

Green Hills Telephone Corporation For All Exchanges  
Name of Issuing Corporation Community, Town or City

RECEIVED  
MAR 21 1978  
MISSOURI  
Public Service Commission

General Rules and Regulations

I. Connection of Automatic Dialing-Announcing Devices;

- 1. Automatic Dialing-Announcing Devices used for solicitation may not be connected to the telephone network.
- 2. An Automatic Dialing-Announcing Device is any Automatic Equipment used for solicitation which incorporates the following features:
  - (a) 1. Storage capability of numbers to be called; or
  - 2. A random or sequential number generator that produces numbers to be called; and
  - (b) Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

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MAY 1 1978  
Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE 3 20 1978 DATE EFFECTIVE 5 1 1978  
month day year month day year

ISSUED BY *[Signature]* Gen. Manager Breckenridge, Mo.  
name of officer title address

GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

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JAN 20 1961

MISSOURI  
Public Service Comm.

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In offices, stores, factories, mines, and all other places of a strictly business nature.
2. In boarding houses, except as noted under E-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by Clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, bill boards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
5. In college fraternity houses.
6. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under E-3 below.

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ISSUED BY Thomas Harper  
name of officer

Manager Buckinidge, Mo.  
title address

GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

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APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued)

JAN 20 1961

MISSOURI  
Public Service Comm.

**E. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:**

1. In private residence where business listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

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Francis Harper  
name of officer

Manager Buckenidge, Mo.  
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Buckenidge, Mo.  
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**GREEN HILLS TELEPHONE CORPORATION**

Section IV  
PSC Mo. No. 2-Consolidated  
2<sup>nd</sup> Revised Sheet 99  
Cancels 1<sup>st</sup> Revised Sheet 99

**GENERAL RULES AND REGULATIONS  
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES**

A. MAIN LINE EXTENSION

(D)

RESERVED FOR FUTURE USE

(D)

Date of Issue: September 1, 2009

Effective: October 1, 2009

Steve Gann  
General Manager  
P.O. Box 227, 7926 N.E. State Route M  
Breckenridge, MO 64625

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Service Commission  
JI-2010-0127

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 { Revised }  
 Cancelling P.S.C.MO. No. 2-Consolidated 3rd { Original } SHEET No. 100  
 { Revised }

GREEN HILLS TELEPHONE CORPORATION For ALL EXCHANGES  
 Name of Issuing Corporation Community, Town or City  
 SECTION IV

GENERAL RULES AND REGULATIONS	DATE OF ISSUE
<p>Customer Premises Equipment</p> <p>Reserved for future use.</p> <p>*Indicates new rate or text            †Indicates change</p>	<p>NOV 30 1987</p> <p>MISSOURI            Public Service Commission</p> <p>JAN 01 1988</p> <p>Public Service Commission</p>

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 ISSUED BY Lloyd Hargrave Manager, Box 155, Breckenridge, MO 64625  
 name of officer title address



Green Hills Telephone Company For All Exchanges  
 Name of Issuing Corporation Community, Town or City  
 Section IV

General Rules and Regulations	
<p>Held for future use.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>RECEIVED</b></p> <p>DEC - 4 1981</p> <p>MISSOURI</p> <p>Public Service Commission</p> </div>
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ISSUED BY Ferrell L. Reno General Manager Breckenridge, Missouri  
name of officer title address

FORM NO. 13 P.S.C.MO. No. 2-Consolidated 1st {Original} SHEET No. 103  
{Revised}

Cancelling P.S.C.MO. No. 2-Consolidated {Original} SHEET No. 103  
{Revised}

Green Hills Telephone Company For All Exchanges  
Name of Issuing Corporation Community, Town or City  
Section IV

General Rules and Regulations	
Held for future use	<p>RECEIVED DEC - 4 1981 MISSOURI Public Service Commission</p>
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name of officer title address



Green Hills Telephone Corporation  
Name of Issuing Corporation

For All Missouri Exchanges  
Community, Town or City

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

RECEIVED

MAR 12 1972

MISSOURI  
Public Service Commission

1.1 INSTALLATION OF TELEPHONE LINES WITHIN SUB-DIVISION (1), TELEPHONE LINES CONSTRUCTED, INSTALLED AND OWNED BY UTILITIES IN SUBDIVISIONS SHALL BE INSTALLED UNDERGROUND.

1.1.1 The following definitions are used in this section of the tariff:

APPLICANT: The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision.

BUILDING: A single structure roofed and enclosed within exterior walls, built for permanent use, erected, framed of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy in a subdivision (Definition excludes mobile home).

SUBDIVISION: A lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law.

(1) This section is filed pursuant to and as required by the Commission General Order #55, ordered in Case 175-9, effective January 23, 1973.

\* Indicates new rate or text  
+ Indicates change

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Public Service Commission

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ISSUED BY *James R. Reno*  
name of officer

General Manager, Breckenridge, Mo.  
title address

Green Hills Telephone Corporation

Name of Issuing Corporation

For

All Missouri Exchanges

Community, Town or City

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GENERAL RULES AND REGULATIONS OF GREEN HILLS TELEPHONE CORPORATION

MAR 12 1972

MISSOURI Public Service Commission

1.1.2 The Telephone Company upon receipt of the applicant's proper application will install an underground telephone system with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. The provision of the underground telephone system will be provided at no charge except where a charge is permitted under Paragraphs 1.1.4 and 1.1.6 of this section of the Tariff. Temporary service is provided under Paragraph 1.1.5 of this section of the Tariff.

1.1.3 RIGHTS-OF-WAY AND EASEMENTS

A. Within the applicant's subdivision, the Telephone Company will construct, own, operate and maintain underground telephone lines only along public streets, roads and highways which the Telephone Company has the legal right to occupy, and on public lands and private property across which rights-of-way and easements satisfactory to the Telephone Company may be obtained without cost or need for condemnation by the Telephone Company.

B. Rights-of-way and easements, within the subdivision, satisfactory to the Telephone Company, must be furnished by the applicant in reasonable time to meet construction and service requirements before the Telephone

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ISSUED BY [Signature]

General Manager, Breckenridge, Mo.

