

Missouri Public
Service Commission

REC'D OCT 19 2000

TITLE SHEET

Interexchange Facilities-Based and Resold Telecommunications Services

Arbros Communications Licensing Company Central, LLC

This Tariff applies to the intrastate, interLATA, Facilities-Based and Resold Telecommunications Services furnished by Arbros Communications Licensing Company Central, LLC between one or more points in the State of Missouri. This Tariff is on file with the Missouri Public Service Commission and copies may be inspected during normal business hours at Arbros Communications Licensing Company Central, LLC's principal place of business.

Arbros Communications Licensing Company Central, LLC operates as a competitive telecommunications company within the state of Missouri.

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By **TD-03-512**
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LIST OF WAIVERS

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Arbros Communications Licensing Company Central, LLC is a competitive carrier in the state of Missouri, and as such, has been granted waivers from the following statutes and regulatory rules:

Statutes

Section 392.210.2	-	depreciation fund income
Section 392.240(1)	-	ratemaking
Section 392.270	-	valuation of property
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 payment
Section 392.330	-	issuance of securities, debts and notes
Section 392.340	-	reorganization(s)

Commission Rules

4 CSR 240-10.020	-	depreciation fund income
4 CSR 240-30.010(2)(C)	-	rate schedules
4 CSR 240-30.040	-	uniform system of account
4 CSR 240-33.030	-	minimum charges rule
4 CSR 240-33.35	-	bypass

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SYMBOLS USED IN THIS TARIFF

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C To signify changed regulation
D To signify discontinued material
I To signify rate or charge increase
M To signify material relocated without change in text or rate
N To signify new material
R To signify reduction
S To signify reissued material
T To signify a change in text, but no change in rate or regulation
Z To signify a correction

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TARIFF FORMAT

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- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current page number on file with the Commission is not always the Tariff page in effect.
- C. Paragraph Numbering Sequence - There are various levels of alphanumeric coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence suggested for use in tariffs.

2.1.
2.1.1.
2.1.1.1.1.
2.1.1.1.1.(A).

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SECTION 1 - DEFINITIONS

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Access Line: An arrangement from a local exchange telephone company or other common carrier using either dedicated or switched access, which connects a Customer's location to Carrier's location or switching center.

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Asymmetrical: High Speed Digital Connection Services in which the data rates to and from the End-User's Premises may differ.

Authorization Code: A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer 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.

Authorized User: A person, firm or corporation authorized by the Customer to be an end-user of the service of the Customer.

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

Bit: The smallest unit of information in the binary system of notation.

Carrier: Arbros Communications Licensing Company Central, LLC. ("Arbros") the issuer of this tariff.

COCOT: Customer owned coin operated telephone.

Common Carrier: An authorized company or entity providing telecommunications services to the public.

Company: Arbros Communications Licensing Company Central, LLC. ("Arbros") the issuer of this tariff.

Customer: The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

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SECTION 1- DEFINITIONS (Cont'd)

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Customer Premises: A location designated by the Customer for the purposes of connecting to the Company's services.

Customer Terminal Equipment: Terminal equipment provided by the Customer.

Commission: The Missouri Public Service Commission, the regulating entity within the State of Missouri.

End Office: The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

End-User Premises: A location designated by the Customer for the purposes of connecting to the Company's services.

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GB: Gigabytes, denotes billions of bytes.

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GBps: Gigabytes per second, denotes billions of bytes per second.

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High Speed Digital Connection Service: Any data service offered by the Company herein or any combination of such services.

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

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the customer and at the Company's sole discretion.

Interruption: The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Tariff or by applicable law.

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SECTION 1- DEFINITIONS (Cont'd)

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Kbps: Kilobits per second, denotes thousands of bits per second.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

LEC: Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

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

Month-to-Month: Services ordered by the Customer and provided by the Company with no agreed fixed term of months.

Mbps: Megabits per second, denotes millions of bits per second.

