBT) exchanges:

Kansas City Metro Area

Excelsior Springs

Richmond

Smithville

Archie

Greenwood

Farley

Grain Valley

Springfield Metro Area

Ash Grove

Marionville

Billings

Walnut Grove

Clever

St. Louis Metro Area

St. Charles

Harvester

Manchester

Chesterfield

Fenton

Maxville

Valley Park

Festus-Crystal City

High Ridge

Pond

Imperial

De Soto

Pacific

Cedar Hill

Eureka

Herculaneum-Pevely

Gray Summit

Antonia

Hillsboro

Portage Des Sioux

Ware

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the sixty (60) minutes of Sage 1+ long distance minutes each month.

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business (cont'd)

(FC)

3. Metropolitan Plan (cont'd)

Local Calling Area: The local calling area for each of the exchanges listed above is identical to the calling area defined in Sections 1.3, 1.4, and/or 1.5, plus the calling area defined in Section 1.6.3 of SWBT's Missouri Local Exchange Tariff.

4. Regional Plan

Eligibility: Any business customer who subscribes to Sage's Business Choice Plan or Metropolitan Plan.

Local Calling Area: All local telephone exchanges located within the customer's LATA.

Issued: February 13, 2004

Effective: March 15, 2004

Issued By:
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FILED
MO10402
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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.4. Local Service Plans****3.1.4.C. Free Sage 1+ Long Distance**

The following chart denotes the number of free Sage 1+ long distance minutes each month that come with each of the company's Local Service Plans, unless otherwise noted.

(CT)

Exchange	Res Plans	Bus Plans	Exchange	Res Plans	Bus Plans
Adrian	60	100	De Kalb	60	100
Advance	60	100	De Soto	60	100
Agency	60	100	Deering	60	100
Altenburg-Frohna	60	100	Delta	60	100
Antonia	60	100	Dexter	60	100
Archie	60	100	Downing	60	100
Argyle	60	100	East Prairie	60	100
Armstrong	60	100	Edina	60	100
Ash Grove	60	100	Eldon	60	100
Beaufort	60	100	Elsberry	60	100
Bell City	60	100	Essex	60	100
Benton	60	100	Eureka	60	100
Billings	60	100	Excelsior Springs	60	100
Bismarck	60	100	Farley	60	100
Bloomfield	60	100	Farmington	60	100
Bloomsdale	60	100	Fayette	60	100
Bonne Terre	60	100	Fenton	60	100
Boonville	60	100	Festus-Crystal City	60	100
Bowling Green	60	100	Fisk	60	100
Brookfield	60	100	Flat River	60	100
Camdenton	60	100	Frankford	60	100
Campbell	60	100	Fredericktown	60	100
Cape Girardeau	60	100	Freeburg	60	100
Cardwell	60	100	Fulton	60	100
Carl Junction	60	100	Gideon	60	100
Carrollton	60	100	Glasgow	60	100
Carthage	60	100	Grain Valley	60	100
Caruthersville	60	100	Gravois Mills	60	100
Cedar Hill	60	100	Gray Summit	60	100
Center	60	100	Greenwood	60	100
Chaffee	60	100	Hannibal	60	100
Charleston	60	100	Harvester	60	100
Chesterfield	60	100	Hayti	60	100
Chillicothe	60	100	Herculaneum-Pevely	60	100
Clarksville	60	100	Higbee	60	100
Clever	60	100	High Ridge	60	100
Climax Springs	60	100	Hillsboro	60	100

Issued: September 16, 2004

Effective: October 18, 2004

Issued By:
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805 Central Expressway South, Suite 100
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FILED
MO10404
MO PSC

SECTION 3 – DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans3.1.4.C. Free Sage 1+ Long Distance

Exchange	Res Plans	Bus Plans	Exchange	Res Plans	Bus Plans
Holcomb	60	100	Paynesville	60	100
Hornersville	60	100	Perryville	60	100
Imperial	60	100	Pierce City	60	100
Jackson	60	100	Pocahontas	60	100
Jasper	60	100	Pond	60	100
Joplin	60	100	Poplar Bluff	60	100
Kennett	60	100	Portage Des Sioux	60	100
Kirksville	60	100	Portageville	60	100
Knob Noster	60	100	Puxico	60	100
La Monte	60	100	Qulin	60	100
Lake Ozark-Osage Beach	60	100	Richmond	60	100
Lamar	60	100	Richwoods	60	100
Lancaster	60	100	Risco	60	100
Leadwood	60	100	Rushville	60	100
Lilbourn	60	100	San Antonio	60	100
Linn	60	100	Scott City	60	100
Lockwood	60	100	Sedalia	60	100
Louisiana	60	100	Senath	60	100
Macks Creek	60	100	Sikeston	60	100
Malden	60	100	Slater	60	100
Manchester	60	100	Smithville	60	100
Marble Hill	60	100	South Arkansas City	60	100
Marceline	60	100	St. Charles	60	100
Marionville	60	100	St. Clair	60	100
Marshall	60	100	St. Genevieve	60	100
Marston	60	100	St. Joseph	60	100
Maxville	60	100	St. Marys	60	100
Meta	60	100	Stanberry	60	100
Mexico	60	100	Trenton	60	100
Moberly	60	100	Tuscumbia	60	100
Monett	60	100	Union	60	100
Montgomery City	60	100	Valley Park	60	100
Morehouse	60	100	Versailles	60	100
Neosho	60	100	Vienna	60	100
Nevada	60	100	Walnut Grove	60	100
New Franklin	60	100	Wardell	60	100
New Madrid	60	100	Ware	60	100
Oak Ridge	60	100	Washington	60	100
Old Appleton	60	100	Webb City	60	100
Oran	60	100	Wellsville	60	100
Pacific	60	100	Westphalia	60	100
Patton	60	100	Wyatt	60	100

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans3.1.4.C. Free Sage 1+ Long Distance

