

INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

3. REGULATIONS (continued)

3.13 Missouri Universal Service Fund

- (A) Company will place on each retail end-user customer's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the commission.
- (B) The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- (C) The surcharge percentage will be applied to the total of each customer's charges for Intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

3.14 Disputes

- 1. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided in this tariff.
- 2. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- 3. Failure of a customer to cooperate with the company in efforts to resolve an inquiry, which has the effect of placing charges in dispute, shall constitute a waiver of the customer's rights to a continuance of service under this tariff.
- 4. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute, and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while dispute is pending.
- 5. If the parties are unable to determine the amount not in dispute, the customer shall pay the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute, the Company shall not discontinue service to a customer for nonpayment, of charges in dispute while that dispute is pending.

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(M) Information found on this page, was previously found in this Section on Sheet 31a.

INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

5. RATES (continued)

5.2 Direct Dialed Domestic Service

The Company offers Direct Dialed termination in the United States, as defined in Section 4.1 of this tariff. Service is furnished subject to availability of both the telecommunications facilities and the required billing capabilities. Unless specific written authorization from the Company is provided, the Service may not be used to aggregate the long distance communications of multiple end users for resale, or to provision communications services for others.

The Company provides the following Domestic Direct Dialed programs:

(A) Option 1- Flat Rate Pricing

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1. Option 1 is a flat rate pricing plan, with the rate per minute applicable to all rate periods (Peak, Off-Peak).
2. Option 1 pricing is for intrastate interLATA and interstate interLATA customer dialed station to station, sent paid, non-coin Long Distance Message Telecommunication Service, unless otherwise specified in this tariff.
3. Option 1 rates and charges are in addition to all other rates and charges paid by a Customer for all other Services of the local exchange carrier providing local service.
4. Discounts, if applicable, apply only to the actual qualified usage portion of the bill. When the application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.
5. Rate, per Minute:
Peak Period: \$0.15 per minute
Off-Peak Period: \$0.15 per minute
Single Service Fee** \$3.95 per month

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(C)(M)

**Additional information on Single Service Fee is found in Section 3 on Sheet 31a.

(M) Information found on this page, was previously found in this Section on Sheet 41.

INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

5. RATES (continued)

5.2 Direct Dialed Domestic Service (continued)

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(B) Option 2- Peak and Off-Peak Pricing

1. Option 2 provides Peak and Off-Peak pricing.
2. Option 2 pricing is for intrastate, interLATA and interstate interLATA customer dialed station to station, sent paid, non-coin Long Distance Message Telecommunication Service, unless otherwise specified in this tariff.
3. Option 2 rates and charges are in addition to all other rates and charges paid by a Customer for all other Services of the local exchange carrier providing local service.
4. Discounts, if applicable, apply only to the actual qualified usage portion of the bill. When the application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.
5. Rate per Minute:
Peak Period: \$0.16 per minute
Off-Peak Period: \$0.12 per minute
Single Service Fee** \$3.95 per month

**Additional information on Single Service Fee is found in Section 3 on Sheet 31a.

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(M) Information previously found on this page is now on Sheet 40.

INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

5. RATES (continued)

5.2 Direct Dialed Domestic Service (continued)

(C) Option 3- Peak and Off-Peak with Minimum Usage (T)

1. Option 3 provides Peak and Off-Peak pricing, with a monthly minimum usage charge of \$5.00.
2. Option 3 pricing is for intrastate interLATA and interstate interLATA customer dialed station to station, sent paid, non-coin Long Distance Message Telecommunication Service, unless otherwise specified in this tariff.
3. Option 3 rates and charges are in addition to all other rates and charges paid by a Customer for all other Services of the local exchange carrier providing local service.
4. Discounts, if applicable, apply only to the actual qualified usage portion of the bill. When the application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.
5. Rate per Minute:

Peak Period:	\$.14 per minute
Off-Peak Period:	\$.10 per minute
Monthly Minimum Usage:	\$5.00 per month

(C)

(D) Business Premiere Plan*:
IntraLATA: \$0.09 per minute (M)(T)
InterLATA: \$0.06 per minute (C)

*A monthly fee of \$4.95 per account is applicable. This fee is waived with a one year term agreement. Usage is billed in six (6) second increments after an initial minimum billable period of six (6) seconds.

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(M) Information found on this page, was previously found in this Section on Sheet 41.

INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

6. PROMOTIONAL OFFERINGS

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General Information

The Company may, from time to time, elect to offer promotional programs to its customers that are designed to retain existing customers, to stimulate existing customer usage, to attract new customers, to win back former customers, or to increase awareness of the Company's services. Such offerings may be limited to certain dates, times, and/or locations.

5.1 **25% OFF - ExpansionPAK II (EPAK II) In-State Calling Plan Promotion**

During the period of March 17 through June 14, 2014, business customers who subscribe to ExpansionPAK II (EPAK II) In-State Calling Plan found in Section 4, may be eligible to receive a discount of 25% off their standard rates.

Eligibility rules:

- Only business customers are eligible
- Customers must purchase service within this 90 day timeframe to qualify for this promotion
- Customers must purchase ExpansionPAK II Bundle service from a local affiliate company under the affiliate's 25% OFF – ExpansionPAKII (EPAKII) Bundle promotion
- Customers must also purchase HSI (2M or higher) from a local affiliate company
- ExpansionPAK II (EPAK II) In-State Calling Plan may be purchased as MTM or Term; discount rate in effect for 12 months

This 25% off ExpansionPAK II (EPAK II) In-State Calling Plan Promotion is subject to the availability of component services. The Customer forfeits the monthly recurring charge credits offered under this promotion if the corresponding Component Services are canceled by the Customer or by the Company or the Company's affiliate and business partner, pursuant to the applicable terms and conditions of service. This promotional offering cannot be combined with any other discount or promotion except as authorized by FairPoint Communications.

INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

7. OBSOLETE SERVICES

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