# REC'D DEC 1 7 2001

Direct One, L.L.C.

Service Commission

Missouri Tariff No. 1 Original Title Page

#### TELECOMMUNICATIONS TARIFF

OF

Direct One, L.L.C.

This Tariff contains the service descriptions and rates applicable to the furnishing of resold telecommunications services offered by **Direct One**, **L.L.C.** ("Direct One") within the state of Missouri. This tariff is on file with the Missouri Public Service Commission and copies may be inspected, during normal business hours, at the Company's principal place of business.

Direct One, L.L.C. operates as a competitive telecommunications company in the state of Missouri.

Missouri Public

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Issued by:

Anthony Brown, President and CEO 1820 East First Street, Suite 440 Santa Ana, California 92705

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Direct One, L.L.C.

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### **EXPLANATION OF SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- C To signify Changed Regulation.
- D Delete or Discontinue
- I Change Resulting in an Increase to a rate
- M Moved from Another Tariff Location
- N New
- R Change Resulting in a Reduction to a rate
- S Matter Appearing Elsewhere or Repeated for Clarification
- T Change in Text But No Change to Rate or Charge
- Z Correction

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4 CSR 240-10.020

Section 392.340

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### STATEMENT OF COMPETITIVE CARRIER STATUS

Direct One, L.L.C. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived.

### **COMMISSION RULES**

Depreciation and income

4 CSR 240-30.010(2)(C)	_	Posting of exchange rates at central operating offices
4 CSR 240-30.040	-	Uniform system of accounts
4 CSR 240-33.030	_	Minimum charge rules
4 CSR 240-35	-	Bypass
		STATUTES
Section 392.210.2	_	Establish uniform system of accounts for annual reports
Section 392.240(1)	-	Rates - reasonable average return on investment
Section 392.270	-	Property valuation
Section 392.280	-	Depreciation rates
Section 392.290	-	Issuance of securities
Section 392.300(2)	-	Acquisition of stock
Section 392.310	-	Issuance of stocks and debt
Section 392,320	-	Stock dividend payment
Section 392.330	-	Issuance of securities, debt, and notes

Reorganization(s)

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#### TARIFF FORMAT

- A. Page Numbering Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Page Revision Numbers Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2. 2.1. 2.1.1. 2.1.1.A. 2.1.1.A.1. 2.1.1.A.1.(a). 2.1.1.A.1.(a).I. 2.1.1.A.1.(a).I.

2.1.1.A.1.(a).I.(i).(1).

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### Service Commission

#### SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's or Customer's location to the Carrier's designated point of presence or network switching center.

**Aggregator** - Any person or other legal entity that may be a Customer and, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for telephone calls using a provider of operator services.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer upon access to the Company's system to identify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

**Authorized User** - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**Commission** - refers to the Public Service Commission of Missouri.

Company - Direct One, L.L.C. ("Direct One"), unless otherwise indicated by the context.

**Consumer** - A person who is not a Customer initiating any telephone calls using operator services.

Customer - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service and is responsible for the payment of charges and/or compliance with tariff regulations.

**Customer Premises Equipment** - Terminal equipment, as defined herein, which is located on the Customer's premises.

Day Rate Period - After 8:00 am to, but not including, 5:00 pm Monday through Friday.

**Direct One** - Used throughout this tariff to refer to Direct One, L.L.C. unless otherwise clearly indicated by the context.

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## Service Commission

#### SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

Evening Rate Period - After 5:00 pm to, but not including, 11:00 pm Monday through Friday, and on Sunday.

LEC - Local Exchange Company.

Night/Weekend Rate Period - After 11:00 pm to, but not including, 8:00 am Monday through Friday, all day Saturday, and Sunday to, but not including 5:00 pm.

**Special Access** - Where access between the Subscriber or Customer and the interexchange carrier is provided on dedicated circuits. The cost of Special Access is billed to the Customer by the local exchange carrier, or other approved access provider.

Subscriber - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of transient third party Customers or Authorized Users. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber is also a Customer under the terms of the tariff.

