

WAIVER OF RULES AND REGULATIONS

Statutory Provisions

- 392.210.2 -- uniform system of accounts
- 392.240.1 -- ratemaking
- 392.270 -- valuation of property (ratemaking)
- 392.280 -- depreciation accounts
- 392.290 -- issuance of securities
- 392.300 -- transfer of property and ownership of stock
- 392.310 -- stock & debt issuance
- 392.320 -- stock dividend payment
- 392.330 -- issuance of securities, debts and notes
- 392.340 -- reorganizations

Commission Rules

- 4 CSR 240-3.550 (4), (5)(A) -- held order records, quality of service reports
- 4 CSR 240-10.020 -- depreciation fund income
- 4 CSR 240-30.040 -- Uniform System of Accounts
- 4 CSR 240-050 (4)(B) -- Provide Telephone Directories
- 4 CSR 240-32.060 -- engineering and maintenance
- 4 CSR 240-32.070 -- quality of service
- 4 CSR 240-32.080 -- service objectives and surveillance levels
- 4 CSR 240-33.040 (1-3) and (5-10) -- billing and payment standards
- 4 CSR 240-33.045 -- charges on bills
- 4 CSR 240-33.080 (1) -- company name and toll-free number on bills
- 4 CSR 240-33.130 (1), (4), (5) -- operator service requirements

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SECTION 2 - RULES AND REGULATIONS Continued

2.10.2 In the event of a dispute concerning an invoice, the Customer must pay a sum equal to the amount of the undisputed portion of the bill. The Company shall continue to treat disputed portions of a Customer's bill as disputed so long as the consumer continues to pursue a dispute resolution. If the customer has requested resolution of a dispute by the Commission, the Company shall consider the dispute active until otherwise ordered by the Commission. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

2.11 Individual Case Basis

Pursuant to Section 392.200.8 RSMO, Customer Specific Individual Case Basis pricing is authorized for (1) dedicated, nonswitched, private line, and special access services, (2) central office switching systems which substitute for customer premise, private branch exchange (PBX) service, and (3) any retail business service. Customer will provide copies of its customer contracts to staff of the Commission, upon request, on a proprietary basis.