

**Missouri PSC Tariff No. 2**

**Budget PrePay, Inc. d/b/a Budget Phone**

**Original Adoption Notice**

**ADOPTION NOTICE**

Budget PrePay, Inc. d/b/a Budget Phone hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Public Service Commission, State of Missouri, by Budget Phone, Inc.

By this notice it also adopts and ratifies all supplements or amendments to any of the above schedules, etc. which Budget Phone, Inc. may have heretofore filed with said Commission.

Issued: April 20, 2007

Effective: May 20, 2007

Ronald Munn, Director Regulatory and Revenue Assurance  
1325 Barksdale Blvd., Suite 200  
Bossier City, Louisiana 71111

CANCELLED  
March 25, 2010  
Missouri Public  
Service Commission  
TE-2010-0214; YC-2010-0521

**TN-2007-0411**

**Filed**  
Missouri Public  
Service Commission

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TITLE SHEET

Schedule of Rates, Rules, and Regulations  
Governing Resale of Basic Local Service  
Provided in the State of Missouri

Offered by

**BUDGET PREPAY, INC. D/B/A BUDGET PHONE**

Applying generally to its authorized territories within the State of Missouri.

This tariff applies to the Company's resale of Southwestern Bell Telephone Company (SWBT), VERIZON, and Sprint services in exchanges within the Company's certificated areas in the State of Missouri.

BUDGET PREPAY, INC. D/B/A BUDGET PHONE IS A  
COMPETITIVE TELECOMMUNICATIONS COMPANY  
UNDER THE REVISED STATUTES OF MISSOURI  
PURSUANT TO COMMISSION CASE NO. CA-2003-0024

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Issued: April 20, 2007

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By:

R. D. Hyde, Jr., Chairman  
6901 West 70<sup>th</sup> Street  
Shreveport, LA 71129

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**CONCURRING, CONNECTING OR  
OTHER PARTICIPATING CARRIERS**

1. Concurring Carriers – None
2. Connecting Carriers – None
3. Other participating Carriers – None

**WAIVER OF RULES AND REGULATIONS**

Pursuant to 3TA-2000-372, the following statutes and rules have been waived for purposes of offering telecommunications services as set forth herein:

**STATUTES**

392.210.2	Uniform system of accounts
392.240.1	rates-rentals-service & physical connections
392.270	Property valuation
392.280	Depreciation rates
392.290	Issuance of securities
392.300.2	Acquisition of stock
392.310	Issuance of stocks & bonds
392.320	Stock dividends
392.330	Issuance of securities, debt and notes (RSMo Supp. 1999)
392.340	Reorganization

**Commission Rules**

4 CSR 240-10.020	Income on depreciation fund investments
4 CSR 240-30.010(2)(c)	Posting of tariffs
4 CSR 240-30.040	Uniform system of accounts
4 CSR 240-32.030(4) (c)	report filing
4 CSR 240-33.030	Minimum charges
4 CSR 240-35	Reporting of bypass and customer specific arrangements

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APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of basic local telecommunications services by Budget Phone, Inc., (hereinafter "Company") with principal offices at 6901 W. 70<sup>th</sup> Street, Shreveport, LA, 71129. This tariff applies to services furnished in the State of Missouri. This tariff is on file with the Missouri Public Service Commission ("Commission"); and copies can be inspected there and at Company's principal place of business during normal business hours.

Budget Phone, Inc. is a reseller of residential telephone service, selling on a pre-paid basis only. Target markets are consumers with credit problems who cannot obtain conventional telephone service, those who need to know exactly how much their phone bill will be each month, i.e. those on fixed incomes, and those who need service for shorter periods of time, such as students and military personnel, and those unable to provide the deposits required by other CLEC's or ILEC's.

SYMBOLS

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

- D - Delete or Discontinue
- I - Change Resulting in an Increase to a Customer's Bill
- M - Moved from another Tariff Location
- N - New
- R - Change resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation, but no change in Rate or Charge

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Issued: August 18, 2006

Effective: ~~September 17, 2006~~  
September 30, 2006

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TARIFF FORMAT

- A. **Sheet 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 pages 11 and 12 would be 11.1.
- B. **Sheet Revision Numbers:** Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets 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.(i)
  - 2.1.1.A.1.(a).I.(i).(1)

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

Access Line – An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access.