Switched Access - Where access between the Customer and the Carrier is provided on local exchange company circuits capable of accessing the local switched network. The cost of switched Feature Group access is billed to the Carrier.

**Terminal Equipment** - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

Travel Card - A proprietary calling card offered by Direct One, L.L.C. which is accessed by dialing a Company-provided access number.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

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#### **SECTION 2.0 - RULES AND REGULATIONS**

### 2.1 Undertaking of the Company

Direct One is a resale common carrier providing intrastate direct dialed service to Customers within the state of Missouri. Direct One' services and facilities are furnished for communications originating at specified points within the state of Missouri under terms of this Tariff.

Direct One provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this Tariff. Direct One may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Direct One services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

### 2.2 Applicability of Tariff

This Tariff is applicable to telecommunications services provided by Direct One within the state of Missouri.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

## 2.3 Payment and Credit Regulations

#### 2.3.1 Payment Arrangements

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company or its authorized agent any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Missouri PSC. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this Tariff.

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#### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

### 2.3 Payment and Credit Regulations, (Cont'd.)

#### 2.3.2 Deposits

The Company reserves the right to examine the credit record of the Customer, using any lawful sources for determining credit standing. If the Customer's financial condition is unknown or unacceptable to the Company, the Customer may be required to provide the Company with a security deposit which the Company may apply against overdue charges. The amount of the security deposit shall be equal to two months' estimated usage but may vary with the Customer's credit history and projected usage. In the case of new applicants for service, the average monthly bill for new subscribers within a customer class will be used to calculate the two months' estimated usage.

The Customer shall be apprized that after one year of service the Account shall be reviewed, and in the event that all amounts due have been paid within the terms and conditions of this tariff, the deposit shall be refunded with interest as required by 4 CSR 240-33.050(4)(B).

Upon discontinuance or termination, the deposit shall be credited, with accrued interest as required by 4 CSR 240-33.050(4)(B), to the charge stated on the final bill and the balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of the final bill.

If subsequent payment or usage patterns change, the Company may request an increase in or resubmission of the security deposit as appropriate. The Company may also require a security deposit before service is restored (along with the payment of overdue charges) from the Customer whose service has been discontinued for nonpayment of overdue charges. Such security deposit may be based on a new credit history (taking into account the discontinuance of service) and estimates of usage.

The fact that a security deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

## 2.3 Payment and Credit Regulations, (Cont'd.)

## 2.3.3 Advance Payments

For Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month.

#### 2.3.4 Commercial Credit Card Payment Option

Customers may choose to pay monthly bills via certain commercial credit cards accepted by the Company. Credit Card billed Customers will receive monthly call detail statements, which are separate from the credit card bills. If the Customer's credit card company rejects billing, the Company will make three attempts - two by telephone and one by mail - to contact the Customer for alternative payment arrangements. If alternative payment arrangements are not made in seven (7) days, the Customer's long distance service is discontinued.

#### 2.3.5 Payment Due Date and Late Payment Charges

All bills are due upon receipt. Any bill outstanding and unpaid more than thirty (30) days after the date the bill is postmarked, shall be considered past due. A late payment fee of 1.5% per month will be applied to any past due balance.

### 2.3.6 Return Check Charge

A return check charge of \$25.00 be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit cardsonnamy) and pursuant to Missouri law and Missouri PSC regulations.

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## SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

#### 2.4 Taxes and Fees

- 2.4.1 For Debit Card calls, state and local taxes are included in the stated rates in this tariff. For all other calls, state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this tariff.
- 2.4.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government. All charges other than taxes and franchise fees will be submitted to the Commission for approval.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

#### 2.4 Taxes and Fees, (Cont'd.)

2.4.3 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Such adjustments shall be listed in this tariff.

### A. Pay Telephone Surcharge

A surcharge applies on all completed intrastate toll-free and 10XXX/101XXXX and or any other access code calls, including any 800/888 or travel card calls, originating from a pay telephone. This surcharge is applied in addition to any other applicable service charges or surcharges. The surcharge does not apply to: calls paid for by inserting coins at the pay telephone; calls placed from stations other than pay telephones.