Exchange	Res Plans	Bus Plans	Exchange	Res Plans	Bus Plans
Kansas City Metropolitan Exchange			St. Louis Metropolitan Exchange		
<u>Principal Zone</u>			<u>Principal Zone</u>		
Kansas City	100	100	St. Louis	100	100
<u>MCA-1 Zones</u>			<u>MCA-1 Zones</u>		
Gladstone	100	100	Ferguson	100	100
Independence	100	100	Ladue	100	100
Parkville	100	100	Mehlville	100	100
Raytown	100	100	Overland	100	100
South Kansas City	100	100	Riverview	100	100
			Sappington	100	100
			Webster Groves	100	100
<u>MCA-2 Zones</u>			<u>MCA-2 Zones</u>		
Belton	100	100	Bridgeton	100	100
Blue Springs	100	100	Creve Coeur	100	100
East Independence	100	100	Florissant	100	100
Lee's Summit	100	100	Kirkwood	100	100
Liberty	100	100	Tiffany Springs	100	100
Nashua	100	100	Oakville	100	100
			Spanish Lake	100	100
Springfield Metropolitan Exchange					
<u>Principal Zone</u>					
Springfield	60	100			
<u>MCA-1 Zones</u>					
Fair Grove	60	100			
Nixa	60	100			
Republic	60	100			
Rogersville	60	100			
Strafford	60	100			
Willard	60	100			

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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Allen, Texas 75013-2789

SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.4. Local Service Plans****3.1.4.C. Free Sage 1+ Long Distance**

Exchange	Simply Savings	Simply Savings PLUS	Simply Savings COMPLETE Plan B	Exchange	Simply Savings	Simply Savings PLUS	Simply Savings COMPLETE Plan B	(AT)
Kansas City Metropolitan Exchange				St. Louis Metropolitan Exchange				(AT)
<u>Principal Zone</u>				<u>Principal Zone</u>				
Kansas City	100	250	500	St. Louis	100	250	500	(NR)
<u>MCA-1 Zones</u>				<u>MCA-1 Zones</u>				
Gladstone	100	250	500	Ferguson	100	250	500	(NR)
Independence	100	250	500	Ladue	100	250	500	
Parkville	100	250	500	Mehlville	100	250	500	
Raytown	100	250	500	Overland	100	250	500	
South Kansas City	100	250	500	Riverview	100	250	500	
				Sappington	100	250	500	
				Webster Groves	100	250	500	(NR)
<u>MCA-2 Zones</u>				<u>MCA-2 Zones</u>				
Belton	100	250	500	Bridgeton	100	250	500	(NR)
Blue Springs	100	250	500	Creve Coeur	100	250	500	
East	100	250	500	Florissant	100	250	500	
Independence	100	250	500	Kirkwood	100	250	500	
Lee's Summit	100	250	500	Tiffany Springs	100	250	500	
Liberty	100	250	500	Oakville	100	250	500	
Nashua				Spanish Lake	100	250	500	(NR)
Springfield Metropolitan Exchange								(AT)
<u>Principal Zone</u>								
Springfield	100	250	500					
<u>MCA-1 Zones</u>								
Fair Grove	100	250	500					
Nixa	100	250	500					
Republic	100	250	500					
Rogersville	100	250	500					
Strafford	100	250	500					
Willard	100	250	500					(AT)

Issued: September 16, 2004

Effective: October 18, 2004

Issued By:
Robert W. McCausland
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805 Central Expressway South, Suite 100
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SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)

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3.1.4. Local Service Plans3.1.4.C. Free Sage 1+ Long Distance

Exchange	Simply Savings	Simply Savings PLUS	Simply Savings COMPLETE Plan B	Exchange	Simply Savings	Simply Savings PLUS	Simply Savings COMPLETE Plan B
Adrian	100	250	500	De Kalb	100	250	500
Advance	100	250	500	De Soto	100	250	500
Agency	100	250	500	Deering	100	250	500
Altenburg-Frohna	100	250	500	Delta	100	250	500
Antonia	100	250	500	Dexter	100	250	500
Archie	100	250	500	Downing	100	250	500
Argyle	100	250	500	East Prairie	100	250	500
Armstrong	100	250	500	Edina	100	250	500
Ash Grove	100	250	500	Eldon	100	250	500
Beaufort	100	250	500	Elsberry	100	250	500
Bell City	100	250	500	Essex	100	250	500
Benton	100	250	500	Eureka	100	250	500
Billings	100	250	500	Excelsior Springs	100	250	500
Bismarck	100	250	500	Farley	100	250	500
Bloomfield	100	250	500	Farmington	100	250	500
Bloomsdale	100	250	500	Fayette	100	250	500
Bonne Terre	100	250	500	Fenton	100	250	500
Boonville	100	250	500	Festus-Crystal City	100	250	500
Bowling Green	100	250	500	Fisk	100	250	500
Brookfield	100	250	500	Flat River	100	250	500
Camdenton	100	250	500	Frankford	100	250	500
Campbell	100	250	500	Fredericktown	100	250	500
Cape Girardeau	100	250	500	Freeburg	100	250	500
Cardwell	100	250	500	Fulton	100	250	500
Carl Junction	100	250	500	Gideon	100	250	500
Carrollton	100	250	500	Glasgow	100	250	500
Carthage	100	250	500	Grain Valley	100	250	500
Caruthersville	100	250	500	Gravois Mills	100	250	500
Cedar Hill	100	250	500	Gray Summit	100	250	500
Center	100	250	500	Greenwood	100	250	500
Chaffee	100	250	500	Hannibal	100	250	500
Charleston	100	250	500	Harvester	100	250	500
Chesterfield	100	250	500	Hayti	100	250	500
Chillicothe	100	250	500	Herculaneum-Pevely	100	250	500
Clarksville	100	250	500	Higbee	100	250	500
Clever	100	250	500	High Ridge	100	250	500
Climax Springs	100	250	500	Hillsboro	100	250	500

(AT)

Issued: September 16, 2004

Effective: October 18, 2004

Issued By:
Robert W. McCausland
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805 Central Expressway South, Suite 100
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Stoia - Schedule 11

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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)**

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3.1.4. Local Service Plans**3.1.4.C. Free Sage 1+ Long Distance**