Authorization Code – A numerical code, one or more of which may be assigned to a Customer, to enable Budget Phone to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission – Used throughout this tariff to mean the Missouri Public Service Commission

Company or Budget Phone – Used throughout this tariff to mean Budget Phone, Inc. a Texas Corporation.

Customer – The person or other legal entity which orders the services and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Dedicated Access – The customer gains entry to the Company's services by a direct path from the customer's location to the company's point of presence.

Resp. Org. – Responsible Organization or entity identified by an 800 service Customer that manages and administers records in the 800 database and management system.

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Telecommunications – The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, meters, or other similar communications.

Underlying Carrier – The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

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**SECTION 2 – RULES AND REGULATIONS****2.1 Undertaking of the Company**

This tariff contains the regulations and rates applicable to local resale telecommunications services provided by Budget Phone for telecommunications between points within the State of Missouri. Resale services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service.

Additionally, Budget Phone shall be responsible for the marketing practices of its contracted dealers and for their compliance with this provision. Budget Phone understands that violation of this provision could result in a rule to show cause as to the withdrawal of its certification to complete local telecommunications traffic within the State of Missouri.

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In accordance with interconnection agreements with Southwestern Bell, Budget Phone will provide intrastate telecommunication services in the following exchanges:

Adrian	Advance	Agency	Altenburg-Frohna
Antonia	Archie	Argyle	Armstrong
Ash Grove	Beaufort	Bell City	Belton
Benton	Billings	Bismarck	Bloomfield
Bloomsdale	Blue Springs	Borne Terre	Boonville
Bowling Green	Bridgeton	Brookfield	Camdenton
Campbell	Cape Girardeau	Cardwell	Carl Junction
Carolton	Carthage	Caruthersville	Cedar Hill
Center	Chaffee	Charleston	Chesterfield
Chillicothe	Clarksville	Clever	Climax Springs
Creve Couer	Deering	Dekalb	Delta
DeSoto	Dexter	Downing	East Prairie
Edina	Eldon	East Independence	Elsberry
Essex	Eureka	Excelsior Springs	Fair Grove
Farley	Farmington	Fayette	Fenton
Ferguson	Fisk	Festus-Crystal City	Flat River
Florissant	Frankford	Fredericktown	Freeburg
Fulton	Gideon	Gladstone	Glasgow
Grain Valley	Gravois Mills	Gray Summit	Greenwood
Hannibal	Harvester	Herculaneum-Pevely	Hayti
Higbee	High Ridge	Hillsboro	Holcomb
Homersville	Imperial	Independence	Jackson
Jasper	Jopbn	Kansas City Metro	Kennett
Kirksville	Kirkwood	Knob Nester	Ladue
Lamar	Lancaster	Lake Ozark-OsageBeach	Leadwood
LaMonte	Lee's Summit	Liberty	Lilbourn
Linn	Lockwood	Louisiana	Macks Creek

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Malden	Manchester	Marble Hill	Marceline
Marionville	Marshall	Marston	Maxville
Mehlville	Meta	Mexico	Moberly
Monett	Morehouse	Montgomery City	Nashua
Neosho	Nevada	New Franklin	New Madrid
Nixa	Oak Ridge	Oakville	Old Appleton
Oran	Overland	Pacific	Parkville
Patton	Paynesville	Pocohontas-New Wells	Pierce City
Perryville	Pond	Portage Dex Sioux	Popular Bluff
Portageville	Puxico	Quilin	Raytown
Republic	Richmond	Richwoods	Risco
Riverview	Rogersville	Rushville	St. Charles
St. Clair	St. Joseph	St. Louis Metro	St. Marys
St. Genevieve	San Antonio	Sappington	Scott City
Sedalia	Senath	Sikeston	Slater
Smithville	S. Kansas City	Springfield Metro	Spanish Lake
Stanberry	Stafford	Tiffany Springs	Trenton
Tuscumbia	Union	Valley Park	Versailles
Vienna	Walnut Grove	Wardell	Ware
Washington	Webb City	Webster Groves	Wellsville
Westphalia	Willard	Wyatt	

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In accordance with interconnection agreements with CenturyTel and Spectra ,  
Budget Phone will provide intrastate telecommunication services in the following  
exchanges:

