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August 26, 1999

FILED

AUG 2 6 1999

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

Missouri Public S**ervice Commiss**ion

RE: Case No. <u>TA-2000-11</u>, Tariff File No. 20000030

Application of Global Time, Inc., for a Certificate of Service Authority to Provide Interexchange Telecommunications Services

Dear Mr. Roberts:

Enclosed please find an original and six copies of the following substitute tariff sheets of Global Time, Inc.:

Missouri P.S.C. Tariff No. 1, Original Sheets Nos. 5 through 8,

Missouri P.S.C. Tariff No. 1, Original Sheet No. 14,

Missouri P.S.C. Tariff No. 1, Original Sheet No. 15,

Missouri P.S.C. Tariff No. 1, Original Sheet No. 19, and

Missouri P.S.C. Tariff No. 1, Original Sheet No. 20.

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

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

Sincerely,

Mary Ann (Garr) Young

cc: Office of Public Counsel
Paul Garnett, Swidler Berlin
Natelle Anna

SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS

<u>Authorization Code</u> - A numerical code, one or more of which may be assigned to a Subscriber, to enable Carrier to identify the origin of service User so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Subscriber shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

<u>Automatic Numbering Identification (ANI)</u> - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Bong Charge - The Bong Charge is a per call charge intended to recover costs associated with the tone that the Carrier uses to signal the Customer to dial more digits in order to provide billing information (i.e., calling card number). The bong tone consists of a short burst of the # touch tone, followed by a rapidly decaying dial tone. A Customer may dial additional called party numbers without hanging up by pressing the # key, and listening for the bong tone. After hearing the bong tone, the Customer may dial the number of the called party. The Bong Charge will be assessed for each bong tone the Customer receives, whether the Customer hangs up between calls or not. Section 3.5.2 details the Bong Charge per call, if any, associated with Global Time's Prepaid Calling Card products.

<u>Calling Card</u> - A postpaid or prepaid calling card issued by Carrier which allows Subscribers and/or Users to make telephone calls and charge the calls to a postpaid or prepaid account. Calls charged to a Carrier-issued postpaid Calling Card will appear on the Subscriber's regular monthly bill. Calls charged to a Carrier-issued prepaid Calling Card will be charged against the debit account.

Carrier or Company - Refers to Global Time, Inc.

Commission - Refers to the Missouri Public Service Commission.

<u>Common Carrier</u> - A company or entity providing telecommunications services to the public.

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By:

Thomas J. Murphy, Jr., Executive Vice President

Global Time, Inc.

500 Airport Boulevard, Suite 340

SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

<u>Complaint</u> - Any oral or written report from a Subscriber or user of telephone service relating to a physical defect, difficulty or dissatisfaction with the operation of telephone facilities, errors in billing or the quality of service rendered.

Holiday - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

<u>Local Access and Transport Area</u> (<u>LATA</u>) - The term "Local Access Transport Area" denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communications services.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the charges due for a completed interexchange call.

<u>Subscriber/Customer</u> - The person, firm, corporation or legal entity that enters into arrangements for Carrier's telecommunications services and is responsible for payment of Carrier's services.

<u>Telecommunications</u> - The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or other similar communications.

User - The person(s) utilizing Carrier's services.

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SECTION 2. RULES AND REGULATIONS

2.1 Undertaking of the Carrier

- 2.1.1 Global Time's services are furnished for communications originating and terminating at specified points within the State of Missouri under terms of this tariff.
- 2.1.2 Global Time provides the communications services described herein 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 Company's network. The Customer shall be responsible for all charges due for such service arrangement.
- 2.1.3 Global Time's services are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.
- 2.1.4 The selling of intrastate interexchange ("IXC") telecommunications service to uncertificated IXC resellers is prohibited.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of facilities and provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue furnishing service or to limit the use of service when (1) conditions beyond its control necessitate such discontinuance or limitation of service; or (2) the Customer is using the Company's service in violation of the law or the provisions of this tariff.
- 2.2.3 All services provided under this tariff are directly controlled by the Company and the Customer may not transfer or assign the use of services, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service.
- 2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.
- 2.2.5 Customers reselling or rebilling services must have a Certificate of Service Authority as an interexchange carrier from the Commission.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.5 <u>Customer Complaints</u>