Green Hills Telephone Corporation For All Missouri Exchanges
Name of Issuing Corporation Community, Town or City

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Public Service Commission

GENERAL RULES AND REGULATIONS
OF GREEN HILLS TELEPHONE CORPORATION

1.1.3 B.
(cont.)

Company shall be required to commence its installation. Such rights-of-way and easements must be cleared of trees, tree stumps, and other obstructions and graded to within six inches of final grade, by applicant, at no charge to the Telephone Company. Such clearance and grading must be maintained by the applicant during construction by the Telephone Company.

1.1.4 ADVANCE PAYMENTS

- A. Where, due to the manner in which a subdivision is developed, the Telephone Company is required to construct an underground telephone distribution system through a section or sections of the subdivision where service will not be connected for at least two years, then the Telephone Company may require an advance payment equal to the estimated cost of construction from the applicant before construction is commenced. If in the judgment of the Telephone Company an advance is required under the above described conditions, the Telephone Company has the right to refuse installation of the underground system until the required advance is paid to the Telephone Company.
B. If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro rata basis as the permanent service connection is made to each building or multiple-occupancy building.

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ISSUED BY [Signature] General Manager, Breckenridge, Mo.
name of officer title address

Green Hills Telephone Corporation For  
Name of Issuing Corporation

All Missouri Exchanges  
Community, Town or City

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Public Service Commission

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

1.1.4 (cont.) C. Any portion of an advance remaining unrefunded ten years from the date the Telephone Company is first ready to render service with the extension will be retained by the Telephone Company and credited to the appropriate construction account.

1.1.5 TEMPORARY FACILITIES

A. Temporary facilities may be installed to provide service when necessary, for a maximum period of one year.

B. Where it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Telephone Company may require the applicant to pay the estimated non-recoverable costs of the temporary facilities. If the required costs under the above described conditions apply, the Telephone Company has the right to refuse installation of the temporary facilities until the required costs are paid to the Telephone Company.

1.1.6 SPECIAL CONDITIONS

A. In circumstances, where the application of these rules appears impracticable or unjust

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ISSUED BY *Charles L. Reno*  
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General Manager, Breckenridge, Mo.  
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Green Hills Telephone Corporation For All Missouri Exchanges  
Name of Issuing Corporation Community, Town or City

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

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Public Service Commission

1.1.6 A.  
(cont?)

to applicant or the Telephone Company, or discriminatory to other customers, e.g., difficult rock conditions, the Telephone Company or applicant shall refer the matter to the Missouri Public Service Commission for special ruling or for the approval of special conditions which may be mutually agreed upon prior to commencing construction.

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ISSUED BY *James H. Reno* General Manager, Breckenridge, Mo.  
name of officer title address

GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
DIRECTORY LISTINGS

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JAN 20 1961

MISSOURI  
Public Service Comm.

A. GENERAL REGULATIONS

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.
3. Names in directory listings shall be limited to the following:
  - a. In connection with residence service:
    - (1) The individual name of the subscriber, or
    - (2) The individual name of a member of the subscriber's family or a joint user.
  - b. In connection with business service:
    - (1) The individual name of the subscriber or joint user, or
    - (2) The name under which the subscriber or joint user is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carried, or
    - (3) The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber or joint user is authorized by such other to use, or
    - (4) The individual names of the officers, partners, or employees of the subscriber, or
    - (5) The names of departments when such listings are deemed necessary from a public reference viewpoint.

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ISSUED BY

*Tina Marie Harper*  
name of officer

*Manuel Breckenridge, Jr.*  
address



GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

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A. GENERAL REGULATIONS (Continued)

4. Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

5. Primary Listings

a. One listing without charge, termed the primary listing, is provided as follows:

- (1) For each separate subscriber service. When two or more main station lines or P.B.X. trunk lines are consecutively operated, the first number of the group is considered the primary listing.
- (2) For each semi-public service.
- (3) For each joint user.
- (4) For each service station subscriber.

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B. REGULAR EXTRA LISTINGS

1. Business extra listings may be the names of partners or members of the firm, if the subscriber or joint user is a partnership or firm; the names of officers of the corporation, if the subscriber or joint user is a corporation; and for any business establishment, the names of associates or employees of the subscriber or joint user. No other class of listing, such as service, agency, commodity, etc., will be accepted.

2. Residence extra listings may be the names of members of the subscriber's immediate family.

3. In connection with semi-public telephone service, extra listings

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ISSUED BY

Thomas Harper  
name of officer

Manager Breckinridge, Mo.  
title address



GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS (Con't.)  
OF GREEN HILLS TELEPHONE CORPORATION

3. (Con't.)

are allowed at regular extra listing rates in the names of permanent guests or tenants at that location. Regular Extra Listing rates in connection with semi-public stations are furnished under the same regulations as specified in paragraph 1, above.

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ISSUED BY Travis Harper  
name of officer

Manay Breckenridge, Mo.  
title address



GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

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GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

JAN 20 1961

B. REGULAR EXTRA LISTINGS (Continued)

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Public Service Comm

- 4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
- 5. Regular Extra Listings are furnished at the rate quoted in the General Exchange Service Tariffs.
- 6. Extra Listing charges (except for listings of alternate call numbers and office hours,) date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

C. SPECIAL TYPES OF EXTRA LISTINGS

1. Duplicate and cross reference listings

- (a) Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
- (b) Cross reference Listings are permitted when their use will facilitate in the handling of telephone calls.
- (c) The Regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.

2. Alternate Call Number Listings

- (a) Listing of an alternate telephone number, other than those

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ISSUED BY

Travis Harper  
name of officer

Manuel Breckinridge, Mrs  
title address



GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

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C. SPECIAL TYPES OF EXTRA LISTINGS (Continued)

JAN 20 1961

MISSOURI  
Public Service Comm.

covered under paragraph 5-a "Office Hour Listings" of this Tariff, to be called in case no answer is received, is permitted for subscribers to all classes of service.

2. Alternate Call Number Listings

(b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such a case, the consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished.

(c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.

3. Foreign Exchange Listings

(a) Foreign Exchange Listing, i.e., listings of subscribers located in an exchange other than in which the listed service is furnished, are permitted.

(b) The Regular Extra Listing rate applies for each Foreign Exchange listing.

4. Temporary Tenant Listings

(a) Residence subscribers who lease their premises for period of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time.

(b) All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges.

(c) The Regular Extra Listing rate applies for each Temporary Tenant Listing.