Exchange	Simply Savings	Simply Savings PLUS	Simply Savings COMPLETE Plan B	Exchange	Simply Savings	Simply Savings PLUS	Simply Savings COMPLETE Plan B
Holcomb	100	250	500	Paynesville	100	250	500
Hornersville	100	250	500	Perryville	100	250	500
Imperial	100	250	500	Pierce City	100	250	500
Jackson	100	250	500	Pocahontas	100	250	500
Jasper	100	250	500	Pond	100	250	500
Joplin	100	250	500	Poplar Bluff	100	250	500
Kennett	100	250	500	Portage Des Sioux	100	250	500
Kirksville	100	250	500	Portageville	100	250	500
Knob Noster	100	250	500	Puxico	100	250	500
La Monte	100	250	500	Quilin	100	250	500
Lake Ozark-Osage Beach	100	250	500	Richmond	100	250	500
Lamar	100	250	500	Richwoods	100	250	500
Lancaster	100	250	500	Risco	100	250	500
Leadwood	100	250	500	Rushville	100	250	500
Lilbourn	100	250	500	San Antonio	100	250	500
Linn	100	250	500	Scott City	100	250	500
Lockwood	100	250	500	Sedalia	100	250	500
Louisiana	100	250	500	Senath	100	250	500
Macks Creek	100	250	500	Sikeston	100	250	500
Malden	100	250	500	Slater	100	250	500
Manchester	100	250	500	Smithville	100	250	500
Marble Hill	100	250	500	South Arkansas City	100	250	500
Marceline	100	250	500	St. Charles	100	250	500
Marionville	100	250	500	St. Clair	100	250	500
Marshall	100	250	500	St. Genevieve	100	250	500
Marston	100	250	500	St. Joseph	100	250	500
Maxville	100	250	500	St. Marys	100	250	500
Meta	100	250	500	Stanberry	100	250	500
Mexico	100	250	500	Trenton	100	250	500
Moberly	100	250	500	Tuscumbia	100	250	500
Monett	100	250	500	Union	100	250	500
Montgomery City	100	250	500	Valley Park	100	250	500
Morehouse	100	250	500	Versailles	100	250	500
Neosho	100	250	500	Vienna	100	250	500
Nevada	100	250	500	Walnut Grove	100	250	500
New Franklin	100	250	500	Wardell	100	250	500
New Madrid	100	250	500	Ware	100	250	500
Oak Ridge	100	250	500	Washington	100	250	500
Old Appleton	100	250	500	Webb City	100	250	500
Oran	100	250	500	Wellsville	100	250	500
Pacific	100	250	500	Westphalia	100	250	500
Patton	100	250	500	Wyatt	100	250	500

(AT)

Issued: September 16, 2004

Effective: October 18, 2004

Issued By:
Robert W. McCausland
Vice President, Regulatory Affairs
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789
Stoia - Schedule 11

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SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.4. Local Service Plans3.1.4.C. Free Sage 1+ Long Distance (cont'd)

Sage Local Service Plans that include free Sage 1+ long distance minutes will be governed by the following rules and regulations.

1. The per minute rate for all direct dialed, 1+ long distance or 1+ intraLATA toll calls is \$0.05 per minute, and applies to calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands and outside the customer's local (free) calling area. The duration of each call is rounded to the next full minute.
2. Customers earn a monthly credit against their 1+ long distance and 1+ intraLATA toll charges based on the table in Section 3.1.4.C.3. If the total dollar amount of usage is less than the maximum credit allowed, then the customer earns a credit equal only to their actual usage. The credit is offered on a per line basis and is rolled up, along with usage, to the account level for purposes of calculating the monthly allowable credit. There is no carry forward of unused credits.

The credit does not apply to calling card calls, operator assisted calls, and calls made to Directory Assistance.

3. Maximum Allowable Credit

<u># of Free Minutes</u>	<u>Maximum Credit</u>
60	\$ 3.00
100	\$ 5.00
250	\$ 12.50
500	\$ 25.00

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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.5 **Non-Recurring Service Charges** - Service charges may apply to all residential and business customers who subscribe to any of Sage's local service plans or request a move and/or change of certain types of telecommunications services.

3.1.5.A. The Installation Charge is a per order, nonrecurring charge that applies as follows:

1. Installation of local exchange service to a customer's premises for the first time.
2. Installation of additional local exchange access lines to a customer's premises.
3. A change in location of customer's equipment or service from one premise to another.
4. A temporary suspension of service at the customer's request or to change the telephone number to which suspended service calls are referred.
5. A request to change from one type of hunting arrangement to another, or rearrange central office hunting lines.
6. A restoration of service due to disconnection from nonpayment of bill for telecommunications services.

3.1.5.B. No installation charges will apply to customers converting their existing local phone service, as is, from the incumbent LEC to Sage. This also applies to existing Sage customers who change their local calling plans.

3.1.5.C. An Order Processing Fee applies as follows, on a per order basis:

1. A telephone number change made at the customer's request.
2. A change to/from the company's Regional Service.
3. The addition or deletion of any Custom Calling Feature listed in Section 3.1.8; Caller ID Service listed in Section 3.1.9; Multi-Line Hunting Service listed in Section 3.1.10; or Toll Restriction Service listed in Section 3.1.14.

The Order Processing Fee will not apply to the first customer initiated change to a line made subsequent to original service order placement

3.1.5.D. A Reconnect Fee will be applied on a per line basis for service that is restored due to suspension from nonpayment of bill for telecommunications services.

3.1.5.E. A Referral Message Fee applies to active Sage customers who request a referral message as a result of (AT) a telephone number change.

