

**RECEIVED**

JUN 12 2000

**MISSOURI  
Public Service Commission**

# Tariff of ALLTEL Communications, Inc. Missouri

This Tariff, filed with the Missouri Public Service Commission, contains the rates, terms and conditions applicable to the provision of competitive local exchange services provided by ALLTEL Communications, Inc. within the State of Missouri.

Pursuant to Commission Report and Order Issued September 2, 1999 and Effective September 14, 1999 Application of the following statutes and regulatory rules has been waived.

Statutes

|                          |   |
|--------------------------|---|
| 392.210.2, RSMo 1994     | Uniform System of Accounts              |
| 392.270, RSMo 1994       | Valuation of Property (Ratemaking)      |
| 392.280, RSMo 1994       | Depreciation Accounts                   |
| 392.290.1, RSMo 1994     | Issuance of Securities                  |
| 392.300.2, RSMo 1994     | Acquisition of Stock                    |
| 392.310, RSMo 1994       | Stock and Debt Issuance                 |
| 392.320, RSMo 1994       | Stock Dividend Payment                  |
| 392.340, RSMo 1994       | Reorganization(s)                       |
| 392.330, RSMo Supp. 1998 | Issuance of Securities, Debts and Notes |

Commission Rules

|                  |  |
|------------------|--|
| 4 CSR 240-10.020 | Depreciation Fund Income                               |
| 4 CSR 240-30.040 | Uniform System of Accounts                             |
| 4 CSR 240-35     | Reporting of Bypass and Customer-specific Arrangements |

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

| <u>TABLE OF CONTENTS</u> |  |             |
|--------------------------|--|-------------|
| <u>SECTION</u>           |  | <u>PAGE</u> |
| 1                        | Utility Information  | 1           |
| 2                        | Tariff Format  |             |
|                          | 2.1. Tariff Symbols  | 1           |
|                          | 2.2. Page Numbering  | 1           |
|                          | 2.3. Page Revisions  | 1           |
|                          | 2.4. Paragraph Numbering Sequence  | 1           |
| 3                        | Definitions  | 1           |
| 4                        | Application of Tariff  |             |
|                          | 4.1. General   | 1           |
|                          | 4.2. General   | 1           |
|                          | 4.3. General   | 1           |
|                          | 4.4. Local Service Area  | 1           |
|                          | 4.5. Metropolitan Calling Area (MCA) Service                                 | 1           |
| 5                        | Obligation and Liability of Company  |             |
|                          | 5.1. Undertaking of the Company  | 1           |
|                          | 5.2. Availability of Facilities  | 1           |
|                          | 5.3. Transmitting Messages   | 1           |
|                          | 5.4. Use of Connecting Company Lines   | 1           |
|                          | 5.5. Defacement of Premises  | 2           |
|                          | 5.6. Provisions of Local Exchange Service                                    | 2           |
|                          | 5.7. Liability of the Company  | 2           |
| 6.                       | Residential Customer Rights and Responsibilities                             |             |
|                          | 6.1. Statement of Company & Residential Customer Rights & Responsibilities   | 1           |
|                          | 6.1.1. Rights & Responsibilities of Missouri Residential Telephone Customers | 1           |
|                          | 6.1.2. Billing Procedures  | 1           |
|                          | 6.1.3. Payment Arrangements  | 1           |
|                          | 6.1.4. Disconnection or Suspension of Telephone Service                      | 1           |
|                          | 6.1.5. Reconnection of Service   | 2           |
|                          | 6.1.6. Procedures for handling Inquiries & Complaints                        | 2           |
|                          | 6.1.7. Filing a Complaint with the Missouri Public Service Commission        | 2           |
| 7.                       | Use of Service and Facilities  |             |
|                          | 7.1. Connection of Certain Facilities of Customers                           | 1           |
|                          | 7.1.1. General Regulations   | 1           |
|                          | 7.2. Customer Premises Equipment   | 2           |
|                          | 7.3. Use of Service  | 3           |
|                          | 7.4. Court-Ordered Discontinuance of Service                                 | 3           |
|                          | 7.5. Assignment  | 3           |

**MISSOURI**  
**Public Service Commission**

**FILED**

**AUG 14 2000**  
**9 9 - 2 9 8**

**MISSOURI**  
**Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

TABLE OF CONTENTS

| <u>SECTION</u> |   | <u>PAGE</u> |     |
|----------------|---|-------------|-----|
| 8.             | Establishment and Furnishing of Service                               |             |     |
| 8.1.           | Application of Service  | 1           |     |
| 8.2.           | Telephone Numbers   | 1           |     |
| 8.3.           | Payment for Service   | 1           |     |
| 8.3.1.         | General   | 1           |     |
| 8.3.2.         | Bills   | 1           |     |
| 8.3.3.         | Rendering of Bills  | 2           |     |
| 8.3.4.         | Collections   | 2           |     |
| 8.3.5.         | Disputes by Residential Customers                                     | 2           | (N) |
| 8.3.6.         | Settlement Agreement/Installment Payment Plans                        | 3           |     |
| 8.4.           | Maintenance and Repairs   | 3           |     |
| 8.4.1.         | Maintenance of Company-Owned Facilities                               | 3           |     |
| 8.4.2.         | Maintenance of Customer-Owned Facilities                              | 3           |     |
| 9.             | Establishment and Maintenance of Credit                               |             |     |
| 9.1.           | Establishment of Credit   | 1           |     |
| 9.2.           | Amount of Deposit   | 2           |     |
| 9.3.           | Interest Rates on Customer Deposits                                   | 2           |     |
| 9.4.           | Deposit not to Affect Regular Collection Practices                    | 2           |     |
| 9.5.           | Refund or Credit of Customer Deposits                                 | 3           |     |
| 9.6.           | Discontinuance of Service for Failure to Establish or Maintain Credit | 3           |     |
| 9.7.           | Restoration of Service  | 5           |     |
| 10.            | Telephone Directories   |             |     |
| 10.1.          | Distribution  | 1           |     |
| 10.2.          | Directory Listings  | 1           |     |
| 10.2.1         | General   | 1           |     |
| 10.2.2         | Directory Listing Rates   | 1           |     |
| 10.3.          | Directory and Advertising Errors and Omissions                        | 1           |     |

Missouri Public  
Service Commission

REC'D SEP 19 2000

Missouri Public  
Service Commission

FILED OCT 31 2000

ISSUED: September 19, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: October 19, 2000

OCT 31 2000

**RECEIVED**

TABLE OF CONTENTS JUN 12 2000

| <u>SECTION</u> |   | <u>PAGE</u> |
|----------------|---|-------------|
| 8.             | Establishment and Furnishing of Service                               |             |
| 8.1.           | Application of Service  | 1           |
| 8.2.           | Telephone Numbers   | 1           |
| 8.3.           | Payment for Service   | 1           |
|                | 8.3.1. General  | 1           |
|                | 8.3.2. Bills  | 1           |
|                | 8.3.3. Rendering of Bills   | 1           |
|                | 8.3.4. Collections  | 1           |
|                | 8.3.5. Settlement Agreement/Installment Payment Plans                 | 2           |
| 8.4.           | Maintenance and Repairs   | 2           |
|                | 8.4.1. Maintenance of Company-Owned Facilities                        | 2           |
|                | 8.4.2. Maintenance of Customer-Owned Facilities                       | 3           |
| 9              | Establishment and Maintenance of Credit                               |             |
| 9.1.           | Establishment of Credit   | 1           |
| 9.2.           | Amount of Deposit   | 2           |
| 9.3.           | Interest Rates on Customer Deposits                                   | 2           |
| 9.4.           | Deposit not to Affect Regular Collection Practices                    | 2           |
| 9.5.           | Refund or Credit of Customer Deposits                                 | 3           |
| 9.6.           | Discontinuance of Service for Failure to Establish or Maintain Credit | 3           |
| 9.7.           | Restoration of Service  | 5           |
| 10.            | Telephone Directories   |             |
| 10.1.          | Distribution  | 1           |
| 10.2.          | Directory Listings  | 1           |
|                | 10.2.1 General  | 1           |
|                | 10.2.2 Directory Listing Rates  | 1           |
| 10.3.          | Directory and Advertising Errors and Omissions                        | 1           |

**MISSOURI  
Public Service Commission**

**CANCELLED**

OCT 31 2000

By *LS#2*  
Public Service Commission  
MISSOURI

**FILED**

AUG 14 2000

99-298

**MISSOURI  
Public Service Commission**

TABLE OF CONTENTS

JUN 13 2000

PAGE

SECTION

|          |  |    |
|----------|--|----|
| 11.      | Local Exchange Service   |    |
| 11.1.    | Local Exchange Rate Schedule                                     | 1  |
| 11.1.1.  | Application  | 1  |
| 11.2.    | Service Charges  | 1  |
| 11.2.1.  | Non-Recurring Service Ordering Charge                            | 1  |
| 11.3.    | Special Construction   |    |
| 11.3.1.  | General  | 1  |
| 11.3.2.  | Defining Special Construction                                    | 1  |
| 11.3.3.  | Defining Special Construction Exclusions                         | 2  |
| 11.4.    | Local Exchange Rates Business – Facility Based Service Offerings | 3  |
| 11.5.    | Local Exchange Rates Business – Resold Service Offerings         | 4  |
| 11.6.    | Local Exchange Rates Residence                                   | 5  |
| 11.7.    | Local Operator Services  | 6  |
| 11.7.1.  | General  | 6  |
| 11.7.2.  | Rates  | 6  |
| 11.7.3.  | Operator Verify & Interrupt Service                              | 7  |
| 11.7.4.  | Access to Local Operator Services                                | 7  |
| 11.8.    | Descriptions   | 8  |
| 11.8.1.  | Anonymous Call Rejection   | 8  |
| 11.8.2.  | Call Forwarding  | 8  |
| 11.8.3.  | Call Forwarding – Busy   | 8  |
| 11.8.4.  | Call Forwarding – No Answer                                      | 8  |
| 11.8.5.  | Call Return  | 8  |
| 11.8.6.  | Call Selector  | 9  |
| 11.8.7.  | Call Trace   | 9  |
| 11.8.8.  | Call Transfer  | 9  |
| 11.8.9.  | Call Waiting   | 9  |
| 11.8.10. | Caller ID – Deluxe   | 10 |
| 11.8.11. | Caller ID on Call Waiting  | 11 |
| 11.8.12. | Distinctive Ring (2#)  | 11 |
| 11.8.13. | Distinctive Ring (3#)  | 11 |
| 11.8.14. | Hunting  | 11 |
| 11.8.15. | Preferred Call Forwarding  | 11 |
| 11.8.16. | Remote Access to Call Forwarding                                 | 12 |
| 11.8.17. | Repeat Dialing   | 12 |
| 11.8.18. | Selective Call Acceptance  | 12 |
| 11.8.19. | Selective Call Rejection   | 12 |
| 11.8.20. | Speed Calling 30   | 13 |
| 11.8.21. | Three-Way Calling  | 13 |

**MISSOURI  
Public Service Commission**

**FILED**

AUG 14 2000

9-9-2008

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

TABLE OF CONTENTS JUN 1 2 2000

| <u>SECTION</u> |   | <u>Page</u> |
|----------------|---|-------------|
| 12.            | Promotional Offerings                                 |             |
| 12.1.          | Special Promotions                                    | 1           |
| 13.            | Special Arrangements                                  |             |
| 13.1.          | Individual Case Basis (ICB) Arrangements              | 1           |
| 14.            | Universal Emergency Number Service (911)              |             |
| 14.1.          | General Description                                   | 1           |
| 14.2.          | Rules and Regulations                                 | 1           |
| 14.3.          | Explanation of Terms                                  | 6           |
| 14.4.          | 911 Service Features                                  | 7           |
|                | 14.4.1. B911 Service                                  | 7           |
|                | 14.4.2. Enhanced 911 (E911)                           | 7           |
| 15.            | Schools and Libraries Discount Program                |             |
| 15.1.          | General   | 1           |
| 15.2.          | Regulations   | 1           |
|                | 15.2.1. Obligation of Eligible Schools and Libraries  | 1           |
| 15.3.          | Discounted Rates for Schools and Libraries            | 2           |
| 15.4.          | Services Eligible for Schools and Libraries Discounts | 3           |
| 15.5.          | School and Library Discount Matrix                    | 3           |
| 16.            | Local Market Trial                                    |             |
| 16.1.          | General   | 1           |
|                | 16.1.1. Purpose                                       | 1           |
|                | 16.1.2. Eligibility                                   | 1           |
|                | 16.1.3. Availability                                  | 1           |
|                | 16.1.4. Services                                      | 1           |
|                | 16.1.5. Rates   | 2           |
|                | 16.1.6. Payments                                      | 2           |
|                | 16.1.7. Provisions for Certain Local Taxes & Fees     | 2           |
| 17.            | ALLTEL Plus   |             |
| 17.1.          | General   | 1           |
| 17.2.          | Regulations   | 2           |
| 17.3.          | Rate Application                                      | 3           |
| 17.4.          | Rates   | 4           |
| 17.5.          | Optional Detail Billing                               | 4           |
| 17.6.          | Reserved for Future Use                               | 5           |

**FILED**

AUG 14 2000  
9-9-298  
MISSOURI  
Public Service Commission

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

SUBJECT INDEX

| <u>SUBJECT</u>  | <u>SECTION</u>                        | <u>PAGE</u> |
|---|---------------------------------------|-------------|
| 911 Service Features.....   | Missouri Public Service Commission 14 | 7           |
| Access to Local Operator Services.....  | 11                                    | 7           |
| ALLTEL Plus.....  | 17                                    | 1           |
| Amount Deposit.....   | 9                                     | 2           |
| Anonymous Call Rejection.....   | 11                                    | 8           |
| Application of Service.....   | 8                                     | 1           |
| Application of Tariff.....  | 4                                     | 1           |
| Availability of Facilities.....   | 5                                     | 1           |
| <br>  |                                       |             |
| B911 Service.....   | 14                                    | 7           |
| <br>  |                                       |             |
| Call Forwarding.....  | 11                                    | 8           |
| Call Forwarding – Busy.....   | 11                                    | 8           |
| Call Forwarding – no Answer.....  | 11                                    | 8           |
| Call Return.....  | 11                                    | 8           |
| Call Selector.....  | 11                                    | 9           |
| Call Trace.....   | 11                                    | 9           |
| Call Transfer.....  | 11                                    | 9           |
| Call Waiting.....   | 11                                    | 9           |
| Caller ID Deluxe.....   | 11                                    | 10          |
| Caller ID on Call Waiting.....  | 11                                    | 11          |
| Collections.....  | 8                                     | 1           |
| Connection of Certain Facilities of Customers.....                                  | 7                                     | 1           |
| Court-Ordered Discontinuance of Service.....  | 7                                     | 3           |
| Custom Calling Features.....  | 11                                    | 8           |
| Customer Premises Equipment.....  | 7                                     | 2           |
| <br>  |                                       |             |
| Defacement of Premises.....   | 5                                     | 2           |
| Definitions.....  | 3                                     | 1           |
| Deposit not to Affect Regular Collection Practices.....                             | 9                                     | 2           |
| Directory and Advertising Errors and Omissions.....                                 | 10                                    | 1           |
| Directory Listing Rates.....  | 10                                    | 1           |
| Directory Listings.....   | 10                                    | 1           |
| Disconnection or Suspension of Residential Telephone Service.....                   | 6                                     | 1           |
| Discontinuance of Business Service for Failure to Establish or Maintain Credit..... | 9                                     | 3           |
| Discounted Rates for Schools and Libraries.....                                     | 15                                    | 2           |
| Disputes by Residential Customers.....  | 8                                     | 2           |
| Distinctive Ring.....   | 11                                    | 11          |
| <br>  |                                       |             |
| Enhanced 911 (E911).....  | 14                                    | 7           |
| Establishment and Furnishing of Service.....  | 8                                     | 1           |
| Establishment of Credit.....  | 9                                     | 1           |
| <br>  |                                       |             |
| Filing Complaints with the Missouri Public Service Commission.....                  | 6                                     | 2           |
| <br>  |                                       |             |
| Handling Inquiries and Complaints.....  | 6                                     | 2           |
| Hunting.....  | Missouri Public Service Commission 11 | 11          |
| <br>  |                                       |             |
| Individual Case Basis (ICB) Arrangements.....                                       | 13                                    | 1           |
| Interest Rates on Customer Deposits.....  | 11                                    | 2           |