5. Office Hour Listings

(a) Listing of office hours or other information which is not

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name of officer

Manager Breckenridge, Mo.  
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GREEN HILLS TELEPHONE CORPORATION  
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Public Service Comm.

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

C. SPECIAL TYPES OF EXTRA LISTINGS (Continued)

required in order to effeciently handle telephone traffic, is not included in the charges for service. Subscribers who desire that their office hours appear in connection with their listing, may obtain same by paying the rates for Regular Extra Listings. A phrase directing the method of calling when a P.B.X. operator is not on duty may be listed in the directory, at Regular Extra Listing rates whenever night connections are provided.

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name of officer

Manager Buckenidge, Mo.  
title address





**GREEN HILLS TELEPHONE CORPORATION**

Section IV  
PSC Mo. No. 2-Consolidated  
2<sup>nd</sup> Revised Sheet 111  
Cancels 1<sup>st</sup> Revised Sheet 111

**GENERAL RULES AND REGULATIONS**

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(D)

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Steve Gann  
General Manager  
P.O. Box 227, 7926 N.E. State Route M  
Breckenridge, MO 64625

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**JI-2010-0127**

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Name of Issuing Corporation or Municipality

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Community, Town or City  
Section IV

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GENERAL RULES AND REGULATIONS  
INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

MISSOURI  
Public Service Comm.

A. INITIAL CONTRACT PERIODS

1. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
2. The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
3. In case of P.B.X. service, the initial contract period shall be at least three years, and the Telephone Company may require longer contract periods depending upon the size and nature of the installation and equipment for rendering such service.
4. The Telephone Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra costs.

B. TERMINATION OF SERVICE

1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - a. In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
  - b. In the case of directory listings and joint-user service where the listings have appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint-user service, subject, however, to a minimum charge for one month:

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ISSUED BY Travis Harper  
name of officer

Manager Breckenridge, Mo.  
title address



~~{ Booked }~~

{ Original }

~~{ Booked }~~

GREEN HILLS TELEPHONE CORPORATION

For ALL MISSOURI EXCHANGES

Name of Issuing Corporation or Municipality

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Section IV

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GENERAL RULES AND REGULATIONS  
INITIAL CONTRACT PERIODS AND TERMINATION OR SERVICE(Con'd.)

B. TERMINATION OF SERVICE (Continued)

- (1) The contract for the main service is terminated.
  - (2) The listed party or joint user becomes a subscriber to some class of exchange service.
  - (3) The listed party or joint user moves to a new location.
  - (4) The listed party or joint user dies.
- c. For P.B.X. service or special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.
- d. Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.
2. Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of the service.

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address



**GENERAL RULES AND REGULATIONS**

**JOINT USER SERVICE**

1. Joint user service is an arrangement whereby an individual, firm or corporations whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of a subscriber. Upon written application by the subscriber, the Telephone Company will extend service to joint users, except that not more than two joint users will be permitted for each main line or for each trunk of a commercial P.B.X. system. Joint user service is not furnished in situations where a subscriber is engaged in the business of renting office space on a transient or permanent basis, or for other reasons desires to furnish telephone service to his clients.
  2. To facilitate the use of joint user service, a directory listing is included as a part of the classification, and additional listings may be furnished joint users under the same conditions as to regular subscribers. Listings for joint user service must bear the same address and telephone number as the listing of the main station.
  3. Joint users are permitted only in connection with business individual line, residence individual line, and P.B.X. service. The joint users must be located in the same office or suite of offices as the subscriber, and in connection with residence service, in the same household.
  4. Extension stations may be furnished for the use of joint users at the regular extension station rates.
  5. Joint user service shall be furnished only at the request of the subscriber to the main station, who shall make application therefore, and shall be responsible for the payment of all charges incurred thereunder.
  6. Charges for joint user service date from the day the contract is executed, and are payable monthly in advance. The minimum charge for joint user service is for a directory period, except that the service may be cancelled before the listings close for the next issue of the directory. Contracts for joint user service may be terminated at the end of the directory issue, or at any time upon payment of all charges for service for the minimum contractual period, and otherwise only as specified in the Termination of Service section of this Tariff.
- \* Joint User Service is furnished to existing Joint User Service customers only and is not available to new customers. Once the service is discontinued, it will no longer be offered. (N)  
(N)
- \*\* Joint User Service is not available in conjunction with Digital Subscriber Line (DSL) Service. (N)



**GENERAL RULES AND REGULATIONS**

A. EXTRA EXCHANGE LINE MILEAGE (DISCONTINUED)

B. EXTENSION AND P.B.X. STATION MILEAGE

1. Mileage charges apply to the additional circuit required where extension stations, or signals, or P.B.X. stations are located on premises other than those on which the main station of P.B.X. switchboards are located or where they are beyond 150 feet from the main station or P.B.X. switchboard.
2. The rates for Extension or P.B.X. Station mileage are quoted in the General Exchange Service Tariffs.

(N)

**GENERAL RULES AND REGULATIONS**

**1. PAYMENT FOR SERVICE AND FACILITIES**

- (a) A customer shall pay for service and facilities monthly in advance except Department, Administration and Agencies of the Federal, State, County, Township or Municipal Governments.

(D)

(D)

GREEN HILLS TELEPHONE CORPORATION

For ALL MISSOURI EXCHANGES

Name of Issuing Corporation or Municipality

Community, Town or City

Section IV

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GENERAL RULES AND REGULATIONS

JAN 20 1961

PUBLIC TELEPHONE SERVICE

MISSOURI

Public Service Comm.

1. A public telephone is an exchange station installed at the Telephone Company's option, in charge of an attendant, or equipped with a coin collecting device, at a location chosen or accepted by the company as suitable and necessary for furnishing service to the general public.
2. Persons with whom arrangements are made by the Telephone Company for the installation of Public Telephones are considered as the agents of the Company in serving the public.
3. Public telephones are installed upon the agent signing established forms of application, without specific term, terminable by either an agent or the Telephone Company upon written notice.
4. No listings in the directory are allowed in connection with public telephone service.
5. Local Messages from Public Telephones are charged for at the rates shown in the General Exchange Service Tariffs and toll Messages are charged for at the Telephone Company's established rates. No charges are applied to connections with the Telephone Company's toll operator, information clerk, repair clerk, business office or any of its duly authorized officials.