Rate per Call

\$0.30

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

# 2.5 Refunds or Credits for Service Outages or Deficiencies

#### 2.5.1 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.6 herein. No credit is issued for outages less than ½ hour in duration. Credit for outages greater than ½ hour in duration is issued for fixed recurring monthly charges only. Outage credits are calculated in thirty minute intervals. The amount of the credit is determined by pro-rating the monthly recurring charge for the time of the outage (in thirty-minute intervals). It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

Credit allowances for interruptions of service billed on a usage basis shall be limited to the rate applicable to the initial period of the call to compensate for re-establishment of the connection.

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#### **SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

### 2.5 Refunds or Credits for Service Outages or Deficiencies, (Cont'd.)

#### 2.5.2 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

### 2.6 Liabilities of the Company

- 2.6.1 The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs.
- 2.6.2 The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- **2.6.3** The Company's liability for gross negligence or intentional misconduct is not limited by this tariff.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

### 2.6 Liabilities of the Company, (Cont'd.)

- 2.6.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer or other users of its service against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this Tariff, or (ii) for connecting, combining, or adapting Company's facilities with Customer's apparatus or systems, or (iii) for any act or omission of the Customer, or (iv) for any personal injury or death of any person, or for any loss of or damage to Customer's premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company.
- 2.6.4 The Company will provide credit on charges disputed by Customer in writing that are verified as incorrect by Company. If objection in writing is not received by Company within a reasonable period of time after bill is rendered (as determined by current law and regulatory policy), the account shall be deemed correct and binding upon the Customer.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

#### 2.7 Refusal or Discontinuauce by Company

- 2.7.1 Service may be suspended by the Company, without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Customer travel cards when the Company deems it necessary to take such action to prevent unlawful use of its service. Direct One will restore services as soon as it can be provided without undue risk, and will upon request by the Customer, assign new travel card codes to replace ones that have been deactivated.
- 2.7.2 Direct One may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given notice to comply with any rule or remedy any deficiency:
  - A. For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
  - **B.** For use of telephone service for any purpose other than that described in the application.
  - C. For neglect or refusal to provide reasonable access to Direct One or its agents for the purpose of inspection and maintenance of equipment owned by Direct One or its agents.
  - **D.** For noncompliance with or violation of Commission regulation or rules and regulations on file with the Commission.

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### **SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

### 2.7 Refusal or Discontinuance by Company, (Cont'd.)

#### 2.7.2 (cont'd.)

- E. For nonpayment of bills, provided that suspension or termination of service shall not be made without ten (10) days written notice to the Customer, except in extreme cases. Such notice will be provided in a mailing separate from the Customer's regular monthly bill for service.
- **F.** Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect Direct One' equipment or service to others.
- G. Without notice in the event of tampering with the equipment or services owned by Direct One or its agents.
- H. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, Direct One may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent
- I. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

#### 2.8 Limitations of Service

- 2.8.1 Service will be furnished subject to the continuing economic availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff.
- 2.8.2 Direct One reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this Tariff, or in violation of law.
- 2.8.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.8.4 Direct One reserves the right to discontinue the offering of any service with proper notice or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

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### **SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

#### 2.9 Use of Service

Service may be used for any lawful purpose for which it is technically suited. Customers reselling or rebilling Direct One' Missouri intrastate service must have authority to provide interexchange services from the Missouri Public Service Commission.

### 2.10 Terminal Equipment

Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

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# SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

## 2.11 Cost of Collection and Repair

Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

#### 2.12 Restoration of Service

Restoration of service shall be accomplished in accordance with Missouri PSC and FCC rules and regulations.

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### SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

### 2.13 Rules Applicable to Toll-Free Services

- 2.13.1 The Company makes every effort to reserve toll-free (800/888) vanity numbers requested by Customers, but makes no guarantee or warranty that the requested number(s) will be available.
- 2.13.2 The Company will participate in porting toll-free numbers only if the account balance is zero and all charges incurred as a result of the toll free number have been paid.
- 2.13.3 If a Customer who has received a toll free number does not subscribe to toll-free 800/888 service within ninety (90) calendar days, the Company reserves the right to make the assigned number available for use by another Customer.
- 2.13.4 Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal Account Code, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this tariff, the Company will only honor Customer requests for a change in Resp. Org. or 800/888 service provider for toll free numbers dedicated to the sole use of that single Customer.