(N)

ISSUED: September 19, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: October 18, 2000

OCT 31 2000

**RECEIVED**

SUBJECT INDEX JUN 13 2000

| <u>SUBJECT</u>   | <u>SECTION</u>                                      | <u>PAGE</u> |
|--|---|-------------|
| 911 Service Features .....   | <b>MISSOURI</b><br><b>Public Service Commission</b> | 14 7        |
| Access to Local Operator Services .....  |   | 11 7        |
| ALLTEL Plus .....  |   | 17 1        |
| Amount Deposit .....   |   | 9 2         |
| Anonymous Call Rejection .....   |   | 11 8        |
| Application of Service .....   |   | 8 1         |
| Application of Tariff .....  |   | 4 1         |
| Availability of Facilities .....   |   | 5 1         |
| B911 Service .....   | <b>CANCELLED</b>                                    | 14 7        |
| Call Forwarding .....  |   | 11 8        |
| Call Forwarding - Busy .....   | <b>OCT 31 2000</b>                                  | 11 8        |
| Call Forwarding - no Answer .....  |   | 11 8        |
| Call Return .....  | <b>By 1825#1</b>                                    | 11 8        |
| Call Selector .....  | <b>Public Service Commission</b>                    | 11 9        |
| Call Trace .....   | <b>MISSOURI</b>                                     | 11 9        |
| Call Transfer .....  |   | 11 9        |
| Call Waiting .....   |   | 11 9        |
| Caller ID Deluxe .....   |   | 11 10       |
| Caller ID on Call Waiting .....  |   | 11 11       |
| Collections .....  |   | 8 1         |
| Connection of Certain Facilities of Customers .....                                  |   | 7 1         |
| Court-Ordered Discontinuance of Service .....  |   | 7 3         |
| Custom Calling Features .....  |   | 11 8        |
| Customer Premises Equipment .....  |   | 7 2         |
| Defacement of Premises .....   |   | 5 2         |
| Definitions .....  |   | 3 1         |
| Deposit not to Affect Regular Collection Practices .....                             |   | 9 2         |
| Directory and Advertising Errors and Omissions .....                                 |   | 10 1        |
| Directory Listing Rates .....  |   | 10 1        |
| Directory Listings .....   |   | 10 1        |
| Disconnection or Suspension of Residential Telephone Service .....                   |   | 6 1         |
| Discontinuance of Business Service for Failure to Establish or Maintain Credit ..... |   | 9 3         |
| Discounted Rates for Schools and Libraries .....                                     |   | 15 2        |
| Distinctive Ring .....   |   | 11 11       |
| Enhanced 911 (E911) .....  |   | 14 7        |
| Establishment and Furnishing of Service .....  |   | 8 1         |
| Establishment of Credit .....  |   | 9 1         |
| Filing Complaints with the Missouri Public Service Commission .....                  |   | 6 2         |
| Handling Inquiries and Complaints .....  |   | 6 2         |
| Hunting .....  |   | 11 11       |
| Individual Case Basis (ICB) Arrangements .....                                       |   | 13 1        |
| Interest Rates on Customer Deposits .....  |   | 9 2         |

**FILED**

AUG 14 2000

9:9 - 2:9 8  
MISSOURI

**Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

SUBJECT INDEX

| <u>SUBJECT</u>  | <u>SECTION</u>                        | <u>PAGE</u> |
|---|---------------------------------------|-------------|
| Liability of the Company .....                                  | Missouri Public<br>Service Commission | 5 2         |
| Local Service Area .....  |                                       | 4 1         |
| Local Exchange Rate Schedule .....                              |                                       | 11 1        |
| Local Exchange Rates – Business .....                           |                                       | 11 3        |
| Local Exchange Rates – Residence .....                          |                                       | 11 5        |
| Local Exchange Service .....                                    |                                       | 11 1        |
| Local Market Trial .....  |                                       | 16 1        |
| Local Market Trial Rates .....                                  |                                       | 16 2        |
| Local Operator Services .....                                   |                                       | 11 6        |
| Maintenance and Repairs .....                                   |                                       | 8 3         |
| Maintenance of Company-Owned Facilities .....                   |                                       | 8 3         |
| Maintenance of Customer-Owned Facilities .....                  |                                       | 8 3         |
| Messages .....  |                                       | 14 10       |
| Metropolitan Calling Area (MCA) Service .....                   |                                       | 4 1         |
| Non-Recurring Service Ordering Charge .....                     |                                       | 11 1        |
| Obligation and Liability of Company .....                       |                                       | 5 1         |
| Obligation of Eligible Schools and Libraries for Discount ..... |                                       | 15 1        |
| Operator Verify & Interrupt Service .....                       |                                       | 11 7        |
| Payment Arrangements .....                                      |                                       | 8 2         |
| Preferred Call Forwarding .....                                 |                                       | 11 11       |
| Promotional Offerings .....                                     |                                       | 12 1        |
| Provisions for Certain Local Taxes & Fees .....                 |                                       | 16 2        |
| Provisions of Local Exchange Service .....                      |                                       | 5 2         |
| Reconnection of Service (Residential) .....                     |                                       | 6 2         |
| Refund or Credit of Customer Deposits .....                     |                                       | 9 3         |
| Remote Access to Call Forwarding .....                          |                                       | 11 12       |
| Rendering of Bills .....  |                                       | 8 1         |
| Repeat Dialing .....  |                                       | 11 12       |
| Residential Customer Rights and Responsibilities .....          |                                       | 6 1         |
| Restoration of Service .....                                    |                                       | 9 5         |
| Rights and Responsibilities of the Customer (Residential) ..... |                                       | 6 1         |
| Schools and Libraries Discount Program .....                    |                                       | 15 1        |
| Selective Call Acceptance .....                                 |                                       | 11 12       |
| Selective Call Rejection .....                                  |                                       | 11 12       |
| Service Charges .....   |                                       | 11 1        |
| Settlement Agreement/Installment Payment Plans .....            |                                       | 8 2         |
| Special Arrangements .....                                      |                                       | 13 1        |
| Special Construction .....                                      |                                       | 11 2        |
| Special Promotions .....  |                                       | 12 1        |
| Special Calling 30 .....  |                                       | 11 9        |

(T)  
(T)

Missouri Public  
Service Commission

FILED OCT 31 2000

ISSUED: September 19, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: October 1, 2000

OCT 31 2000

**RECEIVED**

**JUN 12 2000**  
SUBJECT INDEX

| <u>SUBJECT</u>   | <u>MISSOURI</u>                  | <u>SECTION</u> | <u>PAGE</u> |
|--|----------------------------------|----------------|-------------|
| Liability of the Company .....                                 | <b>Public Service Commission</b> | 3              | 2           |
| Local Service Area.....  |                                  | 4              | 1           |
| Local Exchange Rate Schedule.....                              |                                  | 11             | 1           |
| Local Exchange Rates – Business .....                          |                                  | 11             | 3           |
| Local Exchange Rates – Residence .....                         |                                  | 11             | 5           |
| Local Exchange Service.....                                    |                                  | 11             | 1           |
| Local Market Trial.....  |                                  | 16             | 1           |
| Local Market Trial Rates .....                                 |                                  | 16             | 2           |
| Local Operator Services .....                                  |                                  | 11             | 6           |
| Maintenance and Repairs .....                                  |                                  | 8              | 2           |
| Maintenance of Company-Owned Facilities.....                   |                                  | 8              | 2           |
| Maintenance of Customer-Owned Facilities .....                 |                                  | 8              | 3           |
| Messages.....  |                                  | 14             | 10          |
| Metropolitan Calling Area (MCA) Service .....                  |                                  | 4              | 1           |
| Non-Recurring Service Ordering Charge .....                    |                                  | 11             | 1           |
| Obligation and Liability of Company.....                       |                                  | 5              | 1           |
| Obligation of Eligible Schools and Libraries for Discount..... |                                  | 15             | 1           |
| Operator Verify & Interrupt Service .....                      |                                  | 11             | 7           |
| Payment Arrangements .....                                     | <b>CANCELLED</b>                 | 8              | 2           |
| Preferred Call Forwarding .....                                |                                  | 11             | 11          |
| Promotional Offerings.....                                     |                                  | 12             | 1           |
| Provisions for Certain Local Taxes & Fees .....                | <b>OCT 31 2000</b>               | 16             | 2           |
| Provisions of Local Exchange Service.....                      |                                  | 5              | 2           |
| Reconnection of Service (Residential).....                     | <b>By LRS#2</b>                  | 6              | 2           |
| Refund or Credit of Customer Deposits .....                    | <b>Public Service Commission</b> | 9              | 3           |
| Remote Access to Call Forwarding .....                         | <b>MISSOURI</b>                  | 11             | 12          |
| Rendering of Bills .....                                       |                                  | 8              | 1           |
| Repeat Dialing.....  |                                  | 11             | 12          |
| Residential Customer Rights and Responsibilities .....         |                                  | 6              | 1           |
| Restoration of Service.....                                    |                                  | 9              | 5           |
| Rights and Responsibilities of the Customer (Residential)..... |                                  | 6              | 1           |
| Schools and Libraries Discount Program .....                   |                                  | 15             | 1           |
| Selective Call Acceptance.....                                 |                                  | 11             | 12          |
| Selective Call Rejection .....                                 |                                  | 11             | 12          |
| Service Charges .....  |                                  | 11             | 1           |
| Settlement Agreement/Installment Payment Plans .....           |                                  | 8              | 2           |
| Special Arrangements.....                                      |                                  | 13             | 1           |
| Special Construction.....                                      |                                  | 11             | 2           |
| Special Promotions.....  |                                  | 12             | 1           |
| Special Calling 30.....  |                                  | 11             | 9           |

**FILED**

**AUG 14 2000**  
**9-9-298**  
**MISSOURI**  
**Public Service Commission**

**JUN 13 2000**  
SUBJECT INDEX

| <u>SUBJECT</u>                                 | <b>MISSOURI</b>                  | <u>SECTION</u> | <u>PAGE</u> |
|--|----------------------------------|----------------|-------------|
| Tariff Format .....                            | <b>Public Service Commission</b> | 2              | 1           |
| Tariff Symbols .....                           |                                  | 2              | 1           |
| Telephone Bills .....                          |                                  | 8              | 1           |
| Telephone Directories .....                    |                                  | 10             | 1           |
| Telephone Numbers .....                        |                                  | 8              | 1           |
| Three-Way Calling .....                        |                                  | 11             | 13          |
| Transmitting Messages .....                    |                                  | 5              | 1           |
| Undertaking of the Company .....               |                                  | 5              | 1           |
| Universal Emergency Number Service (911) ..... |                                  | 14             | 1           |
| Use of Connecting Company Lines .....          |                                  | 5              | 1           |
| Use of Service and Facilities .....            |                                  | 7              | 1           |
| Utility Information .....                      |                                  | 1              | 1           |

**FILED**

**AUG 14 2000**  
**9-9-298**

**MISSOURI**  
**Public Service Commission**

*ISSUED: June 30, 2000*  
*ISSUED BY: Steve Mowery, Vice President*  
*State Government Affairs*  
*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*

CANCELLED  
July 27, 2007  
TD-2007-0454  
Missouri Public  
Service Commission

ALLTEL COMMUNICATIONS, INC.  
Missouri

TARIFF MO P.S.C. No. 2  
**RECEIVED** SECTION 1  
Original Page 1

UTILITY INFORMATION

JUN 13 2000

Utility Official: Larry Whipkey  
Staff Manager - Rates and Tariffs

Telephone Number: 501-905-5053

Mailing Address: ALLTEL Communications, Inc.  
One ALLIED Drive  
P.O. Box 2177  
Little Rock, AR 72203

**MISSOURI**  
**Public Service Commission**

**FILED**

AUG 14 2000  
9 9 - 2 9 8

**MISSOURI**  
**Public Service Commission**

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

TARIFF FORMAT JUN 13 2000

2. TARIFF FORMAT

**MISSOURI  
Public Service Commission**

2.1. TARIFF SYMBOLS

2.1.1. The following symbols appear in the right margin opposite any revision to the previously approved Tariff.

| <u>Symbol</u> | <u>Explanation</u>                    |
|---------------|---------------------------------------|
| (C)           | Change in Regulation                  |
| (D)           | Discontinued Rate, Regulation or Text |
| (E)           | Correction                            |
| (I)           | Increase in Rate                      |
| (M)           | Moved Rate, Regulation or Text        |
| (N)           | New Rate, Regulation or Text          |
| (R)           | Reduction in Rate                     |
| (S)           | Reissued Material                     |

2.2. PAGE NUMBERING

2.2.1. Page numbers appear in the upper right corner of the sheet. After the Table of Contents, the Tariff is divided into sections, each page in each section is numbered sequentially beginning with 1. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between page 5 and 6 would be 5.1.

2.3. PAGE REVISIONS

2.3.1. Page revisions appear in the upper right corner of the page and are used to determine the most current page version on file with the Missouri Public Service Commission. For example, the 3rd Revised Page No. 16 Canceling 2nd Revised Page No. 16.

2.4. PARAGRAPH NUMBERING SEQUENCE

2.4.1. There are seven levels of paragraph numbering.

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.(1)
- 2.1.1.A.(1)a.
- 2.1.1.A.(1)a.(i)

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

RECEIVED

DEFINITIONS

JUN 13 2000

3. DEFINITIONS

Access Code

A sequence of numbers that, when dialed, connect the caller to the provider of services associated with that sequence.

Access Line

The company provided facility which provides access to the switched network.

ACI or Company

ALLTEL Communications, Inc., the issuer of this tariff.

Aggregator

Any person or entity that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for intrastate telephone calls using a provider of operator services. An aggregator is also both an Authorized User and a Customer.

Authorization Code

A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the service user so that the Company may rate and bill the call. All Authorization Codes shall be the sole property of the Company 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 or entity which accesses the Company's services.

Billed Party

The person or entity responsible for payment for use of the Company's services. For a Direct Dialed Call, the person or entity responsible for payment is the Customer responsible for payment for local telephone service at the telephone used to originate the call. In the case of a credit card call, the person or entity responsible for payment is the person to whom the card is issued and the holder of the credit card used. In the case of third party call, the person or entity responsible for payment is the person responsible for payment for local telephone service at the telephone number that agrees to accept charges for the call. In the case of a Room Charge Call, the entity responsible for payment is the Aggregator controlling the telephone used to originate the call. In the case of all Operator Assisted Calls not involving credit cards, third party calls or Room Charge Calls, the person or entity responsible for payment is the Customer responsible for payment for local telephone service at the telephone used to originate the call.

Central Office (CO)

A Local Exchange Carrier switching system where Local Exchange Carrier Customer station loops are terminated for purposes of interconnection to each other and to trunks.

Channel

A path for electrical transmission between two or more points, the path having a band width designed to carry voice grade transmission.

FILED

AUG 14 2000  
9-9-298

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: AUG 10 2000  
MISSOURI  
Public Service Commission

DEFINITIONS

JUN 12 2000

**MISSOURI  
Public Service Commission**

3. DEFINITIONS (Continued)

Circuit (Channel)

One communication path between two or more points suitable for transmitting communication information.

Common Carrier

A company or entity providing telecommunications services to the public.

Commission

The Missouri Public Service Commission.

Connecting Company

A corporation, association, firm or individual owning and operating one or more central offices and with whom traffic is interchanged.

Contract

The term "Contract" refers to the service agreement between a Customer and the Company and the applicable provisions of the Tariff under which service and facilities are furnished.

Credit Card Call

A Direct Dialed or Operator Assisted Call for which charges are billed not to the originating telephone number, but to a credit card, such as Visa or MasterCard, or to a LEC or interexchange carrier calling card.