Alton	Amazonia	Annapolis	Arcola
Ashland	Augusta	Aurora	Ava
Avenue City	Avilla	Belgrade	Belle
Bellevue	Birch Tree	Bland	Blue Eye
Bolckow	Boss	Bourbon	Bradleyville
Brason	Branson West	Braymer	Bronaugh-Moundville
Brunswick (Triplett)	Buffalo	Bunker	Cabool
Calendonia	Cameron	Canton	Cape Fair
Cassville	Caulfield	Cedar Creek	Centerville
Centralia	Chamois	Clarence	Clark
Clarksdale	Collins	Columbia	Concordia
Conway	Cosby	Crane	Cross Timbers
Cuba	Dadeville	Dalton	Dardenne/Lake St. Louis
Defiance	Dora	Easton	Edgar Springs
Eldorado Springs	Elkland	Ellsinore	Elmer
Eminence	Everton	Ewing	Exeter
Fillmore	Foley	Fordland	Foristell
Forsyth	Fremont	Gainesville	Galena
Golden City	Gorin	Gower	Greenfield
Grovespring	Hallsville	Hamilton	Hartville
Hawk Point	Helena	Hermann	Hermitage
High Hill	Highlandville	Holstein	Houston
Humansville	Hunnewell	Hurley	Irondale
Ironton	Jamestown	Jenkins	Jerico Springs
Jonesburg	Kahoka	Keytesville	Kidder
Kimberling City	Kingston	Koshkonong	LaBelle

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Leasburg	Lesterville	Lewistown	Licking
Louisburg	Lowry City	Macon	Manes
Mano	Mansfield	Marshfield	Marthasville
Maysville	Milo	Monroe City	Montauk Park
Monticello	Morrison	Moscow Mills	Mount Sterling
Mt Vernon	Mtn Grove	Mtn View	Nebo
New Meole	Niangua	Norwood	Oates
O'Fallon	Old Monore	Osborn	Osceola
Ozark	Palmyra	Paris	Perry
Pittsburg	Plattsburg	Potosi	Prairie Home
Preston	Protem	Raymondville	Reeds spring
Revere	Roby	Rocheport	Rockaway Beach
Rockville	Rosendale	St. James	St. Peters
Safe	Sanata Fe	Sarcoxie	Savannah
Schell City	Seymour	Shelbina	Shelbyville
Sheldon	Shell Knob	Sparta	Stewartsville
Stoutsville	Sturgeon	Summersville	Thayer
Theodosia	Thomasville	Timber	Trimble
Troy Truxton	Turney	Urbana	Van Buren
Vanzant	Vichy	Walker	Warrenton
Washburn	Wasola	Wayland (including Alexandria Base rate area)	
Weableau	Wentzville	West Plains	West Quincy
Wheatland	Whitesville	Willow Springs	Winfield
Winona	Wolldridge	Wright City	

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In Accordance with interconnection agreements with Sprint, Budget Phone will provide intrastate telecommunication services in the following exchanges:

Appleton City	Blackburn	Blairstown	Brazito
Buckner	Butler	Calhoun	California
Camden Point	Centertown	Centerview	Chihowee
Clarksburg	Clinton	Coal	Cole Camp
Craig	Dearborn	Deepwater	Edgerton
Eugene	Fairfax	Ferrelview	Ft. Leonard Wood
Reen Ridge	Hardin	Harisonville	Henrietta
Holden	Holt	Hopkins	Houstonia
Ionia	Jefferson City	Kearny	King City
Kingsville	Lake Lotawana	Lebanon	Leeton
Lexington	Lincoln	Lone Jack	Malta Bend
Maryville	Missouri City	Montrose	Mound City
New Bloomfield	Newburg	Norborne	Oak Grove
Odessa	Orrick	Otterville	Pickering
Platte City	Pleasant Hill	Richland	Rolla
Russellville	Salem	St. Robert	St. Thomas
Smithton	Strasburg	Sweet Springs	Syracuse
Taos	Tarkio	Tipton	Urich
Warrensburg	Warsaw	Waverly	Waynesville
Wellington	weston	Windsor	

Local calling areas will be identical to the local calling areas of the incumbent local exchange carriers from which the Company purchases services, as those local call areas are defined in the tariffs of the incumbent local exchange carrier that have been filed with the Commission.