Message Toll Service: A service that provides facilities for telecommunications between different local calling areas of the same LATA in accordance with the regulations and schedule of rates specified in this tariff. The rates specified in this tariff are in payment for all services furnished between the calling and called stations.

MOU: Minutes of Use

Node: Any Company or Customer location that is capable of performing Multiplexing.

OC-n: Optical Carrier-n. A SONET optical signal transmitted at rates of $n \times 51.840$ Mbps. OC-3 = 155.52 Mbps, OC-12 = 622 Mbps.

Port: An equipment system or subsystem set aside for the sole use of a specific Customer.

Recurring Charges: Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

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SECTION 1- DEFINITIONS (Cont'd)

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Service: Any means of service offered herein or any combination thereof.

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Service Order Form: The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Station: The network control signaling unit and any other equipment provided at the Customer's premises which enables the Customer to establish communications connections and to effect communications through such connections.

Synchronous Optical Network (SONET): A set of international standards for fiber based transmission systems. SONET defines standard optical carrier transmission rates and utilizes a modular multiplexing signal approach based on the application of Synchronous Transport Signals.

Telecommunications: 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.

Term Agreement: An agreement between the Company and the Customer for a fixed term of months.

Terminal Equipment: Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Transmission Speed: Transmission speed or rate, in bits per second (bps), as agreed to by Company and Customer for each circuit.

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SECTION 2 - RULES AND REGULATIONS

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2.1. Application of Tariff

- 2.1.1. This tariff sets forth intrastate rates and rules applicable to the provision by Arbros Communications Licensing Company Central, LLC ("Arbros" or "Company") as a competitive telecommunications provider of facilities-based, intrastate, interexchange voice and high speed data transmission services and resold voice and data services within the State of Missouri for both residential and non-residential customers. Arbros services are furnished subject to the availability of facilities and subject to the terms and conditions of this Tariff.
- 2.1.2. The rates, rules, terms, and conditions contained herein are subject to change pursuant to the rules and regulations of the Commission.
- 2.1.3. Some of Arbros' data services are provided through the company's own facilities, as well as those leased from the incumbent local exchange carrier. Arbros' voice services will involve the resale of the Message Toll Services (MTS) of underlying common carriers.
- 2.1.4. The rates and regulations contained in this Tariff apply only to the services furnished by Arbros and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier.
- 2.1.5. The Customer is entitled to limit the use of Carrier's services by end users at the Customer's facilities, and may use other common carriers in addition to or in lieu of Carrier.

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SECTION 2- RULES AND REGULATIONS (Continued) **Missouri Public Service Commission**

2.2. Application for Services

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- 2.2.1. A Customer desiring to obtain Service must complete a Service Order Form provided by Company.
- 2.2.2. Cancellation of Application for Service: Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by the Company may apply.
- 2.2.3. Cancellation of Service: The Customer may have service discontinued upon written or telephone notice to the Company. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the cancellation notice is received, whichever is later.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public
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2.3 Undertaking of the Company

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2.3.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Missouri.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.3.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.3 Undertaking of the Company (Cont'd)

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2.3.3 Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- B. Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customer will also be required to execute any other documents as may be reasonably requested by the Company.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days written or telephone notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D. In any action between the parties to enforce any provision to this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E. Service may be terminated pursuant to the Section 2.8 of this tariff if:
 - 1. the Customer is using the service in violation of this tariff; or
 - 2. the Customer is using the service in violation of the law.
- F. This tariff shall be interpreted and governed by the laws of the State of Missouri regard for its choice of laws provision.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public Service Commission

2.3 Undertaking of the Company (Cont'd)

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2.3.4 Liability of the Company

- A. The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, the acts or omissions of negligence. This provision does not limit the Company's liability for gross negligence, recklessness or intentional acts or omissions of its employee or agents.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public Service Commission

2.3 Undertaking of the Company (Cont'd)

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2.3.4 Liability of the Company (Cont'd)

- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers except where contracted by the Company.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), 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 any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) **Missouri Public Service Commission**

2.3 Undertaking of the Company (Cont'd)

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2.3.4 Liability of the Company (Cont'd)

- F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G. The Company shall not be liable for any claim, loss or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- H. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- I. The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public
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2.3 Undertaking of the Company (Cont'd)

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2.3.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from equipment damage, notification to the Customer may not be possible.