Customer

The person, partnership, association, joint stock company, trust, corporation, governmental entity or other entity, that is responsible for payment of charges and for compliance with this Tariff.

DID Trunk

A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the attendant.

Direct Dialed Call

A telephone call which is automatically completed and billed to the telephone number from which the call originated without the automatic or live assistance of an operator. This includes calls forwarded by call forwarding equipment.

**FILED**

AUG 14 2000  
9-9-2-98

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

DEFINITIONS

JUN 12 2000

3. DEFINITIONS (Continued)

**MISSOURI  
Public Service Commission**

Direct Inward Dialing (DID)

Allows an incoming call from the exchange network to reach a specific station line without attendant assistance.

Directory

An alphabetically arranged list of the names, telephone numbers, and addresses of Customers of the local exchange.

Exchange

A unit established by the Local Exchange Carrier for the administration of communications service in a specified area which usually embraces a city, town or village and its environments. It consists of one or more Central Offices together with the associated facilities used in furnishing communications service within that area.

Exchange Service

See Local Exchange Service as defined in Section 4 of this Tariff.

Extended Area Service (EAS)

Exchange service between different exchange areas whereby the Customers of one exchange may call and be called by the Customers of the other exchange or exchanges without specific message toll charges, but at a fixed monthly rate.

A local exchange service that is provided between two or more exchange areas.

Facilities

All of the Company equipment or materials necessary to provide or furnish in connection with telecommunication service.

FCC

Federal Communications Commission

Flat Rate Service

Service furnished at a fixed monthly charge, including extended area service where applicable.

Installation

The initial establishment of service.

Termination of service at one location and reestablishing service at a different location, generally where no lapse of service has occurred.

IntraLATA

Within the same LATA

**FILED**

AUG 14 2000  
9 9 - 2 9 8

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

DEFINITIONS

**JUN 13 2000**

**MISSOURI  
Public Service Commission**

3. DEFINITIONS (Continued)

LATA

Local Access and Transport Area.

Intrastate

Within the State of Missouri.

InterLATA

From one LATA to another LATA.

Local Exchange Carrier (LEC)

A telephone company which provides local telephone service to Customers within a defined exchange.

Local Exchange Service

All telecommunications service between Customers who are located within the Local Service Area.

Local Service Area

The area within which are located the Customer locations to which calls may be made under a specified schedule of exchange rates without the payment of toll charges.

Long Distance Message Telecommunications Service (LDMTS)

The furnishing of direct dialed and operator assisted switched services to the Customer for the completion of long distance voice and dial-up low speed data transmissions over voice grade channels.

Non-Recurring Charge

A one-time charge which represents services requested by the Customer.

Operator Assisted Call

A telephone connection completed through the use of the Company's Operator Services.

Operator Station Calls

An Operator Assisted Call wherein the person originating the call is assisted by an operator but does not specify a particular person, department or extension to be reached.

Other Common Carrier

A common carrier, other than the Company, providing domestic or international communications service to the public.

**FILED**

**AUG 14 2000**

**9-9-2008**

**MISSOURI**

**Public Service Commission**

**EFFECTIVE: August 14, 2000**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

RECEIVED

DEFINITIONS

JUN 1 2 2000

MISSOURI  
Public Service Commission

3. DEFINITIONS (Continued)

Personal Identification Numbers (PINs)

Code numbers used in connection with designated telephone numbers which allow access and allow calls to be categorized for various applications.

Person-to-Person Calls

An Operator Assisted Call which is placed under the stipulation that the caller will speak only to a specific called party or to a specified extension or office. Such a call is not completed until either the specific party named by the caller is contacted, or the caller agrees to speak to a different party. The caller must arrange with the operator to make a person-to-person call; otherwise, all calls will be treated as Operator Station Calls.

Points of Presence

The sites where the Company provides a network interface with facilities provided by Other Common Carriers, Local Exchange Carriers or Customers for access to the Company's network.

Premises

A building or buildings on contiguous property (except property, such as railroad rights-of-way) not separated by a public street or highway.

Presubscribed Provider of Operator Services

The intrastate provider of operator services to which the consumer is connected when the consumer places a call using a provider of operator services without dialing an access code.

Services

Telecommunications services provided to a Customer or Authorized User by the Company.

Telecommunications

The transmission of voice communications or, subject to the transmission capabilities of the Service, the transmission of data, facsimile, signaling, metering or any other form of intelligence.

Telephone Number

A designation assigned to a Customer's station for convenience in operating. Telephone numbers may include the name of a central office, which is termed the "Central Office Designation."

Telephone Service

Services including voice, data, and all other types of telecommunications services involving the transmission of intelligence by electrical means which are offered under the Company's Tariffs.

FILED

AUG 14 2000  
9-9-2-98

MISSOURI  
Public Service Commission

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

DEFINITIONS

JUN 12 2000

3. DEFINITIONS (Continued)

Third-Party Call

An Operator Assisted Call for which charges are billed not to the originating number, but to another telephone number which is neither the originating nor the terminating telephone number.

Toll Message

A completed call between two local service areas, which incurs a charge, or toll.

**MISSOURI  
Public Service Commission**

**FILED**

AUG 14 2000

9-9-298  
MISSOURI

**Public Service Commission**

*ISSUED: June 30, 2000*

*ISSUED BY: Steve Mowery, Vice President  
State Government Affairs*

*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*

APPLICATION OF TARIFF

JUN 13 2000

4. Application of Tariff

**MISSOURI  
Public Service Commission**

- 4.1. The following sections of this Tariff apply to the resold or facilities-based, business and residential local exchange services and facilities furnished by the Company.
- 4.2. Local exchange service provided by the Company may be subject to the rules and regulations of the Commission and the laws of the State of Missouri to the extent applicable and legally binding upon the Company. Local exchange service provides unlimited free calling within the local calling area of the stated exchanges.
- 4.3. Local exchange service provides unlimited free calling within the local calling area.
- 4.4. LOCAL SERVICE AREA
  - 4.4.1. ALLTEL Communications, Inc. (ACI) will initially provide basic local exchange services to both residential and business customers throughout the Springfield exchange currently served by Southwestern Bell Telephone Company. ACI's service area will follow the exchange boundaries of the incumbent local exchange company. ACI concurs with the local service area of the incumbent provider, Southwestern Bell Telephone Company. ACI concurs with the local service area maps of the incumbent provider, Southwestern Bell Telephone Company.
  - 4.4.2. ALLTEL Communications, Inc.'s Certificate of Service grants authority to provide competitive service throughout Southwestern Bell's territories as well as the territories of GTE Midwest, Inc. and Sprint Missouri, Inc.

4.5. METROPOLITAN CALLING AREA (MCA) SERVICE

4.5.1. Service Description

- A. Metropolitan Calling Area (MCA) Service is available in the Springfield, Missouri MCA. The basic local calling scope for the Springfield Metropolitan Exchange is the MCA-wide calling scope as describe in Section 4.5.2. A. following.

4.5.2. Calling Scope

A. Service Areas – Springfield MCA

The total service area for the Springfield MCA is comprised of the following groups of zones and exchanges:

- (1). Southwestern Bell's Springfield Metropolitan Exchange, including the Principle Zone and the MCA-1 Zone of Rogersville, Strafford, Fair Grove, Willard, Republic and Nixa.
- (2) MCA-2 includes the following: Southwestern Bell's Exchanges of Walnut Grove, Ash Grove, Billings, Clever and Marionville; GTE's exchanges of Elkland, Marshville, Fordland, Sparta, Ozark, Highlandville, and Hurley; ALLTEL Missouri's exchanges of Pleasant Hope and Morrisville; and Choctaw Telephone Company's Halltown Exchange.

**FILED**

AUG 14 2000  
9-9 - 2 9 8

**MISSOURI  
Public Service Commission**  
EFFECTIVE: August 14, 2000

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

APPLICATION OF TARIFF

JUN 13 2000

4. Application of Tariff (Continued)

**MISSOURI  
Public Service Commission**

4.5. METROPOLITAN CALLING AREA (MCA) SERVICE (Continued)

4.5.2. Calling Scope (Continued)

B. The Calling Scope for the MCA Principal Zone includes all customers in the MCA-1 Zone and MCA subscribers in the MCA-2 exchanges.

4.5.3. Regulations

A. Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence and business customers located in an MCA exchange. MCA service is also available in conjunction with Foreign Exchange Service in an MCA exchange.

B. MCA is designed and intended for the exclusive use of the end user customers of the Company. MCA is available to interexchange carriers or other telecommunications service providers of administrative trunks only.

C. In situations where multiple access lines share the same working telephone number, if one such line subscribes to MCA service, then all lines must subscribe to MCA service.

D. In situations where a hunting arrangement between access lines is provided by the Telephone Company, no MCA line may be configured to hunt to a non-MCA line.

E. All Rules and Regulations governing Local Exchange Service apply to MCA Service.

4.5.4. Rate Application

A. MCA monthly rates apply on a per-line basis and are billed one month in advance.

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

OBLIGATION AND LIABILITY OF COMPANY JUN 12 2000

5. OBLIGATION AND LIABILITY OF COMPANY

**MISSOURI  
Public Service Commission**

5.1. UNDERTAKING OF THE COMPANY

5.1.1. ALLTEL Communications, Inc. will give consideration to equitable access for all Missourians, regardless of where they live or their income, to affordable telecommunications services in the areas where ALLTEL Communications, Inc. provides service.

5.2. AVAILABILITY OF FACILITIES

5.2.1. The Company's willingness to furnish resold or facilities-based, business and residential local exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, buried and underground facilities, circuits and equipment.

5.3. TRANSMITTING MESSAGES

5.3.1. The Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the Customer, repeats messages, no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between Customers because of the error.

5.4. USE OF CONNECTING COMPANY LINES

5.4.1. When suitable arrangements can be made, lines of other companies may be used in establishing wired connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the connecting company.

**FILED**

AUG 14 2000

99-298  
MISSOURI

Public Service Commission

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

OBLIGATION AND LIABILITY OF COMPANY

JUN 12 2000

5. OBLIGATION AND LIABILITY OF COMPANY (Continued)

**MISSOURI  
Public Service Commission**

5.5. DEFACEMENT OF PREMISES

5.5.1. The Company shall exercise due care in connection with all work done on the Customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the Customer's premises or person resulting from the existence of the Company's instruments, apparatus and wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

5.6. PROVISION OF LOCAL EXCHANGE SERVICE

5.6.1. Local Exchange Service will be terminated at the Customer's premises, or where the Customer-provided equipment involves "common equipment" at an alternate premises in the same building, if requested by the Customer and agreed to by the Company.

5.7. LIABILITY OF THE COMPANY

5.7.1. Except as stated in this Section, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in this Tariff.

5.7.2. The liability of the Company, if any, for damages resulting in whole or in part from or arising in connection with the furnishing of Service under this Tariff (including but not limited to mistakes, omissions, interruptions, delays, errors or other defects in transmission, or failures or defects in facilities furnished by the Company) or arising out of any failure to furnish Service, shall in no event exceed an amount of money equivalent to the proportionate charge to Customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur and continue. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused by or contributed to by the negligence or willful act or omission of Customer, or which arise from the use of Customer-provided facilities or equipment, shall not result in the imposition of any liability whatsoever upon the Company.

5.7.3. The Company is not liable for any act, omission or negligence of any Local Exchange Carrier or other provider whose facilities are used concurrently in furnishing any portion of the services received by Customer, or for the unavailability of or any delays in the furnishing of any services or facilities which are provided by any Local Exchange Carrier. Should the Company employ the service of any Other Common Carrier in furnishing the services provided to Customer, the Company's liability shall be limited according to the provisions of Paragraph 5.7.2 above.

5.7.4. All ordinary expense of maintenance and repair associated with network facilities and equipment, unless otherwise specified in this Tariff, is borne by the Telephone Company. In case of damage to or destruction of any of the Company's network equipment or facilities not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the company's network equipment destroyed or for the cost of restoring the Company's network equipment to its original condition, except where such damage is not occasioned by the negligence of the customer.

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

OBLIGATION AND LIABILITY OF COMPANY

JUN 12 2000

5. OBLIGATION AND LIABILITY OF COMPANY (Continued)

5.7. LIABILITY OF THE COMPANY (Continued)

**MISSOURI  
Public Service Commission**

- 5.7.5. The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to fire, flood, or other catastrophes; Acts of God; atmospheric conditions or other phenomena of nature, such as radiation; any law, regulation, directive, order or request of the United States Government, or any other government including state and local governments having any jurisdiction over the Company or the services provided hereunder; national emergencies; civil disorder, insurrections, riots, wars, strikes, lockouts, work stoppages, or other labor problems or regulations established or actions taken by any court or government agency having jurisdiction over the Company.
- 5.7.6. The Company shall not be liable for any act or omission of any other entity furnishing to the Customer facilities or equipment used with the service furnished hereunder; nor shall the Company be liable for any damages or losses due in whole or in part to the fault or negligence of the Customer or due in whole or in part to the failure of Customer-provided equipment or facilities.
- 5.7.7. The Company shall be indemnified and held harmless by the Customer and Authorized User from and against all loss, liability, damage, and expense, including reasonable attorney's fees, due to claims for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by any person using the Company's Services and any other claim resulting from any act or omission of the Customer or Authorized User relating to the use of the Company's facilities.
- 5.7.8. Under no circumstances whatever shall the Company or its officers, directors, agents, or employees be liable for indirect, incidental, special or consequential damages.

**FILED**

AUG 14 2000  
9-9-2-98

**MISSOURI  
Public Service Commission**  
EFFECTIVE: August 14, 2000

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

6. RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

JUN 19 2000

6.1. STATEMENT OF COMPANY AND RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

**MISSOURI  
Public Service Commission**

Pursuant to the rules of the Missouri Public Service Commission the following statement(s) will be provided to the customers of ALLTEL Communications, Inc. at the time service is established:

6.1.1. Rights and Responsibilities of Missouri Residential Telephone Customer

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

6.1.2. Billing Procedures

- (A) ALLTEL Communications, Inc. issues residential bills on a monthly basis with bills rendered on or about the same day each month.
- (B) ALLTEL Communications, Inc. will not alter the residential billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects services or transfers service from one premises to another.
- (C) ALLTEL Communications, Inc. sets forth the following on residential bills:
  - (i) The number of access lines for which charges are stated;
  - (ii) The beginning or ending dates of the billing period;
  - (iii) The date the bill becomes delinquent if not paid on time;
  - (iv) Penalty fees and advanced payments;
  - (v) The unpaid balance, if any;
  - (vi) The amount for basic service;
  - (vii) An itemization of the amount due for all other regulated or nonregulated services including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service;
  - (viii) The amount due for all regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package;
  - (ix) An itemization of the amount due for taxes, franchise fees, Relay Missouri Surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate;
  - (x) If applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;
  - (xi) A toll free number where inquiries and/or dispute resolutions may be made for each company with charges appearing on customer's bills;
  - (xii) Any other credits and charges applied to the account during the current billing period;
  - (xiii) During the first billing period in which a residential customer receives service, ALLTEL Communications, Inc. provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**FILED**  
EFFECTIVE: August 1, 2000

AUG 14 2000  
9:9 - 2:98

**MISSOURI  
Public Service Commission**

RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

6. RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

**RECEIVED**

6.1. STATEMENT OF COMPANY AND RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

JUN 12 2000

6.1.2. Billing Procedures (Continued)

**MISSOURI  
Public Service Commission**

(D) Residential Applicant Billing Statement

"You will receive a telephone bill from us each month. ALLTEL Communications, Inc. provides Resold and Facilities-based, Business and Residential telephone service. ALLTEL Communications, Inc. may require a deposit for service. Payment is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date."

6.1.3. Payment Arrangements

"Payment must be sent to ALLTEL Communications, Inc. or made at one of our Agent locations. Payment for service may be made by check or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call ALLTEL Communications, Inc. immediately at 1-800-880-4570. By doing this, you may avoid having your phone service suspended or disconnected."

6.1.4. Disconnection or Suspension of Telephone Service

"Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 15 days and you will not be charged installation charges again."