Customer complaints are handled by a full service customer service department. Carrier's toll-free number will be printed on customer bills. Customers may call 1-800-413-5675 during normal business hours or submit a written complaint to:

Ann Yanick Acting Director of Special Services Global Time, Inc. 500 Airport Boulevard, Suite 340 Burlingame, CA 94010

If the customer is not satisfied with the Company's response, the customer may contact the:

Missouri Public Service Commission 301 W. High Street Harry S. Truman State Office Bldg. Room 530 P.O. Box 360 Jefferson City, MO 65102

2.6 Credit and Refunds

If a credit is requested on a call due to trouble on the line (such as bad connection, disconnection, wrong number dialed, etc.), and the credit is requested immediately through the operator of the underlying carrier, it is issued promptly. All other credit requests are handled through the Company's business office.

2.7 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are separate items and are not included in the quoted rates unless otherwise provided herein. All charges and surcharges other than taxes and franchise fees must have prior Commission approval.

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3.1 When Billing Charges Begin and End for Phone Calls

The Customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver, (i.e., when 2-way communications, often referred to as "conversation time" is possible.). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to sixty (60) seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when the calling or called party hangs up.

3.2 Billing Increments

Except as otherwise stated herein, the minimum call duration for billing purposes is three (3) minutes for a connected call and calls beyond three (3) minutes are billed in one (1) minute increments.

3.3 <u>Uncompleted Calls</u>

The Company does not bill Customers for calls which are not completed (busy numbers, no answer, etc.).

3.4 <u>Minimum Call Completion Rate</u>

A Customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 96% during peak use periods.

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SECTION 3. DESCRIPTION OF SERVICES AND RATES (Cont'd)

3.5 Global Time Prepaid Calling Card Services (Cont'd)

3.5.1 General Rules and Regulations (Cont'd)

F. Credit Allowances for Interruptions

A credit allowance for Global Time prepaid calling card service is applicable to that portion of a call that is interrupted due to poor transmission, one-way transmission, or involuntary disconnection of the call. To receive the proper credit, the Customer must notify the Company at the designated Customer Service Number printed on the Global Time prepaid calling card and furnish the called number, the trouble experienced (e.g., cut-off, noisy circuit, etc.), the approximate time the call was placed and the number from which the call was made. A customer will not receive credit for reaching a wrong number.

1. <u>Interruptions to Established Calls</u>

When a call that is charged to a Global Time prepaid calling card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive credit equivalent to the Rate per Minute in effect for that call.

2. When Credit Allowances Do Not Apply

Credit allowances for calls pursuant to a Global Time prepaid calling card do not apply for:

- Interruptions not reported to the Company,
- Interruptions that are due to the failure of power, equipment or systems not provided by the Company,
- Interruptions caused by the failure of other (non-prepaid calling card) services provided by Global Time, or
- Errors on Customer's or end user's part.

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SECTION 3. DESCRIPTION OF SERVICES AND RATES (Cont'd)

3.5 Global Time Prepaid Calling Card Services (Cont'd)

3.5.1 General Rules and Regulations (Cont'd)

G. Prepaid Calling Card Promotions

Subject to Commission approval, Global Time prepaid calling card service may be offered to Customers from time to time at various locations including, but not limited to, trade shows, country fairs, exhibits, meetings, seminars, and similar events and also in certain Consumer Telecommunications Service Customer complaint situations. Global Time prepaid calling card service will also be offered to Customers from time to time during sweepstakes promotions. The value of the Global Time prepaid calling card service offered under such promotions will not exceed \$5.00 per Customer, except when offered for sweepstakes promotions. For a sweepstakes promotion, the value of Global Time prepaid calling card service offered will not exceed \$50.00 per Customer. The expiration dates or periods, if any, will be printed on each Global Time prepaid calling card.

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