2.3.6 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer except as provided by contract.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

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2.3 Undertaking of the Company (Cont'd)

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2.3.6 Provision of Equipment and Facilities (Cont'd)

- C. The Company 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.
- D. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - 1. the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
 - 2. the reception of signals by Customer-provided equipment.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public Service Commission

2.3 Undertaking of the Company (Cont'd)

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2.3.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.3.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) **Missouri Public Service Commission**

2.3 Undertaking of the Company (Cont'd)

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2.3.9 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
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2.4. Obligations of the Customer

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The Customer shall be responsible for:

- 2.4.1. The payment of all applicable charges as set forth in this tariff.
- 2.4.2. Damage or loss of the Company's services or equipment caused by the acts or omissions of the Customer or Authorized User, or the non-compliance by the Customer or Authorized User with these regulations, or by fire or theft or other casualty on the premises of the Customer or Authorized User, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- 2.4.3. Providing as specified from time to time by the Company any needed personnel, equipment, space and power to operate Company services and equipment installed on the premises of the Customer or Authorized User and the level of power, heating and air conditioning necessary to maintain the proper environment on such premises;
- 2.4.4. Obtaining, maintaining, and otherwise having full responsibility for rights-of-way and conduit necessary for installation of equipment to provide service to the Customer or Authorized User from the cable building entrance or the property line of the land on which the structure in which the Customer's Premise or End-User's Premise is located to the applicable Premise. Any and all costs associated with the obtaining and maintaining of the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided service or equipment, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.
- 2.4.5. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's services and equipment. The Customer may be required to install and maintain Company services and equipment within a hazardous area if, in the Company's opinion, injury to Company employees or property might result from installation or maintenance by the Company.

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SECTION 2 - RULES AND REGULATIONS Missouri Public Service Commission

2.4. Obligations of the Customer (Cont'd)

REC'D OCT 19 2000

- 2.4.6. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company services and equipment in any Customer or End-User Premise or the rights-of-way for which the Customer or Authorized User is responsible, and obtaining permission for Company agents or employees to enter the Customer or End-User Premise at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of service as stated herein, removing the services and equipment of the Company;
- 2.4.7. Making Company services and equipment located on the Customer's or End-user's premises available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes;
- 2.4.8. Keeping the Company's services and equipment located on the Customer's or End-User's Premise or rights-of way obtained by the Customer free and clear of any liens or encumbrances relating to the Customer's use of the Company's services or to the locations of such services and equipment.
- 2.4.9. Customer-provided equipment on the Customer or End-User Premises, the operating personnel there, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the Customer or Authorized User. Conformance of Customer-provided equipment with part 68 of the FCC Rules is the responsibility of the Customer.
- 2.4.10. The Customer or Authorized User is responsible for ensuring that Customer-provided equipment connected to Company services and equipment is compatible with such services and equipment. The magnitude and character of the voltages and currents impressed on Company provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.5. Deposits

2.5.1. General

To safeguard its interests, the Company may require a deposit from Customers to protect against uncollectible accounts pursuant to regulation in CSR 240-33.050. A deposit does not relieve the Customer of the responsibility to make timely payments on the account with the Company. A deposit may be required in addition to an advance payment.

2.5.2 Deposits shall be subject to the following terms:

- A. The maximum amount of any deposit shall not exceed the equivalent of the customers estimated liability for two months.
- B. The Company will pay interest on deposits held, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. Deposits held will accrue interest at a rate specified by the Missouri Public Service Commission. This interest rate is equal to one percent (1%) above the prime lending rate as published in the *Wall Street Journal* for the last business day of September, adjusted annually on December 1st of each year.
- C. At the option of the Customer making a security deposit, the Company shall annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer's account.
- D. If a deposit has been paid by a Customer and the Customer has established a record of timely payments for 12 consecutive months, the utility shall return the deposit including interest to the Customer.