- A. Nonpayment of an Undisputed Delinquent Account. Your service will not be suspended or discontinued for nonpayment of a delinquent charge until ALLTEL Communications, Inc. has notified you in writing at least ten days in advance of the suspension or discontinuance. Additionally, ALLTEL Communications, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to suspending or disconnecting your telephone service.
- B. Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- C. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- D. Misrepresentation of identity in obtaining telephone utility service.
- E. Failure to post a required deposit or guarantee.
- F. Failure to comply with terms of a settlement agreement.
- G. As provided by State or Federal law.

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

6. RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

Missouri Public  
Service Commission

6.1. STATEMENT OF COMPANY AND RESIDENTIAL CUSTOMER RIGHTS AND  
RESPONSIBILITIES (Continued)

REC'D SEP 19 2000

6.1.4. Disconnection or Suspension of Telephone Service (Continued)

H. Notwithstanding any other provisions of this or other governing tariffs, the Telephone Company will postpone a discontinuance for at least twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person residing where the telephone service is provided and where such person is under care of a physician. Any person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity.

I. ALLTEL Communications, Inc. also adheres to the following rules of the Missouri Public Service Commission:

- (1) Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications services.
- (2) Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of ALLTEL Communications, Inc. are not available to facilitate reconnection of service or on a day immediately preceding such day.

(T)  
|  
(T)

J. Residential Customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated.

K. Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the customer at least 10 days prior to the date of the proposed discontinuance.

L. At least 24 hours preceding a discontinuance, ALLTEL Communications, Inc. shall make reasonable efforts to contact the customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.

Missouri Public  
Service Commission

FILED OCT 31 2000

ISSUED: September 19, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE

OCT 31 2000

RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

**RECEIVED**

6. RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

JUN 12 2000

6.1. STATEMENT OF COMPANY AND RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

**MISSOURI  
Public Service Commission**

6.1.4. Disconnection or Suspension of Telephone Service (Continued)

- H. Notwithstanding any other provisions of this or other governing tariffs, the Telephone Company will postpone a discontinuance for at least twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person residing where the telephone service is provided and where such person is under care of a physician. Any person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity.
- I. ALLTEL Communications, Inc. also adheres to the following rules of the Missouri Public Service Commission:
  - (1) Residential service may not be discontinued by ALLTEL Communications, Inc. for failure to pay charges not subject of the Missouri Public Service Commission's jurisdiction unless specifically authorized in ALLTEL Communications, Inc.'s tariffs approved by the Commission.
  - (2) Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of ALLTEL Communications, Inc. are not available to facilitate reconnection of service or on a day immediately preceding such day.
- J. Residential Customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated.
- K. Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the customer at least 10 days prior to the date of the proposed discontinuance.
- L. At least 24 hours preceding a discontinuance, ALLTEL Communications, Inc. shall make reasonable efforts to contact the customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.

**CANCELLED**

OCT 31 2000  
By *LSRS#3*  
Public Service Commission  
MISSOURI

**FILED**

AUG 14 2000  
9:02 98  
MISSOURI  
Public Service Commission

**RECEIVED**

RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

**JUN 13 2000**

6. RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

**MISSOURI  
Public Service Commission**

6.1. STATEMENT OF COMPANY AND RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

6.1.4. Disconnection or Suspension of Telephone Service (Continued)

M. ALLTEL Communications, Inc.'s Notices of Discontinuance shall contain the following information:

- (1) The name and address and the telephone number of the customer;
- (2) A statement of the reason for the proposed discontinuance and the cost to the customer for reconnection;
- (3) The date after which service will be discontinued unless appropriate action is taken;
- (4) How a customer may avoid discontinuance;
- (5) The customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full;
- (6) The telephone number where the customer may make an inquiry;
- (7) A statement that this notice will not be effective if the charges involved are part of an unresolved dispute;
- (8) A statement of the exception for medical emergency (as provided in Section 6.1.4.H. above).

6.1.5. Reconnection of Service

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

- A. Payment for all undisputed amounts must be received by ALLTEL Communications, Inc. or its authorized agent.
- B. Restoral of Service Charges will be applied if your service has been disconnected. Restoral of Service Charges will not be applied if your service has been suspended.
- C. The provisions outlined in Section 9.7, Restoration of Service are also applicable.

6.1.6. Procedures for Handling Inquiries and Complaints

"Telephone inquiries may be directed to ALLTEL Communications, Inc. at 1-800-501-1754. Written inquiries may be directed to:

ALLTEL Communications, Inc.  
Attn: CLEC Operations  
3330 E. Montclair  
Springfield, MO 65804

**FILED**

**AUG 14 2000  
9:9 - 2 9 8**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

JUN 12 2000

6. RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES (Continued)

**MISSOURI  
Public Service Commission**

6.1.7. Filing a Complaint with the Missouri Public Service Commission

"If ALLTEL Communications, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, Room 530, Jefferson City Missouri 65101, toll free at 1-800-392-4211 to file an informal complaint."

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

"The Missouri Office of Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2<sup>nd</sup> Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857."

**FILED**

AUG 14 2000  
9-9-2000

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

USE OF SERVICES AND FACILITIES

7. USE OF SERVICE AND FACILITIES

JUN 12 2000

7.1. CONNECTION OF CERTAIN FACILITIES OF CUSTOMERS

**MISSOURI  
Public Service Commission**

7.1.1. General Regulations

- A. Customers are not permitted to enter or make connections inside the Company protector. The network interface device, when installed, provides a compartment for Customer connections.
- B. Certain Customer-provided terminal equipment may be used and Customer provided telecommunications systems may be connected with the facilities furnished by the Company for telecommunications services under certain circumstances as provided in this schedule of this Tariff.
- C. Where telecommunications service is available under this Tariff for use in connection with Customer-provided terminal equipment, protective circuitry, Customer premise wiring and jacks, or telecommunications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company.
- D. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided terminal equipment, protective circuitry, Customer premise wiring and jacks, or telecommunications systems.
- E. The Company will not be responsible to the Customer, or otherwise, if changes in the company's telecommunications facilities, equipment, operations or procedures, render the Customer-provided terminal equipment, Customer premise wiring and jacks, or protective circuitry obsolete, or require modification or alteration of such equipment.

**FILED**

AUG 14 2000

9-9-2008

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

USE OF SERVICES AND FACILITIES

**JUN 12 2000**

7. USE OF SERVICE AND FACILITIES (Continued)

7.1. CONNECTION OF CERTAIN FACILITIES OF CUSTOMERS (Continued)

**MISSOURI  
Public Service Commission**

7.1.1. General Regulations (Continued)

- F. The Customer must provide all the electrical power necessary for the operation of Customer-provided telecommunications systems, equipment, and associated lines to the point of interconnection.
- G. Terminal equipment and protective circuitry as specified above may be directly connected to the Company's exchange facilities in accordance with the terms and conditions of this Tariff.
- H. Terminal equipment or protective circuitry not registered with the F.C.C. or of a type specified above may only be connected to the network through the use of a Company provided network control signaling unit and/or connecting arrangement.
- I. The Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by Customer-provided terminal equipment or protective circuitry. The Company will not be liable for damages arising out of injuries to persons or property from the electrical, mechanical, or other failure of any nature, including fires, explosions, or electrical hazards of Customer-provided equipment regardless of cause.
- J. In the event Customer-provided terminal equipment causes harm, the Company will, when practicable, notify the Customer that suspension of service may be required. However, where prior notice is not practicable, the Company will (1) promptly notify the Customer of such temporary suspension and (2) afford the Customer the opportunity to correct the situation which gave rise to the temporary discontinuance.

7.2. CUSTOMER PREMISE EQUIPMENT

- 7.2.1. Customer premise equipment is defined for this Tariff as all equipment located on the Customer premise except over-voltage protection equipment and multiplexing equipment to deliver multiple channels to the Customer.

**FILED**

**AUG 14 2000  
9-9-2000**

**MISSOURI  
Public Service Commission**

*ISSUED: June 30, 2000*  
**ISSUED BY: Steve Mowery, Vice President**  
*State Government Affairs*  
*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*

**RECEIVED**

USE OF SERVICES AND FACILITIES

**JUN 12 2000**

7. USE OF SERVICE AND FACILITIES (Continued)

7.3. USE OF SERVICE

**MISSOURI  
Public Service Commission**

7.3.1. The Customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage or that of any user. The Company will render billing to the Customer of record, and that Customer shall be responsible for all charges. The Company will not prorate nor divide billing between the Customer and any other party.

7.4. COURT-ORDERED DISCONTINUANCE OF SERVICE

7.4.1. The Company will discontinue service upon receipt of an order from any court directing the Company to discontinue such service. The Company shall give notice to the Customer at the time of the discontinuance of service of its reasons for doing so, said notice to be accompanied by a copy of the order from the court.

7.5. ASSIGNMENT

7.6.1. Customer shall not assign or transfer the use of the Company's Services except with the prior written consent of the Company in each and every instance. Consent to such assignment or transfer will not be unreasonably withheld.

**FILED**

**AUG 14 2000  
9-9 - 2 9 8**

**MISSOURI  
Public Service Commission**

*ISSUED: June 30, 2000*  
*ISSUED BY: Steve Mowery, Vice President*  
*State Government Affairs*  
*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*

ESTABLISHMENT AND FURNISHING OF SERVICE

JUN 13 2000

**MISSOURI  
Public Service Commission**

8. ESTABLISHMENT AND FURNISHING OF SERVICE

8.1. APPLICATION FOR SERVICE

8.1.1. Applications for service become contracts when accepted by the Company, or upon the establishment of service. The terms and conditions specified in such contracts are subject to these Tariffs, for the particular exchange from which service is to be furnished. Any change in the provisions of this Tariff shall act as a modification of the contract to that extent, upon filing without further notice.

8.2. TELEPHONE NUMBERS

8.2.1. In instances of excessive requests for telephone number changes, a non-recurring charge may apply.

8.2.2. If available, telephone numbers may be reserved for future use as requested by the Customer. The Company reserves the right to change or use the reserved telephone number or Central Office designation, or both, whenever it is deemed advisable in the conduct of its business to do so. The Company may charge the Customer to reserve numbers.

8.2.3. Should it become necessary to change telephone numbers, reserved telephone numbers and/or Central Office designation, the Customer will be given notice of the change or cancellation.

8.2.4. Call Intercept - Whenever a customer's number is changed on the initiative of the telephone company after the directory has been issued, the telephone company may intercept all calls, if central office equipment permits, to the former number and give the calling party the new number until the next directory is published, unless reassignment of the number is necessary, or the customer agrees otherwise. Such numbers have last priority for reassignment. Whenever the customer's number is changed by reason of change of location or service to the customer, or at his request, intercept service will be provided at no charge for 30 days, if central office equipment permits.

8.3. PAYMENT FOR SERVICE

8.3.1. The Customer is required to pay all charges for exchange services and facilities in accordance with provisions contained elsewhere in these schedules. The Customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including but not limited to, collect and third number toll messages.

8.3.2. Bills

A. Regular monthly bills are due upon receipt. Customers are normally provided one copy of the regular monthly bill. Additional copies may be provided at a charge of \$2.50 per copy.

B. The Company shall itemize on the customer's bill any taxes and/or franchise fees, and costs for each service provided, including services provided in a package. Upon request, the Company shall furnish a detailed annual summary of these fees and taxes.

C. All charges and fees subject to the Missouri Public Service Commission's jurisdiction other than taxes and franchise fees shall be submitted to the Commission for approval.

**FILED**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE AUG 14 2000

9-9-298  
MISSOURI

**Public Service Commission**

ESTABLISHMENT AND FURNISHING OF SERVICE

8. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

Missouri Public  
Service Commission

8.3. PAYMENT FOR SERVICE (Continued)

REC'D SEP 19 2000

8.3.3. Rendering of Bills

- A. Flat Rate Service - Bills for Flat Rate Exchange Service will be rendered monthly in advance.

8.3.4. Collections

- A. The bill becomes delinquent twenty-one (21) days after the billing date.
- B. A 1.5% "Late Payment Penalty Charge" will be applied to the delinquent accounts that are not paid by the 21st day after the billing date. The "Late Payment Penalty Charge" will appear on the next month's bill.
- C. If an account is discontinued due to delinquency, the Company will apply a "Restoral of Service Charge" of \$14.00 to each reconnection of service on paid delinquent accounts.

8.3.5. Disputes by Residential Customers

- A. A customer must advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message. A dispute must be registered with the Company prior to the delinquent date for a customer to avoid discontinuance of service.
- B. If a customer disputes a charge, the customer must pay an amount equal to that part of the bill not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
- C. If the parties cannot agree on the amount not in dispute, the customer must pay 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.
- D. Failure of the customer to pay the amount not in dispute with four (4) working days from the date the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service.
- E. If the dispute is ultimately resolved in favor of the customer, the Company shall promptly repay any excess moneys paid by the customer.
- F. If the dispute cannot be resolved to the satisfaction of the customer, the Company shall notify the customer of its right to make an informal complaint to the Commission.

(N)  
|  
(N)

Missouri Public  
Service Commission

FILED OCT 31 2000

ISSUED: September 19, 2000

EFFECTIVE: ~~October 29, 2000~~

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

OCT 31 2000

ESTABLISHMENT AND FURNISHING OF SERVICE

JUN 12 2000

8. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

8.3. PAYMENT FOR SERVICE (Continued)

**MISSOURI  
Public Service Commission**

8.3.3. Rendering of Bills

A. Flat Rate Service - Bills for Flat Rate Exchange Service will be rendered monthly in advance.

8.3.4. Collections

A. The bill becomes delinquent twenty-one (21) days after the billing date.

B. A 1.5% "Late Payment Penalty Charge" will be applied to the delinquent accounts that are not paid by the 21st day after the billing date. The "Late Payment Penalty Charge" will appear on the next month's bill.

C. If an account is discontinued due to delinquency, the Company will apply a "Restoral of Service Charge" of \$14.00 to each reconnection of service on paid delinquent accounts.

8.3.5. Settlement Agreements/Installment Payment Plans

A. Customers may, at their option and upon concurrence by the Company, enter into an installment payment arrangement of equal installments. The maximum length of contract period will be 90 days (three billing cycles). Only one such arrangement at any one time will be provided. At any time during the contract period, customers may pay the balance due on the installment contract which concurrently terminates the installment payment arrangement. Customers who have entered into such Settlement Agreements/Installment Payment Plans and who are abiding by the terms of said Agreements and all other tariffed obligations, are not subject to service discontinuance/termination.

8.4. MAINTENANCE AND REPAIRS

8.4.1. Maintenance of Company Owned Facilities

A. All ordinary expense of maintenance and repair of Company owned facilities, unless otherwise specified in the Company's Tariff, is borne by the Company. The Customer agrees to take good care of the facilities and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's facilities, or accessories, not due to ordinary wear and tear, the Customer is responsible for the cost of restoring the facilities to original condition.

8.4.2. Maintenance of Customer Owned Equipment

A. When the Company makes a repair visit and determines that the trouble is caused by facilities for which the Customer is responsible, the Company will inform the Customer that the trouble is in facilities for which the Customer is responsible. The Company will not provide repairs to facilities for which the Customer is responsible under this Tariff.

**CANCELLED**

OCT 31 2000

By *LSRS#2*  
**Public Service Commission  
MISSOURI**

**FILED**

AUG 14 2000  
9-9-2000

**MISSOURI  
Public Service Commission**

ESTABLISHMENT AND FURNISHING OF SERVICE

8. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

Missouri Public  
Service Commission

8.3. PAYMENT FOR SERVICE (Continued)

8.3.6. Settlement Agreements/Installment Payment Plans

REC'D SEP 19 2000

(M)

- A. Customers may, at their option and upon concurrence by the Company, enter into an installment payment arrangement of equal installments. The maximum length of contract period will be 90 days (three billing cycles). Only one such arrangement at any one time will be provided. At any time during the contract period, customers may pay the balance due on the installment contract which concurrently terminates the installment payment arrangement. Customers who have entered into such Settlement Agreements/Installment Payment Plans and who are abiding by the terms of said Agreements and all other tariffed obligations, are not subject to service discontinuance/termination.