3.1.6. **Operator Assisted Services**

3.1.6.A. **Operator Handled Calling** - Operator Handled Calling Service is provided to Customers and Users of Sage's local exchange service. The Company will follow the standards set forth by the Commission, to include:

1. The Company will not bill for incomplete calls where answer supervision is available. The Company will remove any charges for incomplete calls upon customer notification or Company's knowledge.
2. The caller and billed party, if different from the caller, will be advised of the name of the operator service provider at the time of the initial contact.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.6. Operator Assisted Services (cont'd)3.1.6.A. Operator Handled Calling (cont'd)

3. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
4. Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company billings.
5. If local exchange company billing services are used, the name of the operator service provider will be listed on the bill if the local exchange company has multicarrier billing ability.
6. The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
7. The Company will route al 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
8. Upon request, the Company will transfer calls to, or advise how to reach, other authorized interexchange carriers or the local exchange company, if billing can list the caller's actual origination point.
9. The Company will refuse operator services to traffic aggregators which block access to other companies.
10. The Company will assure that traffic aggregators will post and display information including: (1) that the Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the local exchange carrier operator and other authorized interexchange carriers

In addition to charges that would otherwise apply pursuant to other Sections of this Tariff, each operator call will be assessed a charge(s) as set forth within.

1. Person-to-Person - Calls completed with the assistance of a Sage operator to a particular person, station, department or PBX extension specified by the calling party.
2. Station-to-Station - Operator assisted calls other than Person-to-Person, including intraLATA collect and third party billed calls. Collect calls to coin telephones and transfers of charges to third telephones that are coin telephones will not be accepted.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.6. Operator Assisted Services (cont'd)

3.1.6.B. Directory Assistance - A service provided to Customers and Users of Sage's local exchange service that allows them to obtain directory assistance by calling the Directory Assistance operator.

1. Directory Assistance charges apply for all requests for which Sage's facilities are used. A maximum of two requested telephone numbers is permitted per Directory Assistance call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.
2. Non-published telephone numbers are not available from Directory Assistance Service.
3. No credit will be given for requested numbers that are non-published, or for requested telephone numbers that are not found in the directory.
4. A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call;
5. To receive a credit, the Customer must notify the Sage operator or Business Office of the problem experienced.

3.1.6.C. Directory Assistance Call Completion - Provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator. The three types of Directory Assistance Call Completion (DACC) offered are as follows:

1. Semi-Automated - The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.
2. Fully-Automated - The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a touch-tone telephone when prompted by the DACC announcement.
3. Person-to-Person - The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)**3.1.6. Operator Assisted Services (cont'd)**

3.1.6.D. Busy Line Verification and Line Interrupt Service - Upon request of a calling party, the Company will verify a busy condition on a called line.

1. The operator will determine if the line is clear or in use and report to the calling party.
2. The operator will interrupt the call on the called line only if the calling party indicates an emergency.
3. A charge will apply when:
 - (a) The operator verifies that the line is busy.
 - (b) The operator verifies that the line is available for incoming calls.
 - (c) The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption
4. No charge will apply:
 - (a) When the calling party advises that the call is to or from an official public emergency agency.
 - (b) Under conditions other than those specified within, preceding.
5. Busy verification and interrupt service is furnished where and to the extent that facilities permit. The Customer shall identify and save Sage harmless against all claims that may arise from either party to the interrupted call or any person.

3.1.7. Telephone Directory Service - Sage, through its interconnection agreement SWBT, will provide telephone directory services to its Customers. This includes listings in SWBT's White Pages directory and directory assistance database. The following telephone directory services are offered:

3.1.7.A. Primary Listing - Primary directory listing in both SWBT White Pages and Directory Assistance database. The listing is the actual name of the customer to whom the service is rendered, with the following exceptions:

1. For residential customers, the listing may be in the name of a member of the customer's family or household. A dual name listing may be provided for two (2) persons who share the same surname and reside at the same address (*i.e.*, John and Jane Doe), or for a person known by two first names.
2. For business customers, the listing may be in the name of the business or of a member, officer, employee, or representative of the business. The listing may also include the name of a division, branch or department.
3. In the case of a business line operating at a residence, a dual name listing may be provided as described in #1 above.

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.7. Telephone Directory Service (cont'd)

- 3.1.7.B. White Pages Directory(s) - This service provides for the annual delivery of the White Pages directory. One (1) directory per residential household and one (1) directory per business line will be provided at no charge. Additional directories can be purchased at the request of the customer.
- 3.1.7.C. Non-Listed Service - For customers who desire their telephone numbers to be omitted from SWBT's White Pages directory, but NOT the directory assistance database.
- 3.1.7.D. Non-Published Service - For customers who desire their telephone number to be omitted from SWBT's White Pages directory, as well as the directory assistance database.
- 3.1.7.E. Regular Extra Listing - An additional listing tied to the same number and address as the primary listing. For residential customers, the listing may be the names of members of the customer's family or of other persons residing in the customer's household. For business customers, additional listings may be requested for such things as names of partners or members of the firm, officers of a corporation, or the names of employees of the customer.
- 3.1.7.F. Extra Line Listing - Extra line material may be provided in the alphabetical directory when, in the opinion of Sage Telecom, it facilitates the use of telephone service. Ordinarily, an extra line will be provided only when a customer has more than one listed telephone. An extra line consists of five words or any fraction thereof. When a customer needs more than five words to properly direct calls, he may arrange for two or more extra lines. If the customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information appear on the same line, two extra listing charges apply.
- 3.1.7.G. Alternate Listing - Listing of an alternate telephone number to be called in case no answer is received at the primary call number or indicating an alternate telephone number to be called during certain periods or under certain circumstances in preference to the primary call number is permitted for customers to all classes of service. A phrase necessary to direct the method of calling and giving the number to call may be provided as an alternate listing.
- 3.1.7.H. Secretarial Listing - A customer engaged in furnishing service of a secretarial nature may contract for telephone secretarial listings for the benefit of patrons under the following conditions: (A) No physical facilities shall be provided for the use of such patrons or tenants, other than public telephone service; (B) The customer subscribing for the secretarial listings is not to permit the use of his telephone service by such patrons; (C) Secretarial listings will be accepted only upon written authorization to Sage Telecom from the patron to be listed.

SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.7. Telephone Directory Service (cont'd)**

- 3.1.7.I. Additional Listing for Rotary Number Group - Where a customer is served by two or more main lines in a series completion group arranged for a hunting operation, additional listings may be provided on any of the lines other than the first number in the group.
- 3.1.7.J. Foreign Listing - Used when a customer desires a listing in a directory published in an exchange other than the exchange serving the customer.
- 3.1.7.K. Residence Signature Listing – Distinctive directory listings available to residential customers.
- 3.1.7.L. Residence Family Space Listings – Allows a residential customer to list the name or nickname of the household members in the directory. The listing is set apart from the preceding and following directory listings by white space and a border forming a box around the listing. Listings may be the names or nicknames of members of the customer's family or other persons residing in the customer's household. The number of names allowed is limited to the number of letters available on two lines.
- 3.1.7.M. Residence Personality Logo – Allows a residential customer to add a logo to a primary or an extra listing and enclose that listing in a box frame. The customer will choose from a list of logos prepared by SWBT.

3.1.8. Custom Calling Features

- 3.1.8.A. Service Offerings available to Customer's and End Users of Sage's local exchange service on local access lines only, subject to availability from the central office serving the customer:
 - 1. Auto Redial - Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, Auto Redial will keep trying to call the number for a maximum of thirty (30) minutes, beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. Auto Redial is available as a monthly plan or on a per use basis. Per use functionality is automatically provisioned on all lines. The customer may request to have Auto Redial taken off its lines.
 - 2. Call Blocker - Enables the customer to block calls from pre-selected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list of up to 31 telephone numbers. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a recorded announcement.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.8. Custom Calling Features (cont'd)3.1.8.A. Service Offerings (cont'd)

3. Call Forwarding - Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between his Call Forwarding-equipped telephone and the telephone to which the call is being forwarded.

Includes Busy Line and Don't Answer features, as defined below. Customer may decline these additional features.

Call Forwarding - Busy Line allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network.

Call Forwarding - Don't Answer allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network.

4. Call Return - Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, Call Return will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This service will not function if the calling party's telephone number has been Call Forwarded. Also, this service will not function from a line that does not have an associated telephone number, e.g., multi-line hunting groups. Call Return is available as a monthly plan or on a per use basis. Per use functionality is automatically provisioned on all lines. The customer may request to have the per use functionality taken off its lines.
5. Call Trace - Enables the customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, Call Trace will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The customer will not be provided the results of the trace (i.e., the telephone number traced). Such call detail may be provided only to law enforcement authorities upon proper request.

For further action to be taken, the customer is required to contact Sage Telecom via the telephone number provided in the Call Trace announcement.

At its opinion or upon receipt of proper request from a law enforcement agency, Sage will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call trace is not available at no charge to the customer

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

5. Call Trace (cont'd)

when in the judgment of Sage or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.

6. Call Waiting - Alerts a customer who is using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or terminating call.

7. Call Waiting ID Options - Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Where facilities permit, Call Waiting ID Options service will display the name and/or number of the person calling on the customer's Customer Premises 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 mail box.
- Allow the caller to join the conversation in progress.

Call Waiting ID Options is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting, Caller ID Name and Number, and Call Waiting ID.
- b. Customer wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- c. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID options.
- d. Available only where central office facilities permit.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

8. Call Waiting ID - Allows customers to subscribe to a part of the Call Waiting ID Options service. When a person is already speaking on the telephone and receives another phone call, Call Waiting ID service will allow for the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Call Waiting ID is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting and Caller ID Name and Number.
 - b. Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
 - c. Available only where central office facilities permit.
9. Personalized Ring - Personalized Ring service permits a customer to establish up to three telephone numbers on the same access line and to distinguish calls to each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.

When a Personalized Ring customer subscribes to any Call Forwarding feature, dependent numbers can either be forwarded to the same number as the master number or receive no forwarding treatment at all.

When a Personalized Ring customer subscribes to Call Waiting, incoming calls to the master number will activate the standard Call Waiting tone. Incoming calls to the dependent numbers will activate a distinctive Call Waiting tone per dependent number.

A directory listing is furnished per telephone number. When a customer requests the dependent numbers to be nonpublished or nonlisted, Sage Telecom will provide without charge. However, if the master number and all dependent numbers are nonpublished and/or nonlisted, the appropriate monthly rate is applicable to the master number.

10. Priority Call - Provides the customer with a distinctive ring or distinctive Call Waiting tone (if the customer has subscribed to Call Waiting and Priority Call), when the customer is called from pre-selected telephone numbers. The customer can construct or modify a telephone number screening list. Priority Call will screen incoming calls against the customer's list and provide the distinctive ring for telephone numbers on the list.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

11. Remote Access to Call Forwarding - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "*" and "#". All charges incurred to access the remote number will be billed appropriately.
12. Selective Call Forwarding - Provides the customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. The customer may construct or modify a telephone number screening list. Selective Call Forwarding will screen incoming calls against the customer's list and forward only those calls from telephone numbers on the list. The maximum amount of telephone numbers available for each customer's list may vary depending on switch type. The Selective Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion.
13. Speed Calling 8 - Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Customer may store up to eight (8) telephone numbers.
14. Speed Calling 30 - Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Customer may store up to 30 telephone numbers.

For residence customers, Speed Calling 30 is obsolete except for existing Speed Calling customers at existing locations. Speed Calling 30 is available to business customers.

15. Three-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.

3.1.8.B. Calling features are subject to availability of facilities and compatibility with central office equipment, access lines, and customer premises equipment.

3.1.8.C. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding and Caller ID are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.

3.1.8.D. Services with call forwarding capabilities (including Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)

3.1.9. Caller ID Service - Display of Calling Number and/or Name on customer provided equipment. Available to Customers and End Users of Sage's local exchange service on local access lines only. Service includes:

3.1.9.A. Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring.

3.1.9.B. Calling Name Delivery - Enables the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring.

3.1.9.C. Anonymous Call Rejection - Allows customer to automatically reject all calls that have been marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

3.1.9.D. Calling Name and Number Blocking - Any Sage Telecom calling party may prevent the delivery of CPN and of Calling Party Name 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 activated per call blocking is available at no charge. If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Per line blocking for the blocking of CPN will be available upon request, at no charge, 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 Sage: 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. Line blocking customers can unblock their CPN 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.