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- 2.1.1 The services provided by Budget Phone are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services.
- 2.1.2 The rates and regulations contained in this tariff apply only to the resale services furnished by Budget Phone and do not apply, unless otherwise specified, to the lines, facilities or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Budget Phone.

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## 2.2 Use of Services

- 2.2.1 Budget Phone's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2
- 2.2.2 The use of Budget Phone's services to make calls which might reasonably be expected to frighten, abuse, torment or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of Budget Phone's services without payment for service or attempting to avoid payment by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 Budget Phone's services are available for use 24 hours per day, seven days per week.
- 2.2.5 Budget Phone does not transmit messages, but the services may be used for that purpose.
- 2.2.6 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.7 The customer is responsible for notifying the Company immediately of any unauthorized use of services.

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2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused solely by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.3.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the monthly service charge for the period during which the call was affected. No other liability in any event shall attach to the Company.

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- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity or any other property whether owned or controlled by the Customer or others.
- 2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.3.7 The remedies set forth herein are excluding and in lieu of all other warranties and remedies, whether express, implied, or statutory, **including without limitation implied warranties of merchantability and fitness for a particular purpose.**

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## 2.3.8 With respect to Emergency 911 Service:

- A. Budget Phone is obligated to supply the E-911 service provider in the Company's service area (the E-911 Service Provider) with accurate information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to this tariff.
- B. At the time Budget Phone provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, Budget Phone will be obligated to make the necessary equipment or facility additions in the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
- C. At the time Budget Phone provides basic local service by means of its own cable pair or over any other exclusively owned facility, the Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. Budget Phone recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by Budget Phone.
- D. Budget Phone will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

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R. D. Hyde, Jr., Chairman  
6901 West 70<sup>th</sup> Street  
Shreveport, LA 71129

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Missouri Public  
Service Commission

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## 2.4 Rights and Responsibilities of the Customer

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for any special construction and/or special facilities, requests initiated by the Customer, and ordered by Budget Phone on the Customer's behalf.
- 2.4.3 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.
- 2.4.4 All customers of Budget Phone will receive the following statement, at the time service is ordered (established), regarding their rights and responsibilities.

### **Rights and Responsibilities of Missouri Residential Telephone Customers**

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

**You'll receive a telephone bill each month at least 21 days in advance of your due date. Budget Phone provides basic residential telephone service only (including access to 911 and toll-free 800 services) and the custom calling services listed below on a prepaid basis and payment in full is due on your due date. Long distance service is not provided by Budget Phone, Inc. and you will not have access to the following calls, which will be blocked by Budget Phone, Inc.: long**

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Shreveport, LA 71129

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

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Rights and Responsibilities of Missouri Residential Telephone Customers (Cont'd.)

distance, toll, third-number billed calls~ incoming collect calls and local or long distance operator services, including local and long distance directory assistance. Budget Phone does require a deposit for service.

A one-time activation fee and the first month's service charge, plus associated taxes, are required to initiate service. The initiation fee is 100% refundable upon request for termination of service within 10 business days following the date upon which the Statement of Rights and Responsibilities is mailed by first class mail or hand delivered to the customer. The recurring monthly service charge, plus associated taxes, shall be pro-rated for the actual number of days which service has been provided with the non-used portion being refunded to the customer.

All monthly service charges must be paid in full within 21 days of the date of the rendition of the bill. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail be sure to allow enough time for your payment to reach our office by the due date.

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Molly Vance, Controller  
1325 Barksdale Blvd., Suite 200  
Bossier City, Louisiana 71111

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Missouri Public MOF1001  
Service Commission  
JC-2010-0441



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**distance, toll, third-number billed calls, incoming collect calls and local or long distance operator services, including local and long distance directory assistance. Budget Phone does not require a deposit for service.**

**A one-time activation fee and the first month's service charge, plus associated taxes, are required to initiate service. The initiation fee is 100% refundable upon request for termination of service within 10 business days following the date upon which the Statement of Rights and Responsibilities is mailed by first class mail or hand delivered to the customer. The recurring monthly service charge, plus associated taxes, shall be pro-rated for the actual number of days which service has been provided with the non-used portion being refunded to the customer.**

**All monthly service charges must be paid in full within 21 days of the date of the rendition of the bill. If we do not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail be sure to allow enough time for your payment to reach our office by the due date.**