8.4. MAINTENANCE AND REPAIRS

8.4.1. Maintenance of Company Owned Facilities

- A. All ordinary expense of maintenance and repair of Company owned facilities, unless otherwise specified in the Company's Tariff, is borne by the Company. The Customer agrees to take good care of the facilities and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's facilities, or accessories, not due to ordinary wear and tear, the Customer is responsible for the cost of restoring the facilities to original condition.

8.4.2. Maintenance of Customer Owned Equipment

- A. When the Company makes a repair visit and determines that the trouble is caused by facilities for which the Customer is responsible, the Company will inform the Customer that the trouble is in facilities for which the Customer is responsible. The Company will not provide repairs to facilities for which the Customer is responsible under this Tariff.

ISSUED: September 19, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: October 31, 2000

Missouri Public Service Commission OCT 31 2000

FILED OCT 31 2000

ESTABLISHMENT AND MAINTENANCE OF CREDIT **DN 1 2 2000**

9. ESTABLISHMENT AND MAINTENANCE OF CREDIT

**MISSOURI  
Public Service Commission**

9.1. Establishment of Credit

9.1.1. The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company.

9.1.2. The Telephone Company may require a deposit or contract of guaranty as a condition of service. The Company has the option to require a deposit or contract of guaranty under various circumstances including but not limited to the following:

A. The applicant is unable to establish that he has had a previous account with a telephone utility for a period of at least twelve (12) months for which all undisputed charges were satisfactorily paid or,

B. The applicant has not previously had telephone service for a twelve (12) month period and does not meet at least two of the following criteria:

- (1) Has a valid major national charge card.
- (2) Has a valid major national oil company charge card.
- (3) Home ownership (excluding mobile homes).
- (4) Has a local charge card.
- (5) Has been employed two years or more with the same employer.
- (6) Has an existing loan from a financial institution not considered delinquent by the creditor.
- (7) Checking account.
- (8) Savings account.

9.1.3. A present customer may be required to post a deposit as a condition of continued service if undisputed charges in two (2) of the last twelve (12) billing periods have become delinquent or the customer has had service discontinued at any time during the preceding twelve (12) billing periods.

**FILED**

**AUG 14 2000  
9-9-298**

**MISSOURI  
Public Service Commission**

*ISSUED: June 30, 2000*  
*ISSUED BY: Steve Mowery, Vice President*  
*State Government Affairs*  
*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*

ESTABLISHMENT AND MAINTENANCE OF CREDIT

JUN 12 2000

9. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

**MISSOURI  
Public Service Commission**

9.1. ESTABLISHMENT OF CREDIT (CONTINUED)

9.1.4. The Telephone Company will not require a deposit or contract of guaranty because of the race, sex, creed, national origin, marital status, age, number of dependents, source of income, condition of physical handicap, or geographical area of residence of a customer or potential customer.

9.1.5. The Telephone Company maintains a record of previous accounts in its offices.

9.2. AMOUNT OF DEPOSIT

9.2.1. The amount of deposit for a new applicant will be twice the average monthly bill for all subscribers within the customer class.

9.2.2. The amount of deposit for a present customer will be twice that customer's average monthly billing for local exchange. The average monthly billing will be based on the actual billing for the immediate months preceding the request for the deposit, not to exceed twelve (12) months.

9.3. INTEREST RATES ON CUSTOMER DEPOSITS

Deposits shall accrue interest at a rate which is equal to one percent (1%) above the prime lending rates as published in the Wall Street Journal. This rate shall be adjusted annually on December 1 using the prime lending rate as published in the Wall Street Journal on the last business day of September of each year plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer. Records shall be kept of efforts made to return a deposit.

9.4. DEPOSIT NOT TO AFFECT REGULAR COLLECTION PRACTICES

The fact that a deposit has been made, or a guaranty provided, shall in no way relieve the applicant or customer from his responsibility to pay undisputed charges prior to their becoming delinquent nor constitute a waiver or modification of the provisions set forth in this Tariff providing for the temporary suspension of service or the termination of the service for non-payment of undisputed, delinquent charges. The Company may suspend service to any Customer failing to pay current bills without regard to the fact that such Customer has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

**FILED**

AUG 14 2000

**MISSOURI**  
**Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

ESTABLISHMENT AND MAINTENANCE OF CREDIT

JUN 13 2000

9. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

9.5. REFUND OR CREDIT OF CUSTOMER DEPOSITS

**MISSOURI  
Public Service Commission**

- 9.5.1. Upon discontinuance or termination of service, the deposit and accrued interest will be credited to the charges outstanding and the balance, if any, shall be returned to the customer within twenty-one (21) days after the rendition of the final bill.
- 9.5.2. Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, the deposit and accrued interest will be refunded or credited against charges stated on subsequent bills. Payment of charges is considered satisfactory if the payment is received prior to the date upon which the charge becomes delinquent provided the charges are not in dispute. The above criteria will apply to the release and return of contracts of guaranty.
- 9.5.3. The Telephone Company may delay the refund or credit of a deposit or the release of a contract of guaranty pending the resolution of a dispute involving charges secured by the deposit or the contract of guaranty.
- 9.5.4. At the option of the Company, a cash deposit may be refunded or credited to the customer at any time prior to termination of service of the customer's twelfth billing period. In the case of a cash deposit, interest is paid for the period during which the deposit is held by the Company, provided the period is thirty (30) days or more.

9.6. DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH OR MAINTAIN CREDIT

9.6.1. Service may be disconnected for any of the following reasons:

- A. Nonpayment of an undisputed delinquent charge.
- B. Service may be discontinued for failure to post a required deposit after the Telephone Company has furnished five days written notice to the customer requiring the customer to furnish such deposit.
- C. Failure to substantially comply with the terms of a settlement agreement.
- D. Refusal, after reasonable notice, to permit inspection, maintenance, or replacement of the Company's facilities.
- E. Material misrepresentation of identity in obtaining telephone service.
- F. As provided by federal or state law.

**FILED**

AUG 14 2000  
9-9-2000  
**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**JUN 12 2000**

ESTABLISHMENT AND MAINTENANCE OF CREDIT

9. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued) **MISSOURI  
Public Service Commission**
- 9.6. DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH OR MAINTAIN CREDIT (CONTINUED)
- 9.6.2. The failure to pay charges not subject to Commission jurisdiction, except as noted above, will not constitute cause for discontinuance.
- 9.6.3. Subject to the requirements of governing tariffs, service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service will not be discontinued on a day when the offices of the Telephone Company are not available to facilitate reconnection of service, or on a day immediately preceding such a day. Service will not be discontinued for nonpayment of delinquent charges within ten (10) days after a charge has become delinquent except as provided below. If, in the judgment of the Telephone Company, unusual risk of financial loss exists, service may be suspended after forty-eight hours' written notice has been furnished to the customer.
- 9.6.4. Service will not be discontinued for the reasons above unless written notice by the first class mail is sent or delivered to the customer ten (10) days prior to the date of the proposed discontinuance. A notice of discontinuance will not be effective if a customer has pending with the Telephone Company a complaint concerning the charge upon which the notice is based.
- 9.6.5. Twenty-four (24) hours prior to discontinuance the Telephone Company will make a reasonable effort to contact the customer and advise him of the proposed discontinuance and what steps must be taken to avoid the discontinuance.

**FILED**

**AUG 14 2000**

**9:02:08**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

ESTABLISHMENT AND MAINTENANCE OF CREDIT

JUN 12 2000

9. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

**MISSOURI  
Public Service Commission**

9.7. RESTORATION OF SERVICE

- 9.7.1. When the cause for discontinuance has been eliminated, including the credit requirements in 9.1 and 9.2 preceding, the Telephone Company will reestablish service consistent with the regulations of this and other governing tariffs.
- 9.7.2. Payment may be made by the customer for restoration of service in any reasonable manner, including personal check. Payment by personal check may be refused by the Telephone Company if the customer has within the last twelve (12) months tendered payment in this manner and the check has been dishonored for any reason except bank error.
- 9.7.3. When service to any customer has been discontinued pursuant to these rules, upon reconnection, the Company shall be authorized to charge a Restoral of Service Charge as specified in Section 8.3.4. C. of this Tariff.

**FILED**

AUG 14 2000

9-9-2000  
MISSOURI

**Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

TELEPHONE DIRECTORIES

**JUN 13 2000**

10. TELEPHONE DIRECTORIES

10.1. DISTRIBUTION

**MISSOURI  
Public Service Commission**

10.1.1. Each customer may be entitled to the use of one directory without charge for each access line and extension being furnished him. Other directories will be furnished at the discretion of the Company. Directories of other telephone companies may be furnished, when available, to the Company's Customers at a cost based on the charges so specified by the company supplying the directory.

10.1.2. Directories are the property of the Telephone Company and are loaned to subscribers only as an aid to the use of the telephone service. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the subscriber.

10.2. DIRECTORY LISTINGS

10.2.1. The Company shall arrange for the listing of the customer's main billing telephone number in the directory (ies) published by the dominant local exchange carrier in the area at no additional charge.

10.2.2. Directory Listing Rates

|                                    | <u>Monthly Rates</u> |
|------------------------------------|----------------------|
| A. Non-Published Directory Listing | 1.60                 |
| B. Non-Listed Directory Number     | 1.20                 |
| C. Additional Listing              | 2.45                 |

10.3. DIRECTORY AND ADVERTISING ERRORS AND OMISSIONS

10.3.1. The Company may at its discretion, include its Customer's listings in the directory of other local telephone companies;

10.3.2. The Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from any directories nor for the result of the publications of such errors in a directory nor will the Company be a party to controversies arising between Customers or others as a result of listings published in any directories;

10.3.3. In the cases of extra listings in the alphabetical section (white pages) of any directory for which a charge is made, the Company's liability shall be limited to the cancellation of the charges and refunding of any charges already paid at the request of the Customer, in question;

10.3.4. The Company assumes no liability whatsoever for damages arising from errors or omissions in the making up or printing of directory advertising sections (yellow pages).

**FILED**

**AUG 14 2000  
9:9 - 2 9 8**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

LOCAL EXCHANGE SERVICE

**RECEIVED**

11. LOCAL EXCHANGE SERVICE

JUN 12 2000

11.1. LOCAL EXCHANGE RATE SCHEDULE

**MISSOURI  
Public Service Commission**

11.1.1. Application

- A. The monthly rates are for a period of one month, payable monthly in advance, and entitle the Customer to exchange telephone service within the local calling area as specified in Section 4.4 of this Tariff.
- B. Rates for local exchange service include the provision of initial diagnostics required to determine whether a service problem is caused by facilities for which the Company is responsible or facilities for which the Customer is responsible. Local exchange service however does not include the provision of actual repairs to facilities for which the Customer is responsible, nor does it provide specific diagnostics regarding the facilities for which the Customer is responsible.
- C. The Local Exchange Rates listed in Sections 11.4, 11.5 and 11.6 of this Tariff are the monthly rates, unless expressly stated otherwise.

11.2. SERVICE CHARGES

11.2.1 Non-Recurring Service Ordering Charges

|                                    | <u>Business</u> | <u>Residence</u> |
|------------------------------------|-----------------|------------------|
| A. Initial Service Order Charge    | 19.50           | 19.50            |
| B. Subsequent Service Order Charge | 16.00           | 16.00            |
| C. Central Office                  | 5.50            | 5.50             |
| D. Drop Relocation Charge          | 16.00           | 16.00            |
| E. Residential Move Charge         | --              | 39.95            |

11.3. SPECIAL CONSTRUCTION

11.3.1 ALLTEL Communications, Inc. is authorized to recover all or a portion of the Company's non-recurring costs for special construction.

11.3.2 Special construction is that 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. in advance of its normal construction.

**FILED**

AUG 14 2000

9-9-298

MISSOURI

**Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

LOCAL EXCHANGE SERVICE **JUN 13 2000**

11. LOCAL EXCHANGE SERVICE (Continued)

**MISSOURI  
Public Service Commission**

11.3. SPECIAL CONSTRUCTION (Continued)

11.3.3. Within the exchange area, the Company will extend its distributing plant to applicants in areas where facilities are unavailable under the following conditions:

- A. An allowance of ¼ mile, route measurement, per applicant will be made for such extensions without the application of a construction charge.
- B. Where construction is required in excess of the allowance stated in (A) above, applicants for service are required to pay a construction charge for all reasonable cost in excess of free allowance. Additional charges may be applicable where natural or other barriers are encountered which require undue conditions routing or abnormal costs incurred by the Company.
- C. The construction charge shall be equal to the difference between the estimated cost of the special type of construction and the estimated cost of standard construction. Charges will include materials, contract services, and labor. The customer is required to bear unusual maintenance costs for special construction.

**FILED**

**AUG 14 2000**

**9-9-2008**

**MISSOURI  
Public Service Commission**

*ISSUED: June 30, 2000*

*EFFECTIVE: August 14, 2000*

*ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203*

LOCAL EXCHANGE SERVICE

11. LOCAL EXCHANGE SERVICE (Continued)

Missouri Public  
Service Commission

11.3. LOCAL EXCHANGE RATES – BUSINESS/Facilities-Based Service Offerings) <sup>01/01</sup> MAR 23 2001

Monthly Rates

ACCESS LINES

|   |         |     |
|---|---------|-----|
| DID Trunk                                   | \$74.25 |     |
| DID #s - Per 20 Block                       | 5.50    |     |
| Digital Channel Service - Access            | 175.75  |     |
| Digital Channel Service – Per Channel       | 14.80   |     |
| Digital Channel Service - Per Channel w/DID | 14.80   |     |
| ISDN  |         |     |
| BRI   | 84.20   |     |
| PRI - Access                                | 485.65  | (R) |
| PRI - Per Channel                           | 38.15   | (R) |
| PRI - Back-Up Channel                       | 37.00   |     |
| PRI - Access - In-bound Only                | 601.25  |     |
| PRI - Per Channel - In-bound Only           | 38.15   | (R) |
| Key System Line                             | 30.70   |     |
| PBX Trunk 30.70                             |         |     |
| Standard Business Line                      | 23.80   |     |
| Two-Way Digital – Access                    | 370.00  | (R) |
| Two-Way Digital – Channels                  | 14.80   |     |

VERTICAL SERVICES

|   |        |  |
|---|--------|--|
| Anonymous Call Rejection                      | \$1.75 |  |
| Call Forwarding                               | 5.50   |  |
| Call Forwarding – Busy                        | 2.50   |  |
| Call Forwarding – No Answer                   | 2.50   |  |
| Caller ID on Call Waiting (includes CID & CW) | 19.45  |  |
| Caller ID – Name and Number                   | 8.95   |  |
| Call Return                                   | 2.50   |  |
| Call Selector                                 | 3.50   |  |
| Call Trace                                    | 4.00   |  |
| Call Transfer                                 | 12.00  |  |
| Call Waiting                                  | 7.50   |  |
| Distinctive Ring (2#)                         | 5.50   |  |
| Distinctive Ring (3#)                         | 7.50   |  |
| Hunting                                       | 0.50   |  |
| Preferred Call Forwarding                     | 3.50   |  |
| Remote Access to Call Forwarding              | 2.50   |  |
| Repeat Dialing                                | 3.50   |  |
| Selective Call Rejection                      | 3.50   |  |
| Speed Calling 30                              | 3.50   |  |
| Three-Way Calling                             | 3.50   |  |

Missouri Public  
Service Commission

FILED APR 22 2001

ISSUED: March 23, 2001

EFFECTIVE: April 22, 2001

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

LOCAL EXCHANGE SERVICE

11. LOCAL EXCHANGE SERVICE (Continued)

11.3. LOCAL EXCHANGE RATES – BUSINESS/Facilities-Based Service Offerings

|   | <u>Monthly Rates</u> |
|---|----------------------|
| <b>ACCESS LINES</b>                         |                      |
| DID Trunk                                   | \$74.25              |
| DID #s - Per 20 Block                       | 5.50                 |
| Digital Channel Service - Access            | 175.75               |
| Digital Channel Service - Per Channel       | 14.80                |
| Digital Channel Service - Per Channel w/DID | 14.80                |
| <b>ISDN</b>                                 |                      |
| BRI   | 84.20                |
| PRI - Access                                | 878.75               |
| PRI - Per Channel                           | 41.20                |
| PRI - Back-Up Channel                       | 37.00                |
| PRI - Access - In-bound Only                | 601.25               |
| PRI - Per Channel - In-bound Only           | 41.20                |
| Key System Line                             | 30.70                |
| PBX Trunk                                   | 30.70                |
| Standard Business Line                      | 23.80                |
| Two-Way Digital - Access                    | 379.25               |
| Two-Way Digital - Channels                  | 14.80                |