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2.5. Deposits

2.5.2 (Cont'd)

- E. When the Company requires a deposit from a Customer, the Customer may pay the deposit in three consecutive equal monthly payments whenever the total amount of the required deposit exceeds forty dollars (\$40). Provided, however, that the Company will have the discretion to allow payment of any deposit (more or less than \$40) over a longer period of time to avoid undue hardship.
- F. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company will refund the deposit or credit it to the Customer's account within 21 days after discontinuance of service.

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SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public Service Commission

2.6. Billing and Payment

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- 2.6.1. Non-recurring charges are due and payable from the Customer within 30 days after the invoice date.
- 2.6.2. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice date. Usage charges will be billed after the month in which the charges are incurred. Charges will be due and payable within 30 days after the invoice date.
- 2.6.3. The Company shall issue invoices that itemize charges and designate the period covered by the billing.
- 2.6.4. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a prorated basis. For this purpose, every month is considered to have 30 days.
- 2.6.5. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- 2.6.6. If any portion of the payment is not received by Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within 21 days of the mail date on the bill, then a late payment penalty will be due to the Company. The late penalty will be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5 % per month.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

2.6. Billing and Collection of Charges (Cont'd)

REC'D OCT 19 2000

2.6.7. Returned Check Charge

The Customer will be assessed a returned check charge of \$25.00 for each check submitted by the Company that a financial institution refuses to honor.

2.6.8. Taxes

The Customer is responsible for the payment of Federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. All charges and fees subject to the Missouri PSC jurisdiction, except taxes and franchise fees, will be submitted to the Missouri PSC for prior approval.

2.7. Disputed Bills

The Customer shall notify the Company of any disputed items on an invoice within 30 days of receipt of the invoice. Upon notification, the Company will promptly and thoroughly investigate the inquiry. The Company will inform the Customer of his right to make an informal complaint with the Missouri Public Service Commission at:

Street address:

Missouri Public Service Commission
Governor Office Building
200 Madison Street
PO Box 360
Jefferson City, MO 65102-0360

Telephone number: (800) 392-4211

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SECTION 2 - RULES AND REGULATIONS (Continued)

Missouri Public
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REC'D OCT 19 2000

2.8. Discontinuance and Restoration of Service

2.8.1. Discontinuance of Service Requiring Notice

A. The Company may refuse or terminate service to an end-user pursuant to the disconnect procedure set forth in Section 2.8.3 below for the following reasons:

1. Upon nonpayment of a bill for regulated telecommunications services or failure to make a security deposit to the Company, the Company may, by giving ten (10) days' prior written notice to the Customer, followed by an attempt to reach the Customer by phone at least 24 hours before termination of service, discontinue or suspend service without incurring any liability. Written notice shall be mailed by the company to the end-user's billing address.
2. Upon violation of or noncompliance with any provision of law, or of the tariffs or terms and conditions of service filed with and approved by the Commission.
3. Upon refusal of the Customer to permit the Company reasonable access to its facilities or equipment for recovery, maintenance, and inspection thereof.
4. Unauthorized use of the Company's equipment in a manner which creates unsafe or hazardous conditions or creates the possibility of damage or destruction to the equipment.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
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REC'D OCT 19 2000

2.8. Discontinuance and Restoration of Service (Cont'd)

2.8.2 Disconnection procedures

The Company will give at least ten (10) days from the date of mailing written notice to the Customer at his chosen billing address. The Company will also attempt to reach the Customer by phone at least 24 hours before termination of service.

2.8.3 Restoration of Service

If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected and Customer pays a deposit at the Company's discretion.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.9. Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer for the part of the service that the interruption affects.

2.9.1. Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance for fixed recurring fees only is applied on a pro rate basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

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2.9. Allowances for Interruptions in Service (Cont'd)

2.9.1. Credit for Interruptions (Cont'd)

- C. A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

Interruptions of 24 Hours or Less

<u>Length of Interruption</u>	<u>Interruption Period To Be Credited</u>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one cumulative interruption.