FILED

MAR 1 - 1961

PUBLIC SERVICE COMMISSION

DATE OF ISSUE \_\_\_\_\_  
month day year

DATE EFFECTIVE MAR 1 1961  
month day year

ISSUED BY

Travis Harper  
name of officer

Manager Brickmidge Mo.  
title address



FORM NO. 13 P.S.C.MO. No. 2-Consolidated 1st (~~Original~~) SHEET No. 118  
(Revised)

Cancelling P.S.C.MO. No. 2-Consolidated (Original) SHEET No. 118  
(Revised)

Green Hills Telephone Corporation For all exchanges  
Name of Issuing Corporation Community, Town or City  
Section IV

GENERAL RULES AND REGULATIONS

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RURAL LINE SERVICE (DISCONTINUED)

DEC - 4 1981

MISSOURI  
Public Service Commission

FILED

JAN - 4 1982

Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE December 3, 1981 DATE EFFECTIVE January 4, 1982  
month day year month day year

ISSUED BY [Signature] General Manager Breckenridge, Missouri  
name of officer title address

GREEN HILLS TELEPHONE CORPORATION

Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES

Community, Town or City

Section IV

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GENERAL RULES AND REGULATIONS

SPECIAL SERVICES AND FACILITIES

JAN 20 1961

MISSOURI

Public Service Comm.

Special services and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

FILED

MAR 1 - 1961

PUBLIC SERVICE COMMISSION

DATE OF ISSUE \_\_\_\_\_  
month day year

DATE EFFECTIVE MAR 1 1961  
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ISSUED BY Travis Harper  
name of officer

Manager Breckinridge, Mo.  
title address



GREEN HILLS TELEPHONE CORPORATION

PSC Mo. No. 2 Consolidated  
Section IV  
Fourth Revised Sheet 120  
Cancels Third Revised Sheet 120

HELD FOR FUTURE USE

(D)

(D)

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Issued: June 1, 2012  
Issued by:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: July 1, 2012  
**FILED**  
**Missouri Public**  
**Service Commission**  
**JI-2012-0771**

SEP 29 2000

MISSOURI  
Public Service Commission

GENERAL RULES AND REGULATIONS

DISPUTED BILLS

- (N)
- A. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
  - B. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
  - C. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.
  - D. If a customer disputes a charge, the customer shall pay an amount to the Company equal to that part of the total bill not in dispute. The parties shall consider the customer's prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The Company shall not discontinue service for nonpayment of charges in dispute while the dispute is pending.
  - E. If the parties are unable to determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, an amount not to exceed fifty (50) percent of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The Company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.
  - F. Failure of the customer to pay to the Company the amount not in dispute within 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 and the Company may then proceed to discontinue service as provided in this tariff.
  - G. If the dispute is ultimately resolved in favor of the customer in whole or in part, the Company must promptly repay any excess moneys paid by the customer.
  - H. 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, and of the address and telephone number where the customer may file an informal complaint with the Commission.
  - I. If the customer elects not to make a claim with the Commission, the disputed amount becomes due and payable at once and must be paid within seven (7) calendar days after the date the Company notifies the customer that the investigation and review are complete and that such payment must be made or service will be interrupted.
  - J. After resolution of the customer complaint, the Company may treat a second complaint based on the same facts as already determined.

(N)

**FILED**

Issued: September 29, 2000  
Issued By:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: October 30, 2000

**OCT 30 2000**

MISSOURI  
Public Service Commission

**GENERAL RULES AND REGULATIONS**

Billing and Collection Standards/Late Payment/Restoral of Service

Information regarding billing and collection standards, late payment charges, and restoral of service charges is available at the Company's website:

<https://greenhills.net/>

(T)

(T)



GREEN HILLS TELEPHONE  
Name of Issuing Corporation

For

ALL EXCHANGES

Community, Town or City

SECTION IV

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GENERAL RULES AND REGULATIONS  
DEFINITIONS

MAR 19 1981

\* ACCESS LINE - A circuit including protection apparatus, drop wiring and lines (circuit) necessary to connect an individual line, foreign exchange, key system or an intercommunication system customer with a central office. An access line will be terminated in a standard jack.

+ CHANNEL - The electrical path provided by the telephone company between two or more locations.

+ CIRCUIT - The term applies to a channel used for the transmission of electrical energy.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

+ CONTRACT - The service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of the tariffs applicable.

\*CENTRAL OFFICE - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

+ EXCHANGE - A unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within that area.

\*Indicates new rate or text

+Indicates change

MAY 1 1981

Public Service Commission

DATE OF ISSUE MARCH 12, 1981  
month day year

DATE EFFECTIVE May 1, 1981  
month day year

ISSUED BY [Signature]  
name of officer

General Manager, Breckenridge, MO  
title address

64625

GREEN HILLS TELEPHONE CORPORATION

For

ALL EXCHANGES

Name of Issuing Corporation

Community, Town or City

GENERAL RULES AND REGULATIONS

NOV 30 1987

DEFINITIONS (Continued)

Exchange Area

The territory, including the Base Rate Area and surrounding territory served by an Exchange.

Public Service Commission

Exchange Station

\* A station connected directly or indirectly with a central office of the Company over its own lines.

(A) Main Station: A station directly connected with a central office switchboard by an individual or party line circuit.

(B) Extension Station: A station connected with a main station either directly or through some switching device, other than P.B.X. system.

Extension and P.B.X. Station Mileage

The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or P.B.X. switchboard.

Extension Station

(See Telephone Station)

Extra Exchange Line Mileage

"Extra Exchange Line Mileage" is the Measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish base rate area classes of service.

Extra Listing

An extra listing is any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his regular service.

Individual Line

An exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line).

JAN 01 1988

\*Indicates new rate or text
+Indicates change

DATE OF ISSUE 11-24-87 month day year

DATE EFFECTIVE 1 - 1 - 88 month day year

ISSUED BY Lloyd Hargrave, General Manager, P.O. Bx 155, Breckenridge, MO 64625 name of officer title address

GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
DEFINITIONS (Continued)

RECEIVED  
JAN 20 1961  
MISSOURI  
Public Service Comm.

Installation Charge

A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection charges and other applicable charges for service or equipment.