**VERTICAL SERVICES**

|   |          |
|---|----------|
| Anonymous Call Rejection                      | \$1.75   |
| Call Forwarding                               | 5.50     |
| Call Forwarding - Busy                        | 2.50     |
| Call Forwarding - No Answer                   | 2.50     |
| Caller ID on Call Waiting (includes CID & CW) | 19.45    |
| Caller ID - Name and Number                   | 8.95     |
| Call Return                                   | 2.50 (R) |
| Call Selector                                 | 3.50     |
| Call Trace                                    | 4.00     |
| Call Transfer                                 | 12.00    |
| Call Waiting                                  | 7.50     |
| Distinctive Ring (2#)                         | 5.50     |
| Distinctive Ring (3#)                         | 7.50     |
| Hunting                                       | 0.50     |
| Preferred Call Forwarding                     | 3.50     |
| Remote Access to Call Forwarding              | 2.50     |
| Repeat Dialing                                | 3.50     |
| Selective Call Rejection                      | 3.50     |
| Speed Calling 30                              | 3.50     |
| Three-Way Calling                             | 3.50     |

**RECEIVED**

DEC 19 2000

**MISSOURI  
Public Service Commission**

**CANCELLED**

APR 22 2001  
448RS 3  
**Public Service Commission  
MISSOURI**

**FILED**

DEC 26 2000

**MISSOURI  
Public Service Commission**

LOCAL EXCHANGE SERVICE

11. LOCAL EXCHANGE SERVICE (Continued)

REC'D NOV 14 2000

11.3. LOCAL EXCHANGE RATES - BUSINESS/Facilities-Based Service Offerings

Monthly Rates

ACCESS LINES

|   |         |
|---|---------|
| DID Trunk                                   | \$74.25 |
| DID #s - Per 20 Block                       | 5.50    |
| Digital Channel Service - Access            | 175.75  |
| Digital Channel Service - Per Channel       | 14.80   |
| Digital Channel Service - Per Channel w/DID | 14.80   |
| ISDN  |         |
| BRI   | 84.20   |
| PRI - Access                                | 878.75  |
| PRI - Per Channel                           | 41.20   |
| PRI - Back-Up Channel                       | 37.00   |
| PRI - Access - In-bound Only                | 601.25  |
| PRI - Per Channel - In-bound Only           | 41.20   |
| Key System Line                             | 30.70   |
| PBX Trunk                                   | 30.70   |
| Standard Business Line                      | 23.80   |
| Two-Way Digital - Access                    | 379.25  |
| Two-Way Digital - Channels                  | 14.80   |

VERTICAL SERVICES

|   |        |
|---|--------|
| Anonymous Call Rejection                      | \$1.75 |
| Call Forwarding                               | 5.50   |
| Call Forwarding - Busy                        | 2.50   |
| Call Forwarding - No Answer                   | 2.50   |
| Caller ID on Call Waiting (includes CID & CW) | 19.45  |
| Caller ID - Name and Number                   | 8.95   |
| Call Return                                   | 3.50   |
| Call Selector                                 | 3.50   |
| Call Trace                                    | 4.00   |
| Call Transfer                                 | 12.00  |
| Call Waiting                                  | 7.50   |
| Distinctive Ring (2#)                         | 5.50   |
| Distinctive Ring (3#)                         | 7.50   |
| Hunting                                       | 0.50   |
| Preferred Call Forwarding                     | 3.50   |
| Remote Access to Call Forwarding              | 2.50   |
| Repeat Dialing                                | 3.50   |
| Selective Call Rejection                      | 3.50   |
| Speed Calling 30                              | 3.50   |
| Three-Way Calling                             | 3.50   |

(I)

**CANCELLED**

DEC 26 2000  
3rd RP3  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED DEC 14 2000

LOCAL EXCHANGE SERVICE

Missouri Public  
Service Commission

11. LOCAL EXCHANGE SERVICE (Continued)

REC'D OCT 31 2000

11.3. LOCAL EXCHANGE RATES – BUSINESS/Facilities-Based Service Offerings

Monthly Rates

ACCESS LINES

|   |         |
|---|---------|
| DID Trunk                                   | \$74.25 |
| DID #s - Per 20 Block                       | 5.50    |
| Digital Channel Service - Access            | 175.75  |
| Digital Channel Service - Per Channel       | 14.80   |
| Digital Channel Service - Per Channel w/DID | 14.80   |
| ISDN  |         |
| BRI   | 84.20   |
| PRI - Access                                | 878.75  |
| PRI - Per Channel                           | 41.20   |
| PRI - Back-Up Channel                       | 37.00   |
| PRI - Access - In-bound Only                | 601.25  |
| PRI - Per Channel - In-bound Only           | 41.20   |
| Key System Line                             | 30.70   |
| PBX Trunk                                   | 30.70   |
| Standard Business Line                      | 23.80   |
| Two-Way Digital - Access                    | 379.25  |
| Two-Way Digital - Channels                  | 14.80   |

(R)

(R)

VERTICAL SERVICES

|   |        |
|---|--------|
| Anonymous Call Rejection                      | \$1.75 |
| Call Forwarding                               | 5.50   |
| Call Forwarding - Busy                        | 2.50   |
| Call Forwarding - No Answer                   | 2.50   |
| Caller ID on Call Waiting (includes CID & CW) | 19.45  |
| Caller ID - Name and Number                   | 8.95   |
| Call Return                                   | 3.50   |
| Call Selector                                 | 3.50   |
| Call Trace                                    | 3.00   |
| Call Transfer                                 | 12.00  |
| Call Waiting                                  | 7.50   |
| Distinctive Ring (2#)                         | 5.50   |
| Distinctive Ring (3#)                         | 7.50   |
| Hunting                                       | 0.50   |
| Preferred Call Forwarding                     | 3.50   |
| Remote Access to Call Forwarding              | 2.50   |
| Repeat Dialing                                | 3.50   |
| Selective Call Rejection                      | 3.50   |
| Speed Calling 30                              | 3.50   |
| Three-Way Calling                             | 3.50   |

(R)

(R)

(R)

(R)

**CANCELLED**

DEC 14 2000

By *RS 3*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED NOV 08 2000

ISSUED: October 31, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: November 8, 2000

LOCAL EXCHANGE SERVICE JUN 13 2000

11. LOCAL EXCHANGE SERVICE (Continued)

**MISSOURI**  
**Public Service Commission**

11.4. LOCAL EXCHANGE RATES – BUSINESS/Facilities-Based Service Offerings

Monthly Rates

ACCESS LINES

|   |         |
|---|---------|
| DID Trunk                                   | \$83.55 |
| DID #s - Per 20 Block                       | 7.50    |
| Digital Channel Service - Access            | 190.00  |
| Digital Channel Service - Per Channel       | 25.40   |
| Digital Channel Service - Per Channel w/DID | 25.40   |
| ISDN  |         |
| BRI   | 91.00   |
| PRI - Access                                | 950.00  |
| PRI - Per Channel                           | 44.50   |
| PRI - Back-Up Channel                       | 40.00   |
| PRI - Access - In-bound Only                | 650.00  |
| PRI - Per Channel - In-bound Only           | 44.50   |
| Key System Line                             | 36.45   |
| PBX Trunk                                   | 36.45   |
| Standard Business Line                      | 28.00   |
| Two-Way Digital - Access                    | 410.00  |
| Two-Way Digital - Channels                  | 25.40   |

VERTICAL SERVICES

|   |        |
|---|--------|
| Anonymous Call Rejection                      | \$2.00 |
| Call Forwarding                               | 6.00   |
| Call Forwarding - Busy                        | 3.00   |
| Call Forwarding - No Answer                   | 3.00   |
| Caller ID on Call Waiting (includes CID & CW) | 23.00  |
| Caller ID - Name and Number                   | 10.00  |
| Call Return                                   | 4.30   |
| Call Selector                                 | 3.70   |
| Call Trace                                    | 3.00   |
| Call Transfer                                 | 15.00  |
| Call Waiting                                  | 8.00   |
| Distinctive Ring (2#)                         | 6.00   |
| Distinctive Ring (3#)                         | 8.00   |
| Hunting                                       | 0.85   |
| Preferred Call Forwarding                     | 4.30   |
| Remote Access to Call Forwarding              | 2.75   |
| Repeat Dialing                                | 4.30   |
| Selective Call Rejection                      | 4.30   |
| Speed Calling 30                              | 3.70   |
| Three-Way Calling                             | 4.30   |

**CANCELLED**

NOV 08 2000

By  
**Public Service Commission**  
**MISSOURI**

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI**  
**Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

RECEIVED

LOCAL EXCHANGE SERVICE JUN 12 2000

11. LOCAL EXCHANGE SERVICE (Continued)

MISSOURI  
Public Service Commission

11.5. LOCAL EXCHANGE RATES – BUSINESS/Resold Service Offerings \*

Monthly Rates

FEATURES

|                                  |        |
|----------------------------------|--------|
| Call Forwarding – Busy/No Answer | \$4.00 |
| Call Return                      | 2.50   |
| Call Trace                       | 0.00   |
| Call Waiting Terminating         | 0.00   |
| Hunting/Rollover Service         | 0.00   |
| Package Credit – 3 + Features    | -4.00  |
| Regular Call Forward             | 6.00   |
| Three Way Calling                | 2.50   |

CENTREX FEATURES

|   |     |
|---|-----|
| Assume Dial 9   | ICB |
| Centrex Automatic Identified Outward Dialing per system | ICB |
| Centrex Call Forward                                    | ICB |
| Centrex Call Trans per system                           | ICB |
| Centrex Class of Service Restriction                    | ICB |
| Centrex Consultation Hold                               | ICB |
| Centrex Direct Inward Dialing (DID) per system          | ICB |
| Centrex Direct Outward Dialing (DOD) per system         | ICB |
| Centrex Feature Capability Charge per line              | ICB |
| Centrex Intercom per station                            | ICB |
| Centrex Toll Restrict per line                          | ICB |
| Centrex Touch – Tone Line Charge                        | ICB |

MISCELLANEOUS

|                                    |        |
|------------------------------------|--------|
| Main Number Retention Service      | \$0.00 |
| Non-Optional EAS-Per Business Line | 6.30   |
| Non-Published Charge               | 2.97   |
| Toll Block                         | 20.00  |
| Track Call Block/Call Return       | 0.00   |

LOCAL SERVICE

|                                |         |
|--------------------------------|---------|
| Business Line – B1             | \$28.00 |
| Centrex Basic Station          | ICB     |
| Centrex Station/Line Facility  | ICB     |
| Centrex – Out Base Rate 1 mile | ICB     |
| Centrex Line – Flat Combo      | ICB     |
| DCS Channel – Combo            | 16.80   |
| DID Trunk – Flat rate          | 33.15   |
| DID Trunk – Termination        | 47.10   |

FILED

AUG 14 2000  
9-9-298

MISSOURI  
Public Service Commission

\* These services are only available to existing customers at existing locations as of August 14, 2000.

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

LOCAL EXCHANGE SERVICE JUN 1 2 2000

11. LOCAL EXCHANGE SERVICE (Continued)

**MISSOURI  
Public Service Commission**

11.6. LOCAL EXCHANGE RATES - RESIDENCE

|   | <u>Monthly Rates</u> |
|---|----------------------|
| <b>ACCESS LINES</b>   |                      |
| Basic Local Residential Service                               | \$35.00              |
| <u>Bundled Rate Plans</u>                                     |                      |
| ALLTEL Home Phone Service*                                    | \$39.95              |
| ALLTEL Home Phone Service w. 2 <sup>nd</sup> Line*            | 64.95                |
| ALLTEL Home Phone Service w. Internet & 2 <sup>nd</sup> Line* | 74.95                |

\* In addition to Basic Local Residential Service, the following features are included within the Bundled Rate Planss:

**VERTICAL SERVICES**

- Call Forwarding
- Caller ID - Deluxe (Name & Number)
- Caller ID on Call Waiting
- Call Return
- Call Selector
- Call Waiting
- Preferred Call Forwarding
- Remote Access to Call Forward
- Repeat Dialing
- Selective Call Acceptance
- Selective Call Rejection
- Speed Calling 30
- Three-Way Calling

|            | <u>Monthly Rate</u> |
|------------|---------------------|
| Call Trace | \$3.00              |

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

LOCAL EXCHANGE SERVICE JUN 12 2000

11. LOCAL EXCHANGE SERVICE (Continued)

11.7. LOCAL OPERATOR SERVICES

**MISSOURI  
Public Service Commission**

11.7.1. The Company will provide intrastate IntraLATA Operator Service for 0 dialed calls.

- A. ACI will not bill for incomplete calls where answer supervision is available. ACI will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification or (2) Company's knowledge.
- B. The caller and billed party, if different from the caller, will be advised that ACI is the operator service provider at the time of the initial contact.
- C. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- D. Only tariffed rates approved by the Commission for ACI shall appear on any ACI bills.
- E. All such calls will appear as Company calls.
- F. ACI will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- G. ACI will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- H. Upon request, ACI will transfer calls to other authorized interexchange companies if billing can list the caller's actual origination point.
- I. ACI will refuse operator services to traffic aggregators which block access to other companies.
- J. ACI will assure that traffic aggregators will post and display information including (1) that ACI is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the CLEC operator or other authorized interexchange companies.

11.7.2. Rates

|   | <u>Per Use Rates</u> |
|---|----------------------|
| Directory Assistance<br>(per call, maximum of two numbers per call) | .50                  |
| Operator Verify (each call)   | 1.20                 |
| Operator Interrupt (each call)                                      | 1.85                 |

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

LOCAL EXCHANGE SERVICE

**JUN 12 2000**

- 11. LOCAL EXCHANGE SERVICE (Continued)
- 11.7. LOCAL OPERATOR SERVICES (Continued)
- 11.7.3. Operator Verify and Interrupt Service

**MISSOURI  
Public Service Commission**

A. General

Upon request of a calling party, the operator will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will interrupt an existing call on the called line if the calling party indicates an emergency and requests interruption.

B. Rate Application

(1) A Verification Charge will apply when:

- a. The operator verifies that the line is busy with a call in progress, or
- b. The operator verifies that the line is available for incoming calls.
- c. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- d. No charge will apply when the calling party advises that the call is from an official public emergency agency.

11.7.4. Access to Local Operator Services

A. Resale

Where ACI is the reseller of Incumbent LEC services, operator services and directory assistance will be provided to the customer by the Incumbent LEC. The Incumbent LEC's switch will record the calls as it normally would and then pass the Exchange Message Interface (EMI) or the Exchange Message Record (EMR) to ACI. ACI will sort the records and put them on the appropriate end-user bills.

B. Facilities-Based

Where ACI is a facilities-based CLEC co-located with the Incumbent LEC, specific trunks will be placed between ACI facilities and the Incumbent LEC's switch for the routing and handling of operator service calls. The ACI facilities switch will record the calls, process the records and place them on the appropriate end user monthly bills.

**FILED**

**AUG 14 2000  
9-9-298**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

LOCAL EXCHANGE SERVICE

**JUN 12 2000**

11. LOCAL EXCHANGE SERVICE (Continued)

**MISSOURI  
Public Service Commission**

11.8. DESCRIPTION

11.8.1. Anonymous Call Rejection

Anonymous Call Rejection allows customers to automatically reject all calls that have been marked anonymous (activated CPN blocking) by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

11.8.2. Call Forwarding

This service provides the customer with the ability to automatically forward all of his/her incoming calls to another station. The Call Forwarding customer is responsible for any applicable local or toll usage charges.