Interruptions Over 24 Hours and Less Than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Interruptions Over 72 Hours. Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than 30 days credit will be allowed for any one month period.

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2.9. Allowances for Interruptions in Service (Cont'd)

REC'D OCT 19 2000

2.9.2. Limitations on Allowances

No credit allowance will be made for interruptions:

- A. due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- B. due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities, except when contracted by the Company;
- C. due to the failure or malfunction of non-Company equipment, except when contracted by the Company;
- D. of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. of service during a period in which the Customer continues to use the service on an impaired basis;
- F. of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- G. of service due to circumstances or causes beyond the reasonable control of Company.

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Missouri Public
Service Commission

REC'D OCT 19 2000

2.10. Use of Customer's Service by Others

2.10.1. Resale and Sharing

Any service provided under this tariff may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws or Missouri Public Service Commission regulations governing such resale or sharing. Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

2.10.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.11. Cancellation of Service

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption, the Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.6.2: all costs, fees and expenses reasonably incurred in connection with:

- 2.11.1. all Non-Recurring charges reasonably expended by Company to establish service to Customer, plus
- 2.11.2. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- 2.11.3. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term.

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Missouri Public
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2.12 Prohibited Uses

- 2.12.1. The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits required to be obtained by the Customer with respect thereto.
- 2.12.2. The Company may, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this tariff. The Customer or Authorized User may not assign or transfer in any manner the service or any rights associated with the service without the written consent of the Company.
- 2.12.3. A Customer or Authorized User shall not represent in its advertising, marketing or collateral sales efforts that its services are provided by the Company, or otherwise indicate to its Customers that its provision of services is a joint effort with the Company, without the consent of the Company. The relationship between the Company and Customer shall not be that of partners or agents for one or the other, and shall not be deemed to constitute a partnership or agency agreement.

2.13. Transfer and Assignments

- 2.13.1. Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

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2.14. Notices and Communications

- 2.14.1. The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.14.2. The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.14.3. All notices or other communications required to be given pursuant to this tariff will be in writing or by telephone. Notices and other communications of either party, and all bills mailed by the Company, 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.
- 2.14.4. The Company 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.

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SECTION 3 - APPLICATION OF RATES **Missouri Public Service Commission**

REC'D OCT 19 2000

3.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in other sections of this tariff.

3.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 3.2.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- 3.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- 3.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- 3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 3.2.5 All times refer to local time.

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SECTION 3 - APPLICATION OF RATES (Continued) Missouri Public Service Commission

3.3 Rates Based Upon Distance

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Where charges for a service are specified based upon distance, the following rules:

- 3.3.1 Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. Tariff FCC No. 4. FCC Access Services Tariff, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the Rate Center of the Customer's main billing telephone number.

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SECTION 3 - APPLICATION OF RATES (Cont'd)

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3.3 Rates Based Upon Distance (Cont'd)

3.3.2 The airline distance between any two Rate Centers is determined as follows:

- A. Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center.
- B. Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
- C. Divide each of the differences obtained in step (3.3.2.B) by three, rounding each quotient to the nearest integer.
- D. Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in 3.3.2.C by 3 and repeat this step. Repeat this process until the sum of the squares obtained in this step is less than 1778.
- E. The number of successive division by three in steps 3.3.2.C and 3.3.2.D determines the value of "N". Multiply the final sum of the two squares obtained in step 3.3.2.D by the multiplier specified in the following table for this value of "N" preceding

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

- F. Obtain the square root of product in 3.3.2.E and, with any resulting fraction, round up to the next higher integer. This is the rate mileage except that when the mileage so obtained is less than the minimum rate shown in 3.3.2.E preceding, the minimum rate mileage corresponding to the "N" value is applicable.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE Missouri Public Service Commission

4.1 General

REC'D OCT 19 2000

- 4.1.1 This Tariff applies to long distance message telecommunications service furnished or made available by the Company and its connecting companies, between two or more points which are located in the same Local Access and Transport Area (LATA) within the State of Missouri where the respective rate centers of such points also are located in said State.
- 4.1.2 Long distance message telecommunications service is that of furnishing facilities for communications between stations in different rate centers for two-point service.
- 4.1.3 Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Section 3 preceding.
- 4.1.4 Classes Of Service

Service is offered on a Operator Station-to-Station, Dial Station-to-Station, or Person-to-Person basis. Charges for messages within these classes of service are based upon the day of the week and the time of the day when the connection is established.