Joint User Service

Joint User Service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of a subscriber.

Local Ser Channel

The term "Local Channel" applies to that portion of a channel which connects a station to the interchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Local Exchange Service provides for telephone communication within an Exchange Area in accordance with the provisions of the Telephone Company's Tariffs, including the use of exchange facilities as required to establish connection between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

Local Messages

A Local Message is a communication between subscribers' stations within the same Exchange Area.

FILED

Local Service Area

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

MAR 1 1961

PUBLIC SERVICE COMMISSION

DATE OF ISSUE \_\_\_\_\_  
month day year

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month day year

ISSUED BY

Travis Harper  
name of officer

Manager Buckenidge, Mo.  
title address



GREEN HILLS TELEPHONE  
Name of Issuing Corporation

For ALL EXCHANGES  
Community, Town or City

SECTION REVISED  
REVISED

GENERAL RULES AND REGULATIONS  
DEFINITIONS (CONTINUED)

MAR 19 1981

LONG DISTANCE TERMINAL - (SEE TELEPHONE STATION)

\* MAINTENANCE SERVICE CHARGE - The charge applicable for each visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment or communication system which is arranged for connection to Company facilities.

PREMISES - All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

+ PRIVATE BRANCH EXCHANGE - An arrangement of equipment, contracted for by a subscriber, consisting of manual or automatic switching apparatus with attendants' telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephonic intercommunication between these stations, and also communication with the general exchange system.

Throughout this General Tariff, the commonly used abbreviation "P.B.X." will be substituted for the words Private Branch Exchange.

(a) P.B.X. Trunk: A circuit connecting the P.B.X. system with a central office.

\*Indicates new rate or text  
+Indicates change

MAY 1 1981  
Public Service Commission

DATE OF ISSUE MARCH 12, 1981 DATE EFFECTIVE May 1, 1981  
month day year month day year

ISSUED BY [Signature] General Manager, Breckenridge, Mo.  
name of officer title address 64625

GREEN HILLS TELEPHONE CORPORATION  
Name of Issuing Corporation or Municipality

For ALL MISSOURI EXCHANGES  
Community, Town or City

Section IV

GENERAL RULES AND REGULATIONS  
OF GREEN HILLS TELEPHONE CORPORATION

DEFINITIONS (Continued)

- (B) P.B.X. Stations: Any station (including the operating set or sets) connected directly or indirectly with a P.B.X. system.
- (C) Switchboards: Switchboards are classified as follows:
  - (1) Cord Switchboard: A switchboard on which all lines terminate in jacks; interconnection of stations and of stations and trunk lines established by means of cords equipped with plugs.
    - (a) Multiple Cord Switchboard: A cord switchboard arranged so that each line may have two or more appearances or jack terminations.
    - (b) Non-multiple Cord Switchboard: A cord switchboard arranged so that each line has only one appearance or jack termination.
  - (2) Cordless Switchboard (Key Switchboard): A switchboard on which all lines terminate on keys; interconnection of stations and of stations and trunk lines, is established by means of keys.

Private Branch Exchange Trunks

(See Private Branch Exchange System.)

Public Telephone

An exchange station, either attended or equipped with a coin-collecting device which is installed for the convenience of the Public at a location chosen or accepted by the Telephone Company.

Private Line

A circuit provided to furnish communication only between the two or more telephones directly connected to it, and not having connection with either central office or P.B.X. switching apparatus.

RECEIVED  
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MISSOURI  
Public Service Comm.

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MAR 1 - 1961  
PUBLIC SERVICE COMMISSION

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month day year

DATE EFFECTIVE MAR 1 1961  
month day year

ISSUED BY Travis Harper  
name of officer

Manayw Breckenridge, Mrs.  
title address

GENERAL EXCHANGE SERVICE TARIFFS  
GENERAL RULES AND REGULATIONS  
DEFINITIONS (CONTINUED)

RECEIVED

DEC 05 1997

Qualifying Low-Income Subscriber

A qualifying low-income subscriber is a subscriber who participates in one of the following programs: Medicaid; food stamps; supplemental security income; federal public housing assistance; or Low-Income Home Energy Assistance Program.

MISSOURI<sup>(N)</sup>  
Public Service Commission  
(N)

Rural Area

The territory surrounding the Base Rate Area in which Rural Line Service is furnished and in which urban classes of service are furnished at established rates.

Semi-Public Telephone

A semi-public telephone is an exchange station equipped with a coin collecting device, designed for a combination of subscriber and public usage at locations more or less public in character. Semi-public usage at locations more or less public in character. Semi-public telephone service is considered as a form of subscriber service.

Service Station

(See Telephone Station)

Subscriber

As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers when in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

Issued :  
Issued By: DEC 5 1997

James A. Simon, General Manager  
P. O. Box 227  
Breckenridge, Missouri 64625

Effective: January 1, 1998

FILED

JAN 01 1998

MO. PUBLIC SERVICE COMM

FORM NO. 13

P.S.C.MO. No. 2-Consolidated 2nd

Original  
Revised  
Original  
Revised

SHEET No. 129

Cancelling P.S.C.MO. No. 2-Consolidated 1st

SHEET No. 129

GREEN HILLS TELEPHONE CORPORATION

For- ALL EXCHANGES

Name of Issuing Corporation

Community, Town or City  
SECTION IV - (RESERVED)

GENERAL RULES AND REGULATIONS

NOV 30 1987

DEFINITIONS (continued)

MISSOURI  
Public Service Commission

Telephone Station

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting of and receiving telephone messages.

(A) Company Station: A station receiving service from and through central office equipment and lines normally owned, maintained and operated by the Telephone Company, and provided as a part of the Telephone Company's service function. Service stations are not included under this classification.

\*(1) Main station: A station directly connected by means of an individual line circuit with a central office.

\*(2) Extension Station: An additional station connected on the same circuit as the main station and having the same telephone number as the main station.

\*(3) Private Branch Exchange Station: Any station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.