11.8.3. Call Forward – Busy

This service allows calls terminating to a customer's busy phone number to be forwarded to a different telephone number.

11.8.4. Call Forward – No Answer

This service allows calls terminating to a customer's idle phone number to be forwarded to a different telephone number.

11.8.5. Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered. The customer can dial a code and the number from which the last incoming call that was placed is announced. The call is not announced and cannot be returned if the call was marked private through the activation of per call or per line number privacy. If the customer wishes to return the call, another number is then dialed to request that the network place the call. If the called line is not busy, the call is placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during this queuing process, the called line becomes idle, the customer is notified through a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. Call Return will be deactivated automatically at the end of the thirty-minute period, or when the customer dials a deactivation code. Call Return does not interfere with the normal operation of incoming and outgoing calls during the queuing process. Call Return is considered activated when the customer dials the first code.

The Call Return customer is responsible for any applicable local or toll usage charges.

This service cannot be activated for all telephone numbers. Telephone numbers with 700, 800 or 900 prefixes cannot be activated.

**FILED**

**AUG 14 2000  
9-9-298**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

RECEIVED

LOCAL EXCHANGE SERVICE

JUN 12 2000

11. LOCAL EXCHANGE SERVICE (Continued)

MISSOURI  
Public Service Commission

11.8. DESCRIPTION (Continued)

11.8.6. Call Selector

Call Selector provides a distinctive ringing pattern to the subscribing customer for calls received from specific telephone numbers.

The customer creates a screening list of up to six (6) telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting and a call is received from a telephone number on the Call Selector screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Selective Call Rejection list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number that represents all the lines in a collection of lines, such as multi-line hunt groups.

11.8.7. Call Trace

Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by ALLTEL Communications, Inc., subject to qualifications contained in Section 8.2.1., or (2) the capability to utilize Call Trace on a per month basis, as needed. Call Trace allows the customer to dial a code (\*57 on a touch-tone pad or 1157 on a rotary dial phone) to automatically request that the following information be recorded:

- The originating telephone number
- The date and time of the call
- The date and time call trace was activated

The customer should contact ALLTEL's Nuisance Call Administrative Unit (NCAU) at 1-888-558-6700 for activation of this feature and instructions on use. Activation of Call Trace never authorizes ALLTEL Communications, Inc. to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

11.8.8. Call Transfer

This service permits a user to transfer a call to another phone number after the call has been initially picked up.

11.8.9. Call Waiting

This service permits a customer, already talking to another customer, to be informed that another call is waiting to reach him/her. By flashing the switchhook, the customer can transfer to the new call while holding the original connection. Subsequent flashes of the switchhook will transfer the customer back and forth between the two connections. Only one call can wait at a time; any other calls will receive a busy tone.

FILED

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: AUG 14 2000

9-9-298

MISSOURI  
Public Service Commission

**RECEIVED**

LOCAL EXCHANGE SERVICE

**JUN 12 2000**

11. LOCAL EXCHANGE SERVICE (Continued)

11.8. DESCRIPTION (Continued)

11.8.10. Caller ID - Deluxe

**MISSOURI  
Public Service Commission**

This service enables the terminating customer to view on a display unit the Directory Name and/or Number (CPN) of the calling party.

When Caller ID - Deluxe is activated on a customer's line, the Directory Name and Number of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Callers placing calls to customers subscribing to Caller ID - Deluxe have the ability to prevent their telephone numbers from being disclosed to the called party on a per call basis by utilizing per call number or per line blocking. Instructions are also provided in the local telephone directories.

Per Line Blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to ALLTEL Communications, Inc.: a. private, nonprofit, tax exempt, domestic violence intervention agencies and b. federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line Blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line Blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID - Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. ALLTEL Communications, Inc. assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID - Deluxe is intended solely for the use of the Caller ID - Deluxe subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID - Deluxe is not available on operator handled calls.

**FILED**

ISSUED: June 30, 2000

**AUG 14 2000**  
EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**8-9-2000**  
**MISSOURI**  
**Public Service Commission**

LOCAL EXCHANGE SERVICE

JUN 1 2 2000

11. LOCAL EXCHANGE SERVICE (Continued)

11.8. DESCRIPTION (Continued)

**MISSOURI  
Public Service Commission**

11.8.10. Caller ID – Deluxe (Continued)

The Calling Name/Number will not be displayed if the caller is served by a PBX.  
The Calling Name/Number will not be displayed if the called party is off-hook.  
The Calling Name/Number cannot be identified for calls made on a multi-party line.  
The Calling Name/Number will not be displayed if the called party answers during the first ring interval.

The Calling Name/Number will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

If the incoming call originates from a multi-line group, the Directory Name/Number transmitted will always be the main number's Directory Name.

Calls originating from a public, semi-public or customer-owned pay telephone will not have a calling name transmitted.

11.8.11. Caller ID on Call Waiting

This service allows for Caller ID on Call Waiting capable phones and devices to display the calling name and number of an incoming "call waiting" call.

11.8.12. Distinctive Ring (2#)

This service allows two phone numbers to ring across the same line with different ring tones.

11.8.13. Distinctive Ring (3#)

This service allows three phone numbers to ring across the same line with different ring tones.

11.8.14. Hunting

This service allows an incoming call to "hunt" for an open line in a predetermined set of trunks at one customer premise.

11.8.15. Preferred Call Forwarding

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six (6) numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Selective Call Rejection and same telephone number is entered on both screening lists, the Selective Call Rejection feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number that represents a collection of lines such as multi-line hunt groups.

**FILED**  
AUG 14 2000  
9:9 - 2 9 8  
**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

LOCAL EXCHANGE SERVICE

JUN 13 2000

11. LOCAL EXCHANGE SERVICE (Continued)

**MISSOURI  
Public Service Commission**

11.8. DESCRIPTION (Continued)

11.8.16. Remote Access to Call Forwarding

This service allows customers who subscribe to Call Forwarding to activate, deactivate or change Call Forwarding from a remote location.

11.8.17. Repeat Dialing

This service, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process, the called line becomes idle, the customer is notified through a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. Repeat Dialing will be deactivated automatically at the end of the thirty-minute period, or when the customer dials a deactivation code. Repeat Dialing does not interfere with the normal operation of incoming and outgoing calls during the queuing process. The Repeat Dialing customer is responsible for any applicable local or toll usage charges.

11.8.18. Selective Call Acceptance

This service allows customers to screen incoming calls by creating a list of phone numbers from which they will accept calls.

11.8.19. Selective Call Rejection

This service provides the customer the ability to prevent incoming calls from up to six (6) different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Selective Call Rejection will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

**FILED**

**AUG 14 2000  
9:9 - 298  
MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

LOCAL EXCHANGE SERVICE

JUN 12 2000

11. LOCAL EXCHANGE SERVICE (Continued)

11.8. DESCRIPTION (Continued)

**MISSOURI  
Public Service Commission**

11.8.20. Speed Calling 30

This service provides the customer with a list where he/she may enter up to thirty (30) frequently called numbers.

11.8.21. Three Way Calling

This service permits a customer to add a third party to an existing connection. The customer initiating the conference is in control of the connection and cannot hang up without terminating it. If desired, he/she may disconnect the third party from the conference or have private consultation with him/her before establishing the conference.

**FILED**

AUG 14 2000  
9:9 - 2:9 8

**MISSOURI  
Public Service Commission**  
EFFECTIVE: August 14, 2000

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

ALLTEL COMMUNICATIONS, INC.  
Missouri

TARIFF MO P.S.C. No. 2  
SECTION 12  
Fourth Revised Page 1  
Cancels Third Revised Page 1  
**Missouri Public  
Service Commission**

PROMOTIONAL OFFERINGS

12. PROMOTIONAL OFFERINGS

**RECD JAN 02 2002**

12.1. SPECIAL PROMOTIONS

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted services. No individual promotional offering will exceed twelve months in duration, and all promotional offerings will be extended on a nondiscriminatory basis to any customer similarly classified who requests the specific offer. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

A. CURRENT PROMOTIONS

Effective beginning January 12, 2002 and continuing through January 31, 2002,  
recurring charges (Maximum of \$350.00) will be waived for business customers who sign  
at least a one-year contract. (C)

ISSUED: January 2, 2002  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: January 12, 2002

**Missouri Public**

**FILED JAN 12 2002**

**Service Commission**

ALLTEL COMMUNICATIONS, INC.  
Missouri

TARIFF MO P.S.C. No. 2  
SECTION 12  
Third Revised Page 1  
Cancels Second Revised Page 1  
**Missouri Public**

PROMOTIONAL OFFERINGS

12. PROMOTIONAL OFFERINGS

REC'D NOV 21 2001

12.1. SPECIAL PROMOTIONS

Service Commission

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted services. No individual promotional offering will exceed twelve months in duration, and all promotional offerings will be extended on a nondiscriminatory basis to any customer similarly classified who requests the specific offer. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

A. CURRENT PROMOTIONS

Effective beginning December 1, 2001 and continuing through December 31, 2001, recurring charges (Maximum of \$350.00) will be waived for business customers who sign at least a one-year contract. (C)

**CANCELLED**  
JAN 12 2002  
4WRP  
Public Service Commission  
MISSOURI

ISSUED: November 21, 2001  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: December 1, 2001

**Missouri Public**

FILED DEC 01 2001

Service Commission

Missouri Public

PROMOTIONAL OFFERINGS

REC'D SEP 20 2001

12. PROMOTIONAL OFFERINGS

12.1. SPECIAL PROMOTIONS

Service Commission

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted services. No individual promotional offering will exceed twelve months in duration, and all promotional offerings will be extended on a nondiscriminatory basis to any customer similarly classified who requests the specific offer. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

A. CURRENT PROMOTIONS

Effective beginning October 1, 2001 and continuing through November 30, 2001, recurring charges (Maximum of \$350.00) will be waived for business customers who sign at least a one-year contract.

( C )

**CANCELLED**  
DEC 01 2001  
3rd RP  
Public Service Commission  
MISSOURI

Missouri Public

FILED OCT 01 2001

Service Commission

Missouri Public

REC'D JUL 05 2001

ALLTEL COMMUNICATIONS, INC.  
Missouri

Service Commission

TARIFF MO P.S.C. No. 2  
SECTION 12  
First Revised Page 1  
Cancels Original Page 1

PROMOTIONAL OFFERINGS

12. PROMOTIONAL OFFERINGS

12.1. SPECIAL PROMOTIONS

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted services. No individual promotional offering will exceed twelve months in duration, and all promotional offerings will be extended on a nondiscriminatory basis to any customer similarly classified who requests the specific offer. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

A. CURRENT PROMOTIONS

Effective beginning July 12, 2001 and continuing through September 30, 2001, recurring charges will be waived for business customers who sign at least a one-year contract.

**CANCELLED**

OCT 01 2001

By *2nd RPI*  
Public Service Commission  
MISSOURI

Missouri Public

FILED JUL 12 2001

Service Commission

ISSUED: July 5, 2001

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: July 12, 2001

PROMOTIONAL OFFERINGS JUN 1 2 2000

12. PROMOTIONAL OFFERINGS

12.1. SPECIAL PROMOTIONS

**MISSOURI  
Public Service Commission**

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted services. No individual promotional offering will exceed twelve months in duration, and all promotional offerings will be extended on a nondiscriminatory basis to any customer similarly classified who requests the specific offer. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

**CANCELLED**

JUL 1 2 2001  
By *1st RPI*  
Public Service Commission  
**MISSOURI**

**FILED**

AUG 14 2000  
9-9-298  
**MISSOURI  
Public Service Commission**

SPECIAL ARRANGEMENTS

JUN 13 2000

13. SPECIAL ARRANGEMENTS

13.1. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

**MISSOURI  
Public Service Commission**

Rates for private line and Centrex services will be made available to customers in a nondiscriminatory manner. Rates for local exchange dedicated access, private line, non-switched services and Centrex services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service(s) and 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.

**FILED**

AUG 14 2000  
9-9-298  
MISSOURI

Public Service Commission

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

JUN 12 2000

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911)

**MISSOURI  
Public Service Commission**

14.1. GENERAL DESCRIPTION

- 14.1.1. Universal Emergency Number Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911.
- 14.1.2. The 911 Service customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling.
- 14.1.3. Two types of 911 Service are offered: B911 and E911.
- 14.1.4. The service may be provided by the Company or jointly by the Company and another Local Exchange Carrier.

14.2. RULES AND REGULATIONS

- 14.2.1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality.
- 14.2.2. The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number.
- 14.2.3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- 14.2.4. 911 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area, except that E911 Service may be provided to more than one PSAP within a central office serving area if the Selective Routing Feature (SR) is provided. When E911 Service is furnished to a customer with the Selective Routing Service Feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that governmental unit must subscribe to a combination of E911 Service Features which includes the Selective Routing Service Feature.

**FILED**

AUG 14 2000  
9-9-2000  
**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

**JUN 12 2000**

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911) (CONTINUED)

14.2. RULES AND REGULATIONS (CONTINUED)

**MISSOURI  
Public Service Commission**

- 14.2.5. 911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP. Outgoing calls can only be made on a transfer basis with E911 Service only.
- 14.2.6. 911 Service is provided solely for the benefit of the municipal customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- 14.2.7. The Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- 14.2.8. Temporary suspension of service is not provided for any part of 911 Service.
- 14.2.9. 911 Service information consisting of the name, address and telephone numbers of telephone customers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.
- 14.2.10. The 911 Service calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP at the time the call is originated.
- 14.2.11. The Automatic Location Identification feature of the E911 System is dependent upon Automatic Number Identification (ANI) being provided by the Company central office serving the caller. ANI will only be provided on single-party lines.
- 14.2.12. The Company's entire liability to any person, including other Exchange Carriers who participate in the joint provisioning of 911 Service, for interruption or failure of 911 Service shall be limited by the terms set forth in this schedule and other schedules of this price list.
- 14.2.13. The rates charged for any 911 Service do not include, and the Company does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer shall have the responsibility of discovering all errors, defects and malfunctions, and assumes the duty of, and will make such tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

**FILED**

**AUG 14 2000  
9 9 - 2 9 8**

**MISSOURI  
Public Service Commission**  
EFFECTIVE: August 14, 2000

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

**JUN 12 2000**

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911) (CONTINUED)

**MISSOURI  
Public Service Commission**

14.2. RULES AND REGULATIONS (CONTINUED)

14.2.14. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of 911 Service including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

14.2.15. 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the Data Management System (DMS) associated with the E911 Service arrangement.

14.2.16. 911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 Services are offered.

The Company is obligated to supply the E-911 service provider in the Company's area with accurate information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.

At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the E-911 service provider's equipment in order to accurately and properly update the database for E-911.

14.2.17. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 911 Service lines that originate from all telephones served by central offices within the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries at the customer's public safety jurisdiction.

**FILED**

**AUG 14 2000  
9-9-298**

**MISSOURI  
Public Service Commission**  
EFFECTIVE: August 14, 2000

ISSUED: June 30, 2000  
ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

CANCELLED  
July 27, 2007  
TD-2007-0454  
Missouri Public  
Service Commission

**RECEIVED**

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

**JUN 12 2000**

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911) (CONTINUED)

14.2. RULES AND REGULATIONS (CONTINUED)

**MISSOURI  
Public Service Commission**

14.2.18. Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 Service request.

14.2.19. In addition to all other terms and conditions, the following applies:

- A. All 911 Service calls will be answered 24 hours a day, seven days a week.
- B. The customer has the responsibility for dispatching the appropriate emergency service within the 911 Service Area, or will undertake to transfer all 911 service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- C. The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to 911 Service PSAP by calling parties.
- D. The customer will subscribe to a sufficient number of interoffice facilities and 911 exchange lines, as determined by the Company according to industry standards, to adequately handle incoming calls but in all cases subject to a minimum of two facilities or lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP. For 911 exchange line groups from an E911 control office to a secondary answering location used for central office transfer purposes only, the line quantity may be determined by the customer and could result in only one line being provided.
- E. The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.
- F. The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. The Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

14.2.20. When the SR Service Feature is provided (E911), the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service within various portions of the E911 Service area. An Emergency Service Number (ESN) will be provided by the Company for each such combination. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 Service area. The ESNs will be carried in the DMS to permit routing of E911 Service calls to the appropriate primary and secondary PSAP's responsible for handling E911 Service calls from each telephone in the E911 Service area.