#### 2.14 Other Rules

2.14.1 The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Personal Account codes when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as service can be provided without undue risk of fraud.

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#### **SECTION 3.0 - DESCRIPTION OF SERVICES**

### 3.1 General

Direct One provides outbound casual calling, travel card and directory assistance services for communications originating and terminating within the state of Missouri under terms of this tariff.

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### SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

### 3.2 Timing of Calls

- 3.2.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.2.2 Chargeable time for all calls ends when either one of the parties disconnects from the call.
- 3.2.3 The minimum call duration and additional billing increments are specified on a per product basis in this section of the tariff.
- 3.2.4 The Company will not bill for incomplete calls.

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### SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

#### 3.3 Rate Periods

Unless otherwise indicated elsewhere in this tariff, all usage-based rates are subject to the following time-of-day, day-of-week, and holiday rate periods:

- 3.3.1 Switched service products will be provided on a flat rate basis with no time-of-day, day-of-week or holiday rate periods.
- 3.3.2 Dedicated service products will be provided on a Day and Non-Day basis. The Day Rate period is defined as Monday through Friday 8:00 AM to, but not including 5:00 PM. The Non-Day rate period is defined as any other time of the week not covered by the Day Rate period.

### 3.4 Special Access Channels

Special access channels (i.e. dedicated facilities), if utilized, are provided and billed to the Customer by the local exchange telephone company. Charges for the special access channel are determined by the local access provider and the Customer is responsible for payment of these charges to the local exchange telephone company. The Company will, at the Customer's request, act on behalf of the Customer in the ordering and installation of the special access channel with the access provider. The Company may also request the access provider to bill them for the account, in the name of the Customer. If this option is utilized, the Company will pass the charges, including a billing service fee, through to the Customer.

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## SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

#### 3.5 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

- Step 1 Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.
- Step 2 Obtain the difference between the "V" coordinates of each of the Wire Centers.

  Obtain the Difference between the "H" coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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## SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

### 3.6 Quality and Grade of Service Offered

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 90% during peak use periods. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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# SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

#### 3.7 Minutes on Us 768

The Minutes on Us program gives the Customer 768 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card. All calls over the initial 768 minutes of monthly usage will be billed at the per minute rate described below.

### 3.8 Minutes on Us 1024

The Minutes on Us program gives the Customer 1,024 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card. All calls over the initial 1,024 minutes of monthly usage will be billed at the per minute rate described below.

#### 3.9 Minutes on Us 1024-A

The Minutes on Us program gives the Customer 1,024 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card. All calls over the initial 1,024 minutes of monthly usage will be billed at the per minute rate described below.

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### SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

#### **3.10** Free Minutes 1000

The Free Minutes 1000 program gives the Customer unlimited minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customers will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

#### 3.11 Flat Rate for All

The Flat Rate for All program gives the Customer unlimited minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customers will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

#### **3.12 Bonus Minutes 1024**

The Bonus Minutes 1024 is for customers that directly sign up for the company's service through the internet. Customers that choose this option will receive 1,024 minutes of bonus usage in addition to the monthly usage allotment for this plan.

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(N)

(N)

#### SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

#### 3.13 Minutes on Us IV Plan

The Minutes on Us IV Plan provides the Customer with 512 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

### 3.14 Minutes on Us VI Plan

The Minutes on Us VI Plan provides the Customer with 384 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

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#### **SECTION 4.0 - MISCELLANEOUS SERVICES**

### 4.1 Directory Assistance

4.1.1 A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

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SECTION 4.0 - MISCELLANEOUS SERVICES, (CONT'D.)

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#### **SECTION 5.0 - DESCRIPTION OF RATES**

#### 5.1 Minutes on Us 768

5.1.2

The Minutes on Us program gives the Customer 768 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card. All calls over the initial 768 minutes of monthly usage will be billed at the per minute rate described below.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Customers subscribing to this service will receive the first 768 minutes of usage for free.