JAN 01 1988

\*Indicates new rate or text  
+Indicates change

Public Service Commission

DATE OF ISSUE 11-24-87  
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month day year

ISSUED BY Lloyd Hargrave, General Manager, PO Bx 155, Breckenridge, MO 64625  
name of officer title address

GENERAL EXCHANGE SERVICE TARIFFS  
GENERAL RULES AND REGULATIONS  
DEFINITIONS (CONTINUED)

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DEC 05 1997

MISSOURI  
Public Service Commission

Tie Trunk

A circuit connecting two P.B.X. systems for the purpose of intercommunicating between the stations connected with such P.B.X. switching apparatus. A circuit is not intended to provide for general exchange service through either of the P.B.X. systems with which it connects.

Toll Blocking

Toll blocking is a service provided by carriers that lets customers elect not to allow the completion of outgoing toll calls to the Long Distance Message Telecommunications Network, this would include 1+, 0+ and/or 0- operator handled calls.

(N)  
|  
(N)

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Toll Service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

Issued : Effective: January 1, 1998  
Issued By: DEC 5 1997 James A. Simon, General Manager  
P. O. Box 227  
Breckenridge, Missouri 64625

FILED  
JAN 01 1998  
MO PUBLIC SERVICE COMM 234



ENHANCED EMERGENCY NUMBER SERVICE

RECEIVED

MAR 31 1995

A. General

Universal Emergency Number Service is a telephone exchange communication service designed to permit persons in need of emergency assistance to dial a single, nationwide emergency telephone number - 9-1-1. The availability of Universal Emergency Number Service depends upon the Emergency Service Agency, hereinafter referred to as the customer, subscribing to an applicable E911 Service offered within the customer's Service Area by local exchange telephone companies, and also depends on the customer providing Emergency E911 Response to end users in the customer's Service Area.

MO. PUBLIC SERVICE COMMISSION

Due to the ubiquitous nature of the service, many times the customer will be served by more than one local exchange telephone company in the provision of Universal Emergency Number Service. When this occurs, one of the local exchange telephone companies will be designated as the Primary Service Provider (PSP). The PSP will be the local exchange telephone company which has the primary Public Safety Answering point (PSAP) located in its exchange area. At the option of the customer, charges for Universal Emergency Number Service from non-PSP's can either be billed directly to the customer or to the PSP. This election is made at the initiation of the service and can only be changed with the consent of the Company and upon 30 days' notice by the customer to all affected local exchange telephone companies.

The Company does not serve as the PSP in any of its exchange areas.

E911 Service will be provided by the Company subject to availability of facilities and equipment.

This offering is limited to the use of telephone number 911 as the universal emergency number and only one E911 Service will be provided within any geographical area.

The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone call, i.e., to provide Emergency E911 Response for law enforcement, fire, or other emergencies. The customer must be legally authorized to subscribe to E911 Service in the telephone central office areas arranged for E911 Service calling.

Application for E911 Service must be executed in writing by the customer. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E911 Service offering.

The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The customer must subscribe to additional local exchange service at the PSAP for administrative purpose, for the placing of outgoing calls and for receiving other emergency calls.

Date of Issue: April 1, 1995

James Simon  
P O Box 227  
Breckenridge, MO 64625

FILED

MAY - 8 1995

~~APR 24 1995~~  
MAY 08 1995

MISSOURI  
Public Service Commission

ENHANCED EMERGENCY NUMBER SERVICE

RECEIVED

MAR 31 1995

A. General (Continued)

The Company may enter into contracts with the customer or with other telephone companies in order to provide E911 Service in accordance with and subject to the terms, conditions, and limitations of these tariffs. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of these tariffs.

MO. PUBLIC SERVICE COMM.

Regulations, rates, and charges as described elsewhere in these tariffs, apply as appropriate.

B. Definitions

*Agency*

A person or entity, which may include the customer, public safety agencies, and private emergency service providers designated by the customer to respond to certain 911 telephone calls in accordance with the customer's instructions.

*Alternate PSAP*

The PSAP where 911 telephone calls are to be routed when the Primary PSAP shuts down for routine maintenance, an emergency, or because it does not operate twenty-four (24) hours a day. The Alternate PSAP can be another Primary PSAP, a Secondary PSAP, an Overflow PSAP, or any other location designated by the customer.

*Automatic Location Identification (ALI)*

A feature designed to permit Service Addresses within the customer's Service Area to be displayed on a display screen at a PSAP when a 911 call is received. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) may be identified with the address of the telephone number at the main location. ALI for calls from party line telephones will not be automatically displayed.

*Automatic Number Identification (ANI)*

A feature designed to permit the number of a telephone from which a 911 telephone call is placed to be displayed on a display screen at the PSAP.

*Data Management System (DMS)*

A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and ALI features.

Date of Issue: April 1, 1995

James Simon  
P O Box 227  
Breckenridge, MO 64625

FILED

MAY - 8 1995

MAY 08 1995

MISSOURI  
Public Service Commission

ENHANCED EMERGENCY NUMBER SERVICE

RECEIVED

MAR 31 1995

B. Definitions (Continued)

*Enhanced 911 Service (E911)*

A type of 911 Service that includes the provision of the ANI feature; an ALI Database; the ALI feature, and, if specifically ordered, may include an SR Database and SR feature.

MO. PUBLIC SERVICE COMM.

*Emergency Service Number (ESN)*

When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance, or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Data Management System (DMS). The customer will associate these ESN's with street address ranges or other mutually-agreed-upon routing criteria in the E911 serving area. The ESN's will be carried in the DMS to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area.

*Public Safety Answering Point (PSAP)*

An answering location for 911 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, second PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

*Selective Routing (SR)*

A feature that routes a 911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

C. E911 Service Elements

Enhanced 911 Service is available on four elements as follows:

1. Dedicated E911 Central Office Circuits - Dedicated circuit that connects the PSAP with the telephone company central office.