**FILED**

**AUG 14 2000  
9-9 - 2 9 8**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President

State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

**JUN 12 2000**

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911) (CONTINUED)

**MISSOURI  
Public Service Commission**

14.2. RULES AND REGULATIONS (CONTINUED)

- 14.2.21. Each customer and any Local Exchange Carrier that participates in the joint provisioning of 911 Service agree to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party of person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- 14.2.22. The customer and any Local Exchange Carrier that participates in the joint provisioning of 911 Service also agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
- 14.2.23. The use of Automatic Location Identification (ALI) on anything less than a total E911 System basis is not permitted.

**FILED**

**AUG 14 2000  
9-9-298**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: *Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203*

EFFECTIVE: August 14, 2000

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

JUN 12 2000

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911) (CONTINUED)

**MISSOURI  
Public Service Commission**

14.3. EXPLANATION OF TERMS

B911: A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP.

E911: An expanded service that provides features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 Service Area. E911 has other standard and optional features which may or may not be available with B911.

Additional Service Exchange Line: An additional line terminating at a PSAP that may be ordered by the customer as an optional feature.

Alternate Routing: A standard feature which allows E911 Service calls to be routed automatically to a designated alternate location if all E911 Service lines to a primary PSAP are busy, or a primary PSAP closes down for a period (night service).

Automatic Location Identification (ALI): An E911 Service Feature by which the street address information based on the calling party's telephone number (identified by ANI) is displayed at the E911 answering point (PSAP).

Automatic Number Identification (ANI): An E911 Service Feature by which the calling party's ANI telephone number is forwarded to a primary or secondary PSAP for display.

Data Management System (DMS): A system of manual procedures and/or computer programs used to create, store and update the data required for the SR and ALI Service Feature (E911 Service).

Default Routing: A standard feature which provides the capability to automatically route an E911 Service call to a predesignated PSAP or other location either when the SR Service Feature is not provided or when the SR Service Feature is provided but a particular E911 Service call cannot be selectively routed for any reason.

End Office: A central office in the 911 Service area which receives 911 Service calls.

Enhanced 911 (E911) Service Control Office: The office providing tandem switching capabilities for E911 Service calls from all end offices. It controls the switching of ANI information to a PSAP.

Exchange Access Arrangement: A telephone facility between a customer's premises and the telephone exchange network point. The number of exchange access arrangements served by an end office is equal to the total number of residence main telephones, business main telephones (excluding toll stations, WATS stations and dispatching terminals), PBX Trunks, Centrex main stations, selected Direct Inward Dialing stations and other applicable main telephones as are included in the official Company Reports for the service area of such end office.

**FILED**

AUG 14 2000

9-9 - 2-98

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

JUN 12 2000

14. UNIVERSAL EMERGENCY NUMBER SERVICE (911) (CONTINUED)

**MISSOURI  
Public Service Commission**

14.3. EXPLANATION OF TERMS (CONTINUED)

Public Safety Answering Point (PSAP): An answering location for 911 Service calls originating in a given area. A PSAP may be designated as primary or secondary which refers to the order in which calls are directed for answering. Primary PSAP's respond first; secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of public service agencies such as police, fire or emergency medical personnel or by employees of a common bureau serving a group of such agencies.

Selective Routing (SR): An E911 Service Feature which routes an E911 Service call from an end office to a designated primary PSAP based on the ANI telephone number of the calling party.

Service Area: The geographical area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Central Office: The central office from which a PSAP, either primary or secondary, is served.

14.4. 911 SERVICE FEATURES

14.4.1. B911 Service

- A. B911 Service includes the Company provision of the 911 code or the opening of this code to the exchange network in those Central Offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for 911 Service.
- B. B911 Service provides for routing all 911 calls originated by telephones with given Central Office prefix codes to a single PSAP via business exchange lines. B911 presents a call to the PSAP via business access line in a manner similar to a normal exchange telephone call. No other features are provided with this offering. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

14.4.2. Enhanced 911 (E911)

- A. E911 is provided with the following optional features: Automatic Number Identification (ANI); Automatic Location Identification (ALI); Selective Routing (SR). Default Routing is a feature of Selective Routing.

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

SCHOOLS AND LIBRARIES DISCOUNT PROGRAM JUN 12 2000

15. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

**MISSOURI  
Public Service Commission**

15.1. GENERAL

15.1.1. The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this tariff at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

15.1.2. As indicated in the Federal Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

15.2. REGULATIONS

15.2.1. Obligation of eligible schools and libraries

A. Requests for service

- (1) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- (2) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (3) Services requested will be used solely for educational purposes.
- (4) Services will not be sold, resold, or transferred in consideration for money or any other thing of value.

**FILED**

AUG 14 2000  
9:9 - 2:9 8

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

CANCELLED  
July 27, 2007  
TD-2007-0454  
Missouri Public  
Service Commission

SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

**RECEIVED**

15. **SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Continued)**

**JUN 12 2000**

15.2. **REGULATIONS (Continued)**

B. **Obligations to the Company**

**MISSOURI  
Public Service Commission**

- (1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff.
- (2) The Company will offer services to eligible schools, libraries, and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- (3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to Missouri Public Service Commission approval.

15.3. **DISCOUNTED RATES FOR SCHOOLS AND LIBRARIES**

- 15.3.1. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- 15.3.2. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries, and consortia.
- 15.3.3. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- 15.3.4. The discount matrix for eligible schools, libraries, and consortia is included.

**FILED**

**AUG 14 2000  
9:9 - 2:9 8**

**MISSOURI  
Public Service Commission**

*ISSUED: June 30, 2000*

*ISSUED BY: Steve Mowery, Vice President  
State Government Affairs*

*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*

**RECEIVED**

SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

JUN 13 2000

15. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Continued)

15.4. SERVICES ELIGIBLE FOR SCHOOLS AND LIBRARIES DISCOUNT

**MISSOURI  
Public Service Commission**

Eligible services are those listed pursuant to Federal Communications Commission Docket 98-45 subject to the technical and economic feasibility of offering those services in particular areas.

15.5. SCHOOLS AND LIBRARIES DISCOUNT MATRIX

| <u>HOW DISADVANTAGED</u>                                 | <u>% DISCOUNT LEVEL</u> |                       |
|--|-------------------------|-----------------------|
|  | <u>Urban discount</u>   | <u>Rural discount</u> |
| % of students eligible for national school lunch program |                         |                       |
| <1   | 20                      | 25                    |
| 1-19   | 40                      | 50                    |
| 20-34  | 50                      | 60                    |
| 35-49  | 60                      | 70                    |
| 50-74  | 80                      | 80                    |
| 75-100   | 90                      | 90                    |

**FILED**

AUG 14 2000

9-9-2000

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

LOCAL MARKET TRIAL

JUN 12 2000

16. LOCAL MARKET TRIAL

16.1. GENERAL

**MISSOURI  
Public Service Commission**

16.1.1. Purpose

A market trial is intended to enable the Company to test its ability to provide business and residential local exchange services which may eventually be made available to the general public. As a part of a market trial, the Company may need to test the capabilities of systems required by a proposed service, including but not limited to, systems needed to establish, provision, operate, bill and/or collect for service, whether such systems are provided by the Company or in combination with systems provided by other carriers or vendors. A market trial is not an offer to provide service to the general public. This market trial will begin on September 15, 2000 and end on October 15, 2000.

16.1.2. Eligibility

A maximum of 600 targeted employees of the Company or its parent corporations may subscribe to services offered as a part of a local market trial.

16.1.3. Availability

Services subject to a local market trial are only available in exchanges where Southwestern Bell Telephone Company is the incumbent local exchange company.

16.1.4. Services

Business and Residential exchange services offered as part of a local market trial will include, but not be limited to, exchange services (e.g., Basic, Metropolitan Calling Area (MCA) Service, etc.), nonrecurring charges, custom features (e.g., custom calling, call control options, Caller ID, etc.), directory listings, operator services (e.g., directory assistance, station collect, etc.), E911, and service assistance programs where eligible (e.g., Lifeline)

**FILED**

AUG 14 2000

9-9-2000  
**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

LOCAL MARKET TRIAL

**JUN 12 2000**

16. LOCAL MARKET TRIAL (Continued)

16.1. GENERAL (Continued)

16.1.5. Rates

**MISSOURI  
Public Service Commission**

Business and residential exchange services offered as part of a local market trial will be competitively priced with comparable services offered by the incumbent local exchange company.

These rates may or may not reflect what the Company will actually be charging customers at the close of the market trial

Various charges (e.g. service order charges, installation charges, etc.), may be waived during the course of a market trial.

16.1.6. Payments

Billing and collection will be in accordance with all applicable Commission rules for services rendered as part of the local market trial

16.1.7. Provision for Certain Local Taxes and Fees

Any assessments, franchise fees, privilege, license, occupation, excise, or other similar taxes, whether in a lump sum or at a flat rate, or based upon receipts, or based on poles, wire or other utility property units, imposed upon the Company by any governmental authority shall be added pro rata, insofar as practical, to the bills of the customers in amounts which in the aggregate for the Company's customers of any political entity shall be equal to the amount of any such tax upon the Company. The Company shall, so long as any such tax or fee is in effect, add to the bills of the customers in such political entity pro rata on the basis of the revenue, or as otherwise required and/or allowed by law, derived by the Company from each such customer, an amount sufficient to recover any such tax or fee.

**FILED**

**AUG 14 2000  
9-9 - 2-9 8**

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

ALLTEL PLUS

JUN 12 2000

17. ALLTEL PLUS

17.1 GENERAL

17.1.1 Service Description

- A. ALLTEL Plus is an optional one way, outward service where, for a monthly recurring flat rate, customers can place calls within their LATA to other customers in exchanges within the ALLTEL Plus calling scope, as defined in sub-section 17.1.3. of this section.
- B. Qualified usage under this plan is intraLATA customer-dialed, sent-paid non-coin calls originating at a subscriber's access line and terminating at an access line in an exchange within the ALLTEL Plus calling scope as defined in Sections 4.4 and 4.5 of this tariff.
- C. Calls included in this plan are dialed using a seven-digit or 10-digit local dialing pattern.

17.1.2. Service Availability

- A. This service is furnished subject to the availability of the required telecommunications facilities. Implementation of ALLTEL Plus will be phased in over a period of time; therefore the service may not be available in all exchanges during the implementation period.

17.1.3. Calling Scope

- A. The ALLTEL Plus Calling Scope includes all customers in all exchanges within the same LATA as the subscribing telephone line.

**FILED**

AUG 14 2000

9-9-2'98

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

**RECEIVED**

ALLTEL PLUS

JUN 12 2000

17. ALLTEL PLUS (Continued)

17.2. REGULATIONS

**MISSOURI  
Public Service Commission**

17.2.1. Rules and Regulations

Unless otherwise stated, ALLTEL Plus is subject to the Rules and Regulations applying to all customer contracts as specified in the General Exchange Tariff.

17.2.2. Qualified Customers Accounts

- A. This Service is available to single-party, flat rate residence and business customers. The service is available to multiline customers. The service is not available to Local Measured Service subscribers, Message Rate Semite subscribers or multiparty (party line) customers.
- B. This Service is available to customers subscribing to Metropolitan Calling Area (MCA) Service.
- C. ALLTEL Plus is not offered in conjunction with Customer-Owned Pay Telephone Service.
- D. ALLTEL Plus is not offered in conjunction with Cellular Service.
- E. ALLTEL Plus is not offered in conjunction with Foreign Exchange Service.

17.2.3. Use Restrictions

- A. ALLTEL Plus is not offered in conjunction with services designed to forward calls in mass including but not limited to Simultaneous Call Forwarding, TeleBranch Service, Disaster Routing Service and Intelligent Redirect or similar services that might be offered under other names or by other companies.
- B. ALLTEL Plus is sold in conjunction with and solely for use on Local Exchange Telephone Service access lines and trunks.
- C. ALLTEL Plus may only be used for the communications of a single end user. It may not be used to aggregate the communications of multiple end users for resale.
- D. This tariff shall only be effective as long as the use restrictions and the rules and regulations in this tariff remain in effect for all users (including any exchange telecommunications company or other company reselling this service, and their customers.) In the event any of these use restrictions or rules and regulations are held not to apply to all such users, upon notification by the Telephone Company to the Commission, this tariff shall not be available except to existing subscribers of the service at existing service levels at existing locations. SWBT shall also have the right to withdraw this service offering in its entirety.

**FILED**

AUG 14 2000  
9-9-298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

**RECEIVED**

ALLTEL PLUS

JUN 12 2000

**MISSOURI  
Public Service Commission**

17. ALLTEL PLUS (Continued)

17.2. REGULATIONS (Continued)

17.2.4. Multiline Accounts

With the following exceptions, ALLTEL Plus subscribers are not required to purchase ALLTEL Plus on all access lines of a multiline account. Exceptions are as follows:

- A. In cases where a single working telephone number is used for multiple access lines, if ALLTEL Plus is purchased for one line in the arrangement, it must be purchased for all of the lines.
- B. Within a multiline hunting arrangement, if one access line is subscribed to ALLTEL Plus, all lines must be subscribed to ALLTEL Plus.

17.2.5. Minimum Service Period

The minimum service period for subscription to ALLTEL Plus is one month.

17.3. RATE APPLICATION

17.3.1. General

ALLTEL Plus rates and charges apply in addition to all other charges paid by the customer for other services of the Telephone Company.

17.3.2. Monthly Recurring Rates

- A. The ALLTEL Plus monthly recurring rates apply on a per-line or per-trunk basis, except for Plexar or Centrex type services which are billed on a PBX trunk equivalent basis, as specified elsewhere in this tariff.
- B. The ALLTEL Plus monthly recurring rates are billed one month in advance.

**FILED**

AUG 14 2000  
9:9 - 298

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

EFFECTIVE: August 14, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs  
P.O. Box 2177 Little Rock, AR 72203

ALLTEL PLUS

**RECEIVED**

JUN 13 2000

**MISSOURI  
Public Service Commission**

17. ALLTEL PLUS (Continued)

17.4. RATES

Monthly Recurring Rates, per line or per trunk:

|           |         |
|-----------|---------|
| Residence | \$30.00 |
| Business  | \$60.00 |

ALLTEL Plus  
Basic Rate

17.5. OPTIONAL DETAIL BILLING

17.5.1. Optional Detail Billing provides individually rated message detail at the customer's request.

17.5.2. This request must be made in advance of the month to be detailed.

17.5.3. The detail of messages billed during the current billing cycle are on a printed listing.

17.5.4. The following rates and charges apply for Optional Detail Billing:

|                                      |        |
|--------------------------------------|--------|
| Monthly Preparation Charge           | \$1.00 |
| Printed Listing (per message charge) | .01    |

17.5.5. Applicable Service and Equipment Charges located in the Local Exchange Tariff, Section 11.2. apply for initiating optional detail billing.

17.5.6. These charges apply in addition to the monthly recurring rates stated in Section 17.4.

**FILED**

AUG 14 2000  
9-9-2000

**MISSOURI  
Public Service Commission**

ISSUED: June 30, 2000

ISSUED BY: Steve Mowery, Vice President  
State Government Affairs

P.O. Box 2177 Little Rock, AR 72203

EFFECTIVE: August 14, 2000

ALLTEL PLUS

17. ALLTEL PLUS (Continued)  
17.6 RESERVED FOR FUTURE USE.

**RECEIVED**

JUN 13 2000

**MISSOURI  
Public Service Commission**

**FILED**

AUG 14 2000  
9-9 - 2 9 8

**MISSOURI  
Public Service Commission**

*ISSUED: June 30, 2000*  
*ISSUED BY: Steve Mowery, Vice President*  
*State Government Affairs*  
*P.O. Box 2177 Little Rock, AR 72203*

*EFFECTIVE: August 14, 2000*