#### 5.1.1 Monthly Charges

Additional per minute rate	\$ 0.0390
Monthly Administrative Fee	\$ 3.95
Monthly Usage Charge	\$29.95

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### **SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)**

#### **5.2** Minutes on Us 1024

The Minutes on Us program gives the Customer 1,024 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card. All calls over the initial 1,024 minutes of monthly usage will be billed at the per minute rate described below.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Customers subscribing to this service will receive the first 1,024 minutes of usage for free.

#### 5.2.1 Monthly Charges

5.2.2

Additional per minute rate	\$0.0390
Monthly Administrative Fee	\$ 3.95
Monthly Usage Charge	\$39.95

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## SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)

### 5.3 Minutes on Us 1024-A

The Minutes on Us program gives the Customer 1,024 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card. All calls over the initial 1,024 minutes of monthly usage will be billed at the per minute rate described below.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Customers subscribing to this service will receive the first 1,024 minutes of usage for free.

### 5.3.1 Monthly Charges

Monthly Usage Charge \$39.95

Monthly Administrative Fee \$4.95

5.3.2 Additional per minute rate

\$0.0390

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### **SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)**

#### 5.4 Free Minutes 1000

The Free Minutes 1000 program gives the Customer unlimited minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customers will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Customers subscribing to this service will receive the first 1,000 minutes of usage for free.

#### 5.4.1 Monthly Charges

Additional per minute rate	\$0.0390
Monthly Administrative Fee	\$ 4.95
Monthly Usage Charge	\$39.95

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### **SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)**

#### 5.5 Flat Rate for All

The Flat Rate for All program gives the Customer unlimited minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customers will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

### 5.5.1 Monthly Charges

Monthly Usage Charge

\$49.95

Monthly Administrative Fee

\$ 4.95

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### **SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)**

#### 5.6 Bonus Minutes 1024

The Bonus Minutes 1024 is for customers that directly sign up for the company's service through the internet. Customers that choose this option will receive 1,024 minutes of bonus usage in addition to the monthly usage allotment for this plan.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

### 5.6.1 Monthly Charges

	Monthly Usage Charge	\$39.95
	Monthly Administrative Fee	\$ 3.95
5.6.2	Additional per minute rate	\$0.0390
5.6.3	First Month additional free usage	1,024 minutes

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### **SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)**

#### 5.7 Minutes on Us IV Plan

(N)

(N)

The Minutes on Us IV Plan provides the Customer with 512 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

\$3.95

#### 5.7.1 Monthly Charges

Monthly Usage Charge \$19.95

### 5.7.2 Additional per minute fee:

Monthly Administrative Fee

Per Minute Fee \$0.0390

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(N)

(N)

### **SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)**

#### 5.8 Minutes on Us VI Plan

The Minutes on Us VI Plan provides the Customer with 384 minutes of monthly usage for a flat monthly fee. A monthly service charge also applies for this service. Customer will be billed one month in advance for this service. Billing for this service will be done through a valid credit card.

All calls will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

### 5.8.1 Monthly Charges

Monthly Usage Charge \$14.95

Monthly Administrative Fee \$3.95

### 5.8.2 Additional per minute fee:

Per Minute Fee \$0.0390

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# SECTION 5.0 - DESCRIPTION OF RATES, (CONT'D.)

### 5.5 Directory Assistance

Directory Assistance is available to Customers of Direct One's long distance services. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. One request may be made on each call to Directory Assistance.

Rate Per Call

\$0.95

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#### SECTION 6.0- CONTRACTS AND PROMOTIONS

#### 6.1 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

#### 6.2 Promotions - General

From time to time, the Company may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges.

The carrier may from time to time engage in special promotional service offerings designed to attract new customers or to increase existing customers' awareness of a particular tariff offering. The Company will provide tariff notification to the Commission no less than seven (7) days prior to the beginning of each promotion identifying the promotion, the exchange(s) within which the promotion will be offered, and the start and end dates of the promotion. The Company will offer all promotions in a non-discriminatory manner.

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