Date of Issue: April 1, 1995

James Simon  
P O Box 227  
Breckenridge, MO 64625

FILED

MAY - 8 1995

~~Filed~~ 1995

MAY 08 1995

MISSOURI  
Public Service Commission

ENHANCED EMERGENCY NUMBER SERVICE

RECEIVED

MAR 31 1995

C. E911 Service Elements (Continued)

2. ANI Spill - Provides for the telephone number of the calling party to be forwarded to the PSAP. **MO. PUBLIC SERVICE COMM.**
- (a) ANI Spill does not guarantee the capability of forwarding the number of an extension station behind a business system. Stations behind business systems will possess the identity of the main billing number.
- (b) ANI Spill can only be provided with the use of dedicated facilities from the central office serving the end user to the PSAP.
- (c) It shall be the responsibility of the customer to provide PSAP premises equipment that is compatible with the telephone company's E911 ANI Spill Service.
3. PSAP Data Base Update Service - Provides the PSAP with an initial list, as well as periodic updates, of customer names, telephone numbers, and addresses. Procedures and timing will be mutually agreed upon by the Customer and the Company.
4. Selective Routing Service - When the Selective Routing (SR) feature is ordered, the customer is responsible for identifying primary and other PSAP locations, as well as the unique combinations of law enforcement, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided by the Customer for each unique combination. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be contained in the Data Management System (DMS) to permit routing of 911 Service calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following further defines the Customer's responsibility in providing this information:
- (a) Initial and subsequent ESN assignments by street names, address ranges and areas, or other mutually agreed upon routing criteria to specific ESN's shall be furnished by the Customer.
- (b) After establishment of service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the address master list and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in law enforcement, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
- (c) The Customer has an obligation to verify law enforcement, fire and ambulance PSAP routing designations once they have been reformatted by the Company at the request of the Customer. On request, the Company will provide a complete printout of the address master list to assist the Customer in its verification.

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ENHANCED EMERGENCY NUMBER SERVICE

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D. Terms and Conditions

1. Undertaking of the Telephone Company.

MO. PUBLIC SERVICE COMMISSION

The Company provides E911 Service solely to and for the benefit of the customer operating the PSAP's. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.

The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls at the Customer's premises.

Temporary suspension of service is not provided for any part of the E911 Service.

It will be the intent of the Company to provide facilities designed to provide an equivalent level of service as the telephone service being provided by the Company in the exchanges where E911 service is offered.

Any terminal equipment used in connection with E911 Service shall be configured to restrict the Customer from removing and/or changing the ALI data provided by the Company or the database provider other than the extraction of information related to a number of a 911 call while in progress.

E911 Service is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with E911 Service.

A Central Office that is not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide ANI only for E911 Service. In such circumstances, when the Selective Routing feature is provided, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI display.

2. Liability of the Telephone Company

The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of these tariffs, and to the provisions of any contracts between the Customer and the Company.

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D. Terms and Conditions (Continued)

2. Liability of the Telephone Company (Continued)

MO. PUBLIC SERVICE COMM.

The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed an amount equivalent to the prorate charges for the service or partially inoperative.

In the absence of willful misconduct or gross negligence, the Company, its employees, agents, or representatives shall not be liable for any death or injury to any person or for any damage to property as a result of or in connection with any situation in which the Company may be requested, be required, have undertaken or have participated with, in the tracing of a 911 call.

Each end user, LEC Service Provider, and the Customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the end user, the LEC Service Provider, the Customer, or by any other person or entity 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 end user, the LEC Service Provider, the Customer, or others.

The Customer and the LEC Service Provider 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 E911 Service features and the equipment associated therewith, or by any services which are, or may be, 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 E911 Service hereunder.

3. Interruptions in Service

This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any persons other than the customer contracting for E911 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation, or other entity for any loss or damage in an amount greater than an amount equal to the prorata allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a prorata

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D. Terms and Conditions (Continued)

MO. PUBLIC SERVICE COMM.

3. Interruptions in Service (Continued)

adjustment of the fixed monthly charges involved will be allowed as covered in these tariffs. Where allowances on monthly charges for service features of E911 Service are involved, only those service features which are affected by the interrupted service shall be considered; and, further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.

4. Customer Obligations

In addition to all other terms and conditions, the following requirements will apply:

- (a) The Customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
- (b) The Customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 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 nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.
- (d) The Customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed.
- (e) The Customer has read, understands, and agrees to all the terms and conditions in this tariff.

The customer shall have the responsibility of discovering all errors, defects, and malfunctions in the service. The Customer shall make such operational tests as, in the judgement 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.

Because the Company's serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the Customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.

Equipment used in conjunction with Enhanced 911 Services located at the PSAP is the responsibility of the Customer.

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GREEN HILLS TELEPHONE CORPORATION

Section 5  
First Revised Sheet 138  
Canceling Original Sheet 138

ENHANCED EMERGENCY NUMBER SERVICE

Missouri Public

D. Terms and Conditions (Cont'd)

REC'D APR 20 2001

5. Data Management System

Service Commission

The Telephone Company will provide information necessary and available to the PSAP from the Company's master list. It will be the responsibility of the PSAP customer to load, verify, and update location and special record information on the end users. The Company should be notified by the customer of any changes made to the Data Management System.

Database updates are made on an as-occurred basis within the time period specified in the contract between the Company and the customer. In the event that no time period is specified, the Company will make the updates by the end of the second business day following the date of the change or notification of that change. Updates are made for additions, deletions, moves, or changes of an end user, which affect the database. Database listings are made on an as-needed basis as requested by the Customer.

E911 Service information consisting of the names, addresses, and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory assistance records is treated as strictly confidential (except as indicated in the following).

The 911 calling party forfeits the privacy afforded by non-published and unlisted telephone number service to the extent that the telephone number, address, and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.

E. Rate Regulations and Charges

The rates charges for E911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility.

No charge will be made to a calling party for calls to the 911 service number.

- 1. The rates and charges for 911 Trunking Service set out below are the provision by the Company of its facilities for trunking calls for the Company's central offices to the PSAP. The customer is responsible to order connecting trunking facilities from other telephone companies when necessary to extend the trunks to a PSAP beyond the Telephone Company serving area.

(C)  
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(C)

All Trunking Service

Per Trunk Missouri Public  
\$25.00

(N)

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(D)

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Issued: April 20, 2001

Effective: June 1, 2001

Steve Gann, General Manager  
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ENHANCED EMERGENCY NUMBER SERVICE

E. Rate Regulations and Charges (Cont'd)

2. Non-recurring charges for E911 Service will be made to one entity (normally a city or county) based on contracts mutually agreeable to the Company and the Customer or Missouri Public tariffed rates.
3. Tie lines, private lines, extension lines, and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established tariff rates for such services and facilities as specified in this and other appropriate tariffs.
4. If E911 service requirements cannot be met with regularly offered service arrangements, special service arrangements will be furnished, when practical, by the Company at charges designed at least to recover the incremental costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management.
5. Program development charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
6. Records conversion charges are applicable to the work necessary to design, review, modify, and maintain any Company Customer records, keeping systems in order to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
7. When a Customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the Customer at the appropriate hourly charges.
8. Cancellation of the service, in whole or in part, by the Customer prior to establishment thereof, will require payment of an amount equal to the costs incurred to the time of cancellation resulting from the Customer's order for service in writing, but not to exceed the total non-recurring charges. Any cancellation of the service after establishment will require reimbursement to the Company equal to an amount of the unrecovered installation and equipment cost provided to the Customer for E911 services.