Caller ID subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the Calling Number and/or Calling Name transmission. 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. Sage assumes no liability and will be held harmless for an incompatibility of this equipment to perform satisfactorily with the network features described herein.

Issued: January 10, 2002

Effective: February 9, 2002

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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.9. Caller ID Service (cont'd)**

Subscribers will automatically be provided with both Calling Number and Calling Name delivery, subject to availability in the central office that is servicing the subscriber. If the combination of the two is not available, the subscriber will receive whatever is available, either Calling Number OR Calling Name.

Caller ID features are subject to availability of facilities and compatibility with central office equipment (for both the calling and the called parties), access lines, and customer premises equipment.

Caller ID information will not be displayed under the following conditions: (a) if the called party is off-hook; or (b) if the called party answers during the first ring interval.

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.

3.1.10. Multi-Line Hunting Service - This service is used to establish hunting arrangements between two or more of a customer's local exchange service access lines, and is available to Business and Residential Customers. Customers may choose from one of the following hunt group arrangements:

3.1.10.A. Series Hunting - The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.

3.1.10.B. Circle Hunting - Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered, the hunting will continue until it reaches the access line that was originally called.

3.1.10.C. Preferential Hunting - Individual access lines in an access line hunt group may have an associated preferential hunt list. This hunt list specifies a hunting sequence over a predetermined subset or preferential arrangement of up to 18 access lines before proceeding to hunt through the remaining access line hunt group.

Each hunt group arrangement is subject to availability in the customer's serving central office switch. All of the lines in a hunt group arrangement must be of the same class of service (*i.e.*, same local calling plan).

3.1.11. Maintenance of Service - The Customer shall be responsible for the payment of all related charges for each service call by a Sage employee or contractor to the customer's premises where the service difficulty or trouble results from the use of terminal equipment, communications systems or premises cable and wire on the customer's side of the demarcation point.

3.1.11.A Standard Service Call Charge - Applies for each dispatch during a normally scheduled work day where a technician is on duty. A normally scheduled work day is defined as 8AM to 5PM, Monday through Friday. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each

Issued: January 10, 2002

Effective: February 9, 2002

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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.11. Maintenance of Service (cont'd)****3.1.11.A Standard Service Call Charge (cont'd)**

technician. This charge also applies to dispatches during a normally scheduled work day where the technician(s) could not access the premises.

3.1.11.B Emergency Service Call Charge – Applies for each dispatch outside a normally scheduled work day where an off duty technician is called in to perform the work. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each technician.

3.1.11.C NID Move Charge – Applies for each dispatch related to relocating the customer's Network Interface Device (NID). This charge is in addition to either the Standard or Emergency Repair Charge, which will be determined based on the time of the dispatch.

3.1.12. Reserved for Future Use

3.1.13. 9-1-1 Telecommunication Service - All terms and conditions set forth in this Section are applicable to the services as defined in this Tariff.

3.1.13.A. Service Overview

1. Sage is obligated to supply the E-911 service provider in Sage's service area with accurate information necessary to update the E-911 database at the time Sage submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
2. At the time Sage provides basic local service to a customer by means of Sage's own cable pair, or over any other exclusively owned facility, Sage will be obligated to make the necessary equipment or facility additions in the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
3. Sage will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. Sage recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by Sage.
4. Sage will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

SECTION 3 - DESCRIPTION OF SERVICES3.1. Telecommunications Services (cont'd)3.1.13. 9-1-1 Telecommunication Service (cont'd)3.1.13.B. Regulations

1. This offering is limited to the provision and use of the digits 9-1-1 as the Universal Emergency Telephone Number (Code).
1. 9-1-1 Service is one-way service only.
2. Sage shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits 9-1-1 or to any other person who may be affected by the dialing of the digits 9-1-1. Sage's entire liability arising out of the provision of 9-1-1 Service under this tariff shall be limited as set forth in this Section and in the Rules.

- 3.1.14. **Toll Restriction Service** - An optional, central office activated, service which prohibits anyone from originating a direct dialed (1+) or an operator assisted (0 or 0+) outgoing long distance call from a designated local exchange access line. Any such calls, when attempted, will be routed to a central office announcement which will inform the user that long distance calls are restricted from that line.

Toll Restriction Service will be provided as follows:

- 3.1.14.A. Toll Restriction Service can be placed on any Sage local access line where the customer has subscribed to one of Sage Telecom's local service plans.
- 3.1.14.B. Any local access lines with Toll Restriction Service ***ARE*** eligible for any free 1+ minutes allowable under Sage's Toll/Long Distance Promotion.
- 3.1.14.C. For business multi-line hunt groups, each local access line in the hunting group must be equipped with Toll Restriction Service.
- 3.1.14.D. Toll Restriction Service will ***not*** be provided on PBX trunks, at such time as Sage offers PBX-type service.
- 3.1.14.E. Toll Restriction Service is subject to availability in the central office serving the Sage customer.
- 3.1.14.F. The types of outbound long distance calls that are restricted are as follows:
 1. Any direct dialed 1+ long distance call. Examples include (1+Area Code+xxx-xxxx), (1+xxx-xxxx), (five-digit carrier access code + 1+xxx-xxxx), or (five-digit carrier access code + 1+Area Code+xxx-xxxx).
 2. Any local or long distance 0+ or 0 call, ***even in the event of an emergency***. Examples include (0+Area Code+xxx-xxxx), (0+xxx-xxxx), (five-digit carrier access code + 0+xxx-xxxx), or (five-digit carrier access code + 0+Area Code+xxx-xxxx).

Issued: January 10, 2002

Effective: February 9, 2002

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SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)****3.1.14. Toll Restriction Service (cont'd)**

3. Any Directory Assistance call for local or long distance numbers. Examples include (1+411) and (1+555-1212).
4. Any call placed to a local DIAL 976 telephone number. Example (976-xxxx).

3.1.14.F. The types of outbound long distance calls that are restricted are as follows: (cont'd)

5. Any call to an emergency telephone number if it is a long distance call.

3.1.14.G. The customer indemnifies and saves harmless Sage Telecom from any and all claims, losses and damages that may be caused by Toll Restriction Service.