A. Operator Station-to-Station

Operator Station-to-Station rates apply to station-to-station telephone communication where the completion of the call or a request for any information or assistance relating to billing or charges for such call requires the assistance of an operator, except for operator services used in connection with dial type telephone communication as noted above. Operator Station-to-Station calls include station-to-station calls placed from a pay telephone.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

4.2 Two-Point Service

Missouri Public
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4.2.1 Classes Of Service (Cont'd)

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B. Dial Station-to-Station

1. Dial Station-to-Station rates apply only to sent-paid, station-to-station dial type telephone communication. Dial Station-to-Station rates do not apply on calls placed from a pay telephone.
2. Dial type telephone communication denotes a call dialed and completed by the customer without the assistance of an operator and the call is not billed to a number other than the originating number. The services of an operator will not be used in connection with completing a call, or in furnishing any information or assistance relating to billing or charges for such call, except that an operator will:
 - a. Re-establish a call which has been interrupted after the called number has been reached or,
 - b. Reach the called telephone number where facilities are not available for customer dial completion.
 - c. Record the originating telephone number where no automatic recording equipment is available.
4. Place a call for a calling party who identifies himself/herself as being visually or physically disabled and unable to dial the call due to the disability.

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C. Person-to-Person

Person-to-Person rates apply where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX attendant.

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4.2 Two-Point Service (Cont'd)

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4.2.2 Rating Of Messages

- A. Rates are quoted in terms of initial and additional increments.

For all classes of service, the initial increment rates given in the basic rate table in Section 4.2.7 following for calls are for the initial thirty seconds (one-half minute) or any fraction thereof of a chargeable telephone connection. The additional increment rates given in the same table are for each additional six seconds (one-tenth minute) or any fraction thereof that the telephone connection continues beyond the initial increment.

- B. The time when connection is established, as provided in 4.2.3 following, determined in accordance with the time – standard or daylight saving - observed at the location of the rate center of the calling station, determines what rate schedule applies. This rule applies whether the call is originated as paid or as collect.

- C. In cases where a message begins in one rate period and ends in another, total charges for the connection time in each rate period are calculated, appropriate discounts are applied and the results for each rate period are totaled to obtain the total message charge. The charge for each increment of the message will be based on the rate period within which the increment begins.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

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4.2 Two-Point Service (Cont'd)

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4.2.2 Rating Of Messages (Cont'd)

- D. The basic rates for all classes of service are shown in Section 4.2.7.A following. Billing or operator surcharges as shown following should be added to the basic charges for classes of service discussed in Section 4.2.1 preceding.
- E. Discounts apply equally for all classes of service.
- F. Discounts do not apply to the surcharges shown in Section 4.2.7.B following.
- G. The applicable discount level for each rate period is shown in Section 4.2.7.C following.
- H. Total fractional amounts resulting from the application of the rates and the discounts to each message will be truncated and the lower whole cent will be billed.
- I. Messages which must be rated prior to or immediately after completion of the call (for deposit of coins or for quotation of charges) will be rated in full-minute increments. A fractional amount will be rated as a full minute.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Missouri Public Service Commission)

4.2 Two-Point Service (Cont'd)

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4.2.3 Timing Of Messages

- A. On station-to-station calls, chargeable time begins when connection is established between the calling station and the called station or PBX system.
- B. On person-to-person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the operator.

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

4.2.4 Reversal Of Charges (Collect Calls)

- A. Collect calls are permissible for all telephone calls except calls to which dial Station-to-Station or customer dialed calling card rates apply.
- B. The regularly established rates apply.