**Budget Phone, Inc.'s rates and charges are as follows:**

<b>Monthly Local Service</b>	<b>39.95</b>
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R. D. Hyde, Jr., Chairman  
6901 West 70<sup>th</sup> Street  
Shreveport, LA 71129

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

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Payment Arrangements

Payments should be made at one of our authorized Agent locations or may be mailed to locations Phone directly. Payments made at Agent made by cash, check or money order. Never mail cash to Budget Phone. If you are temporarily having difficulty paying your telephone bill, please call Budget Phone immediately at 1 (888) 424-5588. By doing this you avoid having your phone service suspended or disconnected.

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<u>Custom Calling Features</u>	<u>Monthly</u>
Call Forwarding	5.00
Call Waiting,	5.00
Non-pub number	5.00
Speed Dialing	5.00
Call Return	8.00
Caller ID	10.00
Inside Wiring	4.99
MCA (extended service)	20.00

Service Initiation Charges (One time)

Activation Fee	50.00	(1)
Number Change	30.00	
Transfer	39.95	
Feature Change	25.00	
Call Trace	5.00	
Line Reservation	10.00	

The rates listed above do not include applicable taxes and surcharges, including 911 and the Relay Missouri surcharges.

Payment Arrangements

Payments should be made at one of our authorized Agent locations or may be mailed to Budget Phone directly. Payments made at Agent locations should be made by cash, check or money order. Never mail cash to Budget Phone. If you are temporarily having difficulty paying your telephone bill, please call Budget Phone immediately at 1 (888) 424-5588. By doing this you avoid having your phone service suspended or disconnected.

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6901 West 70<sup>th</sup> Street  
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<u>Custom Calling Features</u>	<u>Monthly</u>
Call Forwarding	5.00
Call Waiting,	5.00
Non-pub number	5.00
Speed Dialing	5.00
Call Return	8.00
Caller ID	10.00
Inside Wiring	4.99
MCA (extended service)	20.00

**Service Initiation Charges (One time)**

Activation Fee	20.00
Number Change	30.00
Transfer	39.95
Feature Change	25.00
Call Trace	5.00
Line Reservation	10.00

**The rates listed above do not include applicable taxes and surcharges, including 911 and the Relay Missouri surcharges.**

**Payment Arrangements**

**Payments should be made at one of our authorized Agent locations or may be mailed to Budget Phone directly. Payments made at Agent locations should be made by cash, check or money order. Never mail cash to Budget Phone. If you are temporarily having difficulty paying your telephone bill, please call Budget Phone immediately at 1 (888) 424-5588. By doing this you avoid having your phone service suspended or disconnected.**

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Shreveport, LA 71129

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Service Commission

CT-2003-0286

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**Disconnection of Telephone Service**

**Your telephone service is subject to disconnection for any of the reasons below. If your number is disconnected, a new telephone number will be assigned and you will be required to pay the activation fee again.**

- 1) Nonpayment of an undisputed delinquent charge.**
- 2) Unauthorized use of telephone equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction of such equipment.**
- 3) Refusal to permit inspection, maintenance, or replacement of telephone equipment, with reasonable notice.**
- 4) Material misrepresentation of identity in obtaining telephone service: and as provided by state or federal law.**
- 5) Failure to comply with the terms of a settlement agreement.**

**The Company will postpone a discontinuance for a time not in excess of twenty-one days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency, if requested, shall provide the Company with reasonable evidence of such necessity.**

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6901 West 70<sup>th</sup> Street  
Shreveport, LA 71129

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**Reconnection of Service**

**If service has been disconnected, Budget Phone will restore service when the reason for disconnection is remedied. The following will be required:**

- 1) Payment of all undisputed amounts must be received by Budget Phone, Inc. or its authorized Agent.**
- 2) Installation/reconnect charges must be paid if service has been disconnected.**
- 3) One month's advance payment has been made.**

**Procedures for Handling Inquiries and Complaints**

**Inquiries and complaints may be directed to Budget Phone by telephone at 1 (888) 424-5588 or in writing to Budget Phone, Inc., P. O. Box 29620, Shreveport, LA, 71149.**