3.1.15. Dual Service

Dual Service, as part of an outside/physical move of telephone service, provides Sage business customers the ability to have service at both the old and the new location at the same time.

1. At the time a service order is placed to physically move telephone service, the customer may specify a period of time, not to exceed 30 days, that they want to receive Dual Service.
2. Dual Service can be provided as long as the customer's new location is served by the same Central Office, which is normally the case when the customer is able to keep their existing phone number(s).
3. Dual service begins on the Service Order Completion (SOC) date of the new service, and extends for the number of days specified by the customer at the time of the order.
4. The number of days specified by the customer at the time of the order **CANNOT** be changed.
5. When Dual Service is disconnected after the specified period of time, there may be a slight outage. The outage, if there is one, should not be significant.
6. The per line rate of \$25 is the same whether the service period is one day or 30 days. This is a non-recurring charge.
7. This service replaces coordinated moves. Coordinated (i.e. after hours) move are no longer an option.

SECTION 3 - DESCRIPTION OF SERVICES

3.1. Telecommunications Services (cont'd)**3.1.16. Feature Packaging**

- 3.1.16.A. Feature Package No. 2 - Consists of a select number of custom calling features. The customer pays a flat monthly fee for the ability to access each of the features. Feature Package No. 2 is available to residential and business customers who subscribe to one of the company's local service plans.

The following customer calling features are included in Feature Package No. 2:

Auto Redial
Call Blocker
Call Forwarding
Call Return
Call Trace
Call Waiting
Caller ID
Priority Call
Selective Call Forward
Speed Calling 8
Three-Way Calling

At the customer's request, Call Waiting may be eliminated from the package. However, no credit will be given.

Feature Package No. 2 is subject to the availability and limitations specified in the tariffs for the individual services.

- 3.1.16.B. Feature Package No. 3 - Consists of a select number of custom calling features. The customer pays a flat monthly fee for the ability to access each of the features. Feature Package No. 3 is available to residential and business customers who subscribe to one of the company's local service plans.

The following customer calling features are included in Feature Package No. 3:

Call Forwarding
Call Waiting
Three-Way Calling

Feature Package No. 3 is subject to the availability and limitations specified in the tariffs for the individual services.

SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services (cont'd)**

- 3.1.17. **Tell-A-Friend Program** - This program provides a one-time credit to local exchange service customers of Sage for referring a local exchange service customer to Sage and who choose Sage as their long distance carrier.

The credit is in addition to any other allowable promotional credits.

Referring customers can earn a credit for each customer referred, provided they meet all terms and conditions of the program.

Referred customer must remain a Sage local exchange service customer for a minimum of thirty (30) days. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to thirty (30) days from their service date.

The issuance of any allowable credit will occur once the referred customer has been a Sage local exchange service customer for at least thirty (30) days, and will appear on the customer's bill after the 30-day period.

- 3.1.18. **Number Intercept Treatment**

Upon changing a customer's telephone number, Sage will make known to the customer that Sage will intercept all calls to a customer's former telephone number and give out the new number, at no charge to the customer, provided the customer desires this service. The service will be provided for a minimum of 30 days.

- 3.1.19. **Number Portability**

Sage does not provide Number Portability Service.

SECTION 4 - RATES AND CHARGES**4.1. Local Exchange Service** - The following rates and charges are applicable to Residential and Business Customers.**4.1.1. Non-Recurring Service Charges** - All rates are per service order, except as noted.**4.1.1.A.** Effective October 24, 2003, the following rates apply to all Sage customers.

Service Charge Type	Residence	Business
Installation Charge, per line	\$ 38.00	\$ 57.00
Order Processing Fee:		
Telephone Number Change	\$ 25.00	\$ 25.00
All Others	\$ 5.00	\$ 5.00
Referral Message Fee	\$ 10.00	\$ 10.00

4.1.1.B. Effective October 24, 2003, the following rates no longer apply to Sage customers.

Service Charge Type	Residence	Business
Installation Charge, per line	\$ 45.00	\$ 57.00
Order Processing Fee:		
Telephone Number Change	\$ 25.00	\$ 25.00
All Others	\$ 5.00	\$ 5.00
Referral Message Fee	\$ 10.00	\$ 10.00

4.1.1.C. Reconnect Fee:

Residence	\$ 38.00 per line
Business	\$ 57.00 per line

4.1.2. Monthly Local Service Plan Charges - All rates are per line.**4.1.2.A. Residential**

	<u>Monthly Rate</u>
Basic Local Service	\$25.00
Home Choice Plan	
St. Louis & Kansas City Metropolitan Exchanges	\$24.90
All Other Exchanges	\$29.00
Home Choice with Regional Coverage	\$39.00
Metropolitan Plan	\$34.00
Metro Service with Regional Coverage	\$44.00
Sage Unlimited Plan	
St. Louis & Kansas City Metropolitan Exchanges	\$44.90
All Other Exchanges	\$49.00
Sage Unlimited Plan with metro calling	\$54.00
Simply Savings	\$24.90
Simply Savings PLUS	\$29.90
Simply Savings COMPLETE Plan A	\$49.90
Simply Savings COMPLETE Plan B	\$44.90

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Issued: September 16, 2004

Effective: October 18, 2004

Issued By:
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Stoia - Schedule 11

Filed
MO PSC MO10404

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SECTION 4 - RATES AND CHARGES4.1. Local Exchange Service (cont'd)4.1.2. Monthly Local Service Plan Charges - All rates are per line. (cont'd)4.1.2.B. Business

	<u>Monthly Rate</u>
Basic Local Service	\$29.00
Business Choice Plan	\$34.00
Business Choice with Regional Coverage	\$54.00
Metropolitan Plan	\$44.00
Metro Service with Regional Coverage	\$64.00

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Issued: June 5, 2003

Effective: July 7, 2003

Issued By:
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Stoia - Schedule 11

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MO PSC

SECTION 4 - RATES AND CHARGES4.1. Local Exchange Service (Cont'd)4.1.3. Operator Assisted Service Rates4.1.3.A. Operator Handled Calling

In addition to applicable usage charges, the following operator-assisted charges will apply:

Person-to-Person	
Local	\$ 2.75 per call
Station-to-Station	
Local – Fully/Semi Automated	\$ 1.00 per call
Local – Non Automated	\$ 1.25 per call

The term "Local" is meant to mean a call placed to a point within the customer's local calling area as defined by the applicable local service plan.