4.2.5 Rates Applicable On Certain Holidays

- A. New Year's, Independence Day, Memorial Day, Labor Day, Thanksgiving and Christmas Holidays.
- B. On Christmas Day (December 25) and on New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the rate applicable is the Evening rate unless a lower rate would normally apply.

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4.2 Two-Point Service (Cont'd)

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4.2.6 Rates for Hearing or Speech Impaired Persons or users of the Relay Missouri Center

A. Rates for certain MTS calls are reduced for a customer who meets the following requirements:

1. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
2. The customer uses a Text Telephone (TT) or other non-voice equipment for telecommunications.
3. The customer makes application in writing or by telephone to the Company for the reduced MTS rates.
4. The customer designates to the Company one and only one telephone number associated with that customer's service and telecommunications device. Reduced rates apply only to calls originated from this telephone number.
5. The reduced rates specified in Section 4.2.6D following apply for all Dial Station-to-Station calls originated from the designated telephone number.
6. The customer uses the Relay Missouri Center which permits hearing and/or speech impaired customers to use a TT to exchange telephone messages with voice customers and vice versa.

B. A qualified call receives an additional thirty-five percent discount over the standard time of day rates (including normal discounts) specified in Section 4.2.7 following.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

Missouri Public
Service Commission

4.2 Two-Point Service (Cont'd)

REC'D OCT 19 2000

4.2.6 Rates for Hearing or Speech Impaired Persons or users of the Relay Missouri Center (Cont'd)

C. Rates for certain MTS calls are reduced for an agency or business that assists hearing or speech impaired persons under the following conditions:

1. The agency or business provides a TT or other non-voice telecommunications equipment solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
2. The agency or business makes written application to the Company for the reduced MTS rates.
3. The reduced rates are given as a credit on a subsequent bill.
4. The reduced rates specified in Section 4.2.6B preceding apply for all Dial Station-to-Station calls placed between TT's.

D. Rates for certain MTS calls are reduced for individuals equipped with TT's for communicating with hearing or speech impaired persons under the following conditions:

1. The customer uses a TT or other non-voice equipment for communicating with other TT's or non-voice equipment.
2. The customer makes written application to the Company for reduced MTS rates.
3. The reduced rates are given as a credit on a subsequent bill.
4. The reduced rates specified in Section 4.2.6D following apply for all Dial Station-to-Station calls placed between TT's.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

4.2 Two-Point Service (Cont'd)

Missouri Public
Service Commission

4.2.7 Rates and Charges

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Rates shown in the following table apply to intraLATA intrastate messages between all points within the same LATA and within the state.

A. Residential: The following rates will apply for residential service.

<u>Rate Mileage</u>	<u>Initial Increment (30 seconds or fraction thereof)</u>	<u>Each Add'l Increment (6 seconds or fraction thereof)</u>
0 - 10	\$0.165	\$0.033
11 - 16	0.165	0.033
17 - 22	0.165	0.033
23 - 30	0.165	0.033
31 - 40	0.165	0.033
41 - 55	0.165	0.033
56 - 70	0.165	0.033
71 - 124	0.165	0.033
125 - 196	0.165	0.033
197 +	0.165	0.033

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

Missouri Public
Service Commission

4.2 Two-Point Service (Cont'd)

REC'D OCT 19 2000

4.2.7 Rates and Charges (Cont'd)

B. Non-Residential: The following rates will apply to non-residential service.

Rate Mileage		Initial Increment (30 seconds or fraction thereof)	Each Add'l Increment (6 seconds or fraction thereof)
0	- 10	\$0.249	\$0.249
11	- 16	0.249	0.249
17	- 22	0.249	0.249
23	- 30	0.249	0.249
31	- 40	0.249	0.249
41	- 55	0.249	0.249
56	- 70	0.249	0.249
71	- 124	0.249	0.249
125	- 196	0.249	0.249
197	+	0.249	0.249

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4.2 Two-Point Service (Cont'd)

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4.2.7 Rates and Charges (Cont'd)

B. Billing and Operator Surcharges

1. The following charges are in addition to the Basic Rate Table preceding when the call is placed using the following classes of service.

a. Station-to-Station

Charge per call

Operator Assisted

\$1.50

b. Person-to-Person, each

\$3.00

2. A call placed by a customer dialing 0- and identifying himself/herself as being visually or physically disabled and unable to place the call due to the disability is exempt from the surcharges in Section 4.2.7.B.1 preceding.