**Filing a Complaint with the Missouri Public Service Commission**

**If a complaint cannot be resolved by Budget Phone, you may call the Missouri Public Service Commission, toll free, at 1-800-392-4211 to file an informal complaint.**

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

**Also, the Missouri Office of Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2<sup>nd</sup> floor, Jefferson City, MO, 65101. Their telephone number is (573) 751-4857.**

## 2.5 Cancellation or Interruption of Services

2.5.1.A Without incurring liability, Residential Service may be discontinued for any of the following reasons:

- 1) nonpayment of an undisputed delinquent charge
- 2) unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction on such equipment.
- 3) failure to substantially comply with terms of a settlement agreement.
- 4) refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment.
- 5) material misrepresentation of identity in obtaining telephone service.
- 6) as approved by federal or state law.

Without incurring liability, Budget Phone may interrupt the provision of services at any time in order to perform tests and inspections of Customer and Budget Phone's equipment and may continue such interruption until any items or improper equipment operation so identified are rectified.

Budget Phone, Inc. also adheres to the following:

- 1) Residential service may not be discontinued by Budget Phone for failure to pay charges not subject to the Missouri Public Service Commission's jurisdiction unless specifically authorized in Budget Phone, Inc.'s tariffs approved by the Commission.

- 2) Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of Budget Phone are not available to facilitate reconnection of service or on a day immediately preceding such day.
- 3) Residential customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated.
- 4) Residential service shall not be discontinued unless written notice by first class mail is sent or delivered to the customer at least 10 days prior to the date of the proposed discontinuance.
- 5) At least 24 hours preceding a discontinuance, Budget Phone shall make reasonable efforts to contact the customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.
- 6) Notices of discontinuance shall contain the following information:
  - a) name, address and telephone number of the customer
  - b) a statement of the reason for the proposed discontinuance and the cost to the customer for reconnection
  - c) the date after which service will be discontinued without appropriate action taken
  - d) how a customer may avoid the discontinuance
  - e) the customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full
  - f) the telephone number where the customer may make an inquiry
  - g) a statement that this notice will not be effective if the charges involved are part of an unresolved dispute

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6901 West 70<sup>th</sup> Street  
Shreveport, LA 71129

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Service Commission



- h) a statement of the exception for medical emergency as follows:  
Residential Medical Emergency Budget Phone will postpone a discontinuance for a time not in excess of 21 days if telephone is necessary to obtain emergency medical assistance for a person who is a member of household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide Budget Phone with reasonable evidence of such necessity.

## 2.6 Credit Allowance

The Customer will receive credit for service interruption beginning when the customer reports the interruption to Budget Phone 's Customer Service Department and end when service is restored to the demarcation point. Credits for interruptions that are reported during non-business hours are calculated in the same manner.

## 2.7 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

## 2.8 Deposit

The Company does not require deposits.

2.9 Payment and Billing

2.9.1 Service is provided and billed on a cycle billing basis, beginning on the date that service becomes effective, with bills received by the customer on or about the same date each month. Billing is payable upon the same date each month.

2.9.2 Budget Phone will not alter the residential billing cycle unless affected' customers are sent a written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. No notification is required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.

2.9.3 Budget Phone allows residential customers at least 21 days from receipt of their bill to pay billed charges.

2.9.4 [Reserved for future use]

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2.9.5 All bills are presumed accurate, and shall be binding on the customer unless objection is received by the Company, orally or in writing, within 30 days from rendering of their bill. Credits, refunds, or adjustments shall be granted only if demand therefore is received by the Company, supported by sufficient documentation to enable investigation of the disputed amount, in writing within such limitation period.

2.9.6 Budget Phone sets forth the following on residential bills:

- A. The number of access lines for which charges are stated
- B. The beginning and ending dates of the billing period
- C. The date the bill becomes delinquent