4.1.3.B. Directory Assistance Service

Directory Assistance	
Direct Dialed	\$ 0.75 per call
Via Operator	\$ 0.75 per call
Fully-Automated	
Sent-Paid	\$ 0.00 per call
Collect	\$ 1.00 per call
Bill to 3 rd Number	\$ 1.00 per call
Semi-Automated	
Sent-Paid	\$ 1.00 per call
Collect	\$ 1.25 per call (CR)
Bill to 3 rd Number	\$ 1.25 per call (CR)
Person-to-Person	\$ 2.75 per call

4.1.3.C. Busy Line Verification and Line Interrupt Service

Busy Line Verification	\$ 1.50 per request
Line Interrupt	\$ 2.00 per request

SECTION 4 - RATES AND CHARGES4.1. Local Exchange Service (Cont'd)4.1.4. **Telephone Directory Service Rates**

Service Type	Set-up Charge	Monthly Rate
Non-Listed Service		
Primary Line	*	\$ 1.40
Additional Line	*	\$ 1.40
Non-Published Service	*	\$ 1.85
Regular Extra Listing		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Extra Line Listings		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Alternate Listings		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Secretarial Listings	*	\$ 4.00
Add'l Listings - Rotary No. Group	*	\$ 4.00
Foreign Listings		
Residential	*	\$ 1.65
Business	*	\$ 3.00
Residence Signature Listing	*	\$ 3.00
Residence Family Space Listings	*	\$ 5.00
Residence Personality Logo		\$ 5.00

* Set-up Charges for newly created listings apply as follows:

	<u>Rate</u>
Residential	\$ 6.00
Business	\$ 9.50

Issued: January 10, 2002

Effective: February 9, 2002

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SECTION 4 - RATES AND CHARGES4.1. **Local Exchange Service** (Cont'd)4.1.5. **Custom Calling Features Rates** (Monthly rates unless otherwise noted.)

Feature	Res	Bus
Anonymous Call Rejection	\$ 2.00	\$ 3.00
Auto Redial	\$ 2.00	\$ 3.00
Auto Redial (per occurrence)	\$ 0.75	\$ 0.75
Call Blocker	\$ 2.00	\$ 3.00
Call Forwarding	\$ 2.00	\$ 4.00
Call Return	\$ 2.00	\$ 3.00
Call Return (per occurrence)	\$ 0.75	\$ 0.75
Call Trace (per occurrence)	\$ 6.00	\$ 6.00
Call Waiting	\$ 4.00	\$ 5.00
Call Waiting ID Options	\$ 2.00	\$ 3.00
Call Waiting ID	\$ 2.00	\$ 3.00
Personalized Ring	\$ 2.00	\$ 4.00
Priority Call	\$ 2.00	\$ 3.00
Remote Access to Call Forwarding	\$ 2.00	\$ 3.00
Selective Call Forward	\$ 2.00	\$ 3.00
Speed Calling 8	\$ 2.00	\$ 3.00
Speed Calling 30	\$ 2.00	\$ 3.00
Three-Way Calling	\$ 2.00	\$ 3.00
Three-Way Calling (per occurrence)	\$ 0.75	\$ 0.75

4.1.6. **Caller ID Service**

	Monthly Rate
Residential	\$ 5.00
Business	\$ 8.00

4.1.7. **Multi-Line Hunting Service Rate**

	Monthly Rate
Residential, per line	\$ 1.00
Business, per line	\$ 2.00

Issued: January 10, 2002

Effective: February 9, 2002

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SECTION 4 - RATES AND CHARGES4.1. **Local Exchange Service (Cont'd)**4.1.8. **Maintenance Visit Charge**

<u>Charge Type</u>	<u>Monthly Rate</u>
Standard Service Call Charge	\$50.00
Emergency Service Call Charge	\$300.00
NID Move	\$100.00 plus Standard or Emergency charge

4.1.9. **Reserved for Future Use**4.1.10. **Toll Restriction Service**

	<u>Monthly Rate</u>
Per local access line	\$ 15.00

4.1.11. **Dual Service**

	<u>Monthly Rate</u>
Per local access line	\$ 25.00

4.1.12. **Feature Packaging**

4.1.12.A. Feature Package No. 2

	<u>Monthly Rate</u>
Residential	\$ 20.00
Business	\$ 20.00

4.1.12.B. Feature Package No. 3

	<u>Monthly Rate</u>
Residential	\$ 5.00
Business	\$ 8.00

4.1.13. **Tell-A-Friend Program**

Amount of credit

Per customer \$ 10.00

SECTION 5 - PROMOTIONS AND DISCOUNTS

- 5.0. **General** – From time to time, Sage Telecom may elect to offer special promotions to its customers. These promotions will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

Any promotional waiver or discounted rate will apply only one time per customer for each service in any given wire center prefix during the course of the promotional period, subject to prior notification and approval by the Missouri Public Service Commission.

Sage Telecom will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion and the exchanges within which the promotion will be offered. If facilities permit, all residence and/or business customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residence or business services.

Issued: January 10, 2002

Effective: February 9, 2002

Issued By:
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5.1 Promotional Offer

The monthly rate for Sage's Home Choice Plan will be reduced to \$24.90 for customers in all zones of the St. Louis Metropolitan Exchange who sign up for Sage's Home Choice Plan between June 10, 2002 and July 31, 2002.

Missouri Public

REC'D MAY 24 2002

Service Commission

Issued: May 24, 2002

Effective: June 10, 2002

Issued by:
James E. Kennedy
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805 Central Expressway South, Suite 100
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Missouri Public

FILED JUN 10 2002

Service Commission