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Missouri Public
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4.3 Directory Assistance Service

REC'D OCT 19 2000

4.3.1 General

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

When a customer in Missouri requests assistance in obtaining telephone numbers of subscribers located outside the calling customer's local calling area and within the calling customer's Numbering Plan Area, charges set forth in below apply.

- 4.3.2 Charges for Directory Assistance Service are not applicable to calls received from hospital or nursing home patient rooms, nor from the service furnished for the use of handicapped persons.

4.3.3 Rates and Charges

A charge as follows is applicable for each call to directory assistance (Maximum of two requested telephone numbers per call).

A. Directory Assistance Service

Each call \$0.45

B. Directory Assistance Service to Payphone Service Providers

Each call \$0.35

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4.4 IntraLATA Long Distance Verification and Emergency Interrupt Service

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4.4.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person

4.4.2 Verification

The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a subscriber line within the intraLATA calling area but outside the local calling area

A subscriber originated request for verification of an intraLATA long distance number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order

4.4.3 Emergency Interrupt Service

The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line that has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.

A subscriber originated request for Emergency Interrupt to an intraLATA long distance number other than an emergency agency number is a chargeable Emergency Interrupt request.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Continued)

4.4 IntraLATA Long Distance Verification and Emergency Interrupt Service (Continued)

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4.4.4 Application of Rates and Charges

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges as specified in Section 4.2.7, of this Tariff apply in addition to the applicable verification and emergency interrupt charges

4.4.5 Rates and Charges

A. Verification Request

Each request \$1.14

B. Emergency Interrupt Request

Each request \$0.54

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

4.5 Toll Directory Assistance Call Completion Service

Missouri Public
Service Commission

4.5.1 Description of Service

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- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) is a service which provides the customer a local exchange subscriber telephone number and call completion to the number provided. This service is for use by Mobile Service Providers (MSPs) and is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided.
- B. Toll Directory Assistance Call Completion (DACC) is an optional service provided to users of Toll Directory Assistance (DA) Service. When dialing (555-1212), Toll DA customers may choose to have the telephone number they are requesting dialed by the DA Operator System.
- C. The service is available to Business and Residence customers except as specified in the limitations of service following.
- D. Individual message detail is not included as a part of this service.
- E. The service is available only where billing and terminal capability exists.
- F. Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office.

4.5.2 Use of the Service

- A. The service is furnished subject to all applicable regulations in section 2 of this Tariff.

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SECTION 4 - MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd)

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4.5 Toll Directory Assistance Call Completion Service (Cont'd)

4.5.3 Limitations of Service

A. The service is not available for the following classes of service call categories:

1. Any Special Line Class Codes
2. 976 DA number requests
3. Alternately Billed Calls; e.g., Collect, Calling Card, or Billed to Third Number
4. Any PBX type customer who requires real-time notification of charges
5. Calls from tandems where the end user cannot be identified
6. Calls from the Company and COCOT pay telephones

4.5.4 Rates and Charges

The charges specified following will be applicable to all subscribers.

A. Service Charges

Directory Assistance Call Completion Charge

Charge per Completed Call	\$0.30
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SECTION 5 – INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

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Rates for dedicated access and private line services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

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SECTION 6 – PROMOTIONAL OFFERINGS

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The Company may from time-to-time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, time (not to exceed one year), and/or locations, and shall be subject to prior notification to and approval by the Commission. The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion, specifying the terms of the promotion, the location and dates of the promotion.

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