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GREEN HILLS TELEPHONE CORPORATION

Section 6  
Original Sheet 140  
For All Exchanges

211 SERVICES  
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GREEN HILLS TELEPHONE CORPORATION

Section 6  
Original Sheet 141  
For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

A. GENERAL REGULATIONS

1. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
4. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

1. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.

GREEN HILLS TELEPHONE CORPORATION

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For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER  
(Cont'd)

2. The Approved Information and Referral Service Provider's written application to establish 211 Service in Company local exchange must include the following:
  - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Section 6.F.6.
  - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
  - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
  - d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
  - e. Complete billing and contact information.
  
3. Local Calling for Company Subscribers
  - a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
  - b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven digit telephone number that terminates within the Company local exchange's local calling area or to a toll free number. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
  - c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER  
(Cont'd)

4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or 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 Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Provider subscribes.
8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.

GREEN HILLS TELEPHONE CORPORATION

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For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER  
(Cont'd)

11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

C. OBLIGATIONS OF THE COMPANY

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

GREEN HILLS TELEPHONE CORPORATION

Section 6  
Original Sheet 145  
For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation, or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Tariff.

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in Section 2 of this tariff. The Caller ID service will only provide calling number information as described in Section 2 of this tariff.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

GREEN HILLS TELEPHONE CORPORATION

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For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

E. OTHER TERMS AND CONDITIONS (Cont'd)

3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
  - a. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
  - b. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.



GREEN HILLS TELEPHONE CORPORATION

Section 6  
Original Sheet 147  
For All Exchanges

211 SERVICES

211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

F. RATES AND CHARGES (Cont'd)

3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
  - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 211 Service is not established.
  - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge again applies for each local exchange that continues to be excluded.
  - c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.
4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
5. For each telephone number used in the translation of the 211 abbreviated dialing code to the seven or ten digit number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges put forth in Section 1 of this tariff will apply (for example, the B1, Federal Subscriber Line Charge and all applicable taxes and surcharges).

6. Rates

	Nonrecurring Charge
a. Central Office Charge (per host Central Office)	\$ 275.00
b. Exclusion Charge (per Exchange)	300.00
c. Number Change Charge (per telephone number)	40.00

GREEN HILLS TELEPHONE CORPORATION

Section 7  
Original Sheet 1  
For All Exchanges

THREE-DIGIT DIALING SERVICE (811)  
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Issued By:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

Effective: April 13, 2007

Three-Digit Dialing Service (811)

## A. General Regulations

1. The 811 Service is a locally assigned three digit abbreviated dialing code provided to a state One Call System ("SOCS") for use in providing advance notice of excavation activities to underground facility operators by way of voice grade facilities. Federal Communications Commission ("FCC") Docket 92-105 mandates that incumbent local exchange carriers in each local calling area make the 811 abbreviated dialing code available to a SOCS as a tariffed, local calling area based service (the "811 Service").
2. The 811 Service allows a Company subscriber to access a SOCS call center by dialing only the 811 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make, and the SOCS shall be able to receive, calls using the 811 Service as part of their local exchange service.
3. All 811 Service calls shall be local in nature and shall not result in any expanded area calling, intraLATA toll or interLATA long distance or pay-per-call charges to Company subscribers.
4. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 811 Service is otherwise available wherever local service is available.
5. 811 Service is available from the Company within the Company's service area only. To provide access to 811 to end users in another company's service area or to a Competitive Local Exchange Carrier ("CLEC") end user within the local calling area, the SOCS must make appropriate arrangements with the other company or CLEC serving that territory. The SOCS should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.

## B. Obligations of SOCS

1. The SOCS may, but is not required to, submit a written application for 811 service to the Company, which will include:
  - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 811 abbreviated code.
  - b. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 811 Service.
  - c. Complete contact information.
2. If requested by the Company, the 811 provider shall assist the Company in responding to complaints made to the Company concerning 811 Service.

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B. Obligations of MOCS (Cont)

3. Local Calling for Company Subscribers

- a. The SOCS, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate Extended Area Service ("EAS"), Metropolitan Calling Area ("MCA") service, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
- b. The SOCS must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by SOCS.
- c. The SOCS is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

C. Obligations of the Company

1. The Company shall provision the 811 Service in accordance with FCC directives and the terms of this tariff.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with 811 Service.
3. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable SOCS to respond to such calls at SOCS established call centers.
4. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The SOCS is responsible for making such operational tests as, in the judgment of SOCS, are required to determine whether the Company's facilities are functioning properly for its use. The SOCS is responsible for promptly notifying the Company in the event the Company's facilities are not functioning properly.

D. Liability

1. The Company's entire liability to any person for interruption or failure of the 811 Service shall be limited to the terms set forth in this section and other sections of this Tariff.

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Issued By:

Steve Gann, General Manager  
P.O. Box 227  
Breckenridge, Missouri 64625

GREEN HILLS TELEPHONE CORPORATION

Section 7  
Original Sheet 4  
For All Exchanges

D. Liability (Cont)

2. The liability of the Company for losses or damages of any kind arising out of mistakes, omission, interruptions, delays, error or defects in transmission, or failure or defects in any facility furnished by the Company occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to SOCS for the 811 Service and local exchange service for the period of service during which such mistake, omission interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
3. The Company is not liable for any losses or damages caused by the negligence of the SOCS.
4. The Company shall not be liable to the SOCS for any damages the SOCS may incur that result from any changes, modifications or rulings made by the FCC.
5. The Company will make every effort to route 811 calls to the SOCS call center, however, the Company will not be held responsible for routing mistakes or errors.
6. The 811 Service is provided solely for the benefit of the SOCS. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

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Service Commission