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## 2.9 Payment and Billing

- 2.9.1 Service is provided and billed on a cycle billing basis, beginning on the date that service becomes effective, with bills received by the customer on or about the same date each month. Billing is payable upon the same date each month.
- 2.9.2 Budget Phone will not alter the residential billing cycle unless affected customers are sent a written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. No notification is required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- 2.9.3 Budget Phone allows residential customers at least 21 days from receipt of their bill to pay billed charges.
- 2.9.4 Budget Phone charges a \$10.00 Line Reservation fee for delinquent residential balances. This fee allows Budget Phone to maintain the customer's telephone number and active service for accounts not paid in full on their due date.
- 2.9.5 All bills are presumed accurate, and shall be binding on the customer unless objection is received by the Company, orally or in writing, within 30 days from rendering of their bill. Credits, refunds, or adjustments shall be granted only if demand therefor is received by the Company, supported by sufficient documentation to enable investigation of the disputed amount, in writing within such limitation period.
- 2.9.6 Budget Phone sets forth the following on residential bills:
- A. The number of access lines for which charges are stated
  - B. The beginning and ending dates of the billing period
  - C. The date the bill becomes delinquent

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- D. The total amount due, including the amount for basic service and any unpaid balance
- E. An itemization of the amount due for taxes, franchise fees, Relay Missouri surcharges, 911 surcharge and other surcharges as may be appropriate
- F. A telephone number where inquiries may be made.

2.9.7 Budget Phone provides each customer written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted at the inception of the contracted service.

#### 2.10 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated or non-regulated services, equipment or facilities, or to enforce any judgment obtained against a Customer, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company will be determined by the court.

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2.11 Taxes

All federal, state and local taxes, assessments, surcharges, and fees, including sales taxes, use taxes, gross receipts taxes and municipal utilities taxes are billed as separate line items and are not included in the rates quoted herein. All charges and fees subject to MOPSC jurisdiction, except taxes and franchise fees, will be submitted to the MOPSC for prior approval.

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2.12 Customer Eligibility Criteria

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New and existing customers are eligible for these plans if they meet the following requirements:

A. Where applicable, customers must subscribe to Budget Phone Local and Long Distance service for both intra and interstate long distance service.

B. Plans are for voice service only and cannot be used for any use deemed inconsistent with residential use by Budget Phone.

C. Plans are not available to customers with an account that bills to another number or is the recipient of charges billed from another number.

D. Plans are not eligible for customer lines associated with educational institutions (colleges, universities, etc) or businesses.

E. Unlimited access to long distance is for residential voice telephone service only and usage does not include multi-party conference calls, calls to 900 numbers, directory assistance, calling card, operator services, international calling, toll free numbers, chat rooms, telemarketing, commercial, facsimile (commercial), internet, automated dialing, special interest lines, and other non-residential use.

F. Unlimited access to long distance is not available for resale.

G. If Budget Phone determines that usage is not consistent with typical residential customer usage, the customer, at the sole discretion of the company, may be subject to additional charges, loss of unlimited access to long distance service, or to an alternate plan.

H. For the purpose of the Deluxe and Deluxe Unlimited plans, typical residential usage is presumed to be total usage that does not exceed 2,000 minutes of intra and interstate usage per billing cycle, per account. Budget Phone's long distance platform will automatically deny calls on accounts that have used the allowed 2,000 minutes. Customers who wish to continue unlimited access to long distance on Budget Phone's platform can purchase additional blocks of time, in the form of Budget Phone pre-paid calling cards, from an authorized Budget Phone agent.

I. Budget Phone reserves the right to verify that the customer meets the eligibility requirements. Customers who do not or no longer meet the eligibility requirements will not be eligible for plans.

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J. Budget Phone reserves the right to exclude certain terminating telephone numbers from this plan.

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1325 Barksdale Blvd., Suite 200  
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SECTION 3 – DESCRIPTION OF SERVICE

3.1 Computation of Charges

3.1.1 The total monthly charges for basic local service, with additional charges for custom calling features when applicable, is a fixed monthly amount and entitles subscribers to an unlimited number of calls to all exchange access lines within the local calling area.

3.1.2 Budget Phone Deluxe Prepaid Plan

The Budget Phone Deluxe Prepaid Package is a bundled pre-paid plan offered to all residential customers in the SBC exchanges of Missouri as defined by the Incumbents tariff on file with the Commission and includes: a) a residence dial tone line on a flat rate basis (b) unlimited access that does not exceed 2,000 minutes to intra and interstate Long Distance calling within the Continental United States, per billing cycle; and (c) the following five (5) Custom Calling Features: Caller ID, Call Return, Call Waiting, Three-way Calling and Call Forwarding<sup>1</sup>. Customers must access Budget Phone’s Long Distance platform by first dialing a toll free number and then must dial the ten-digit (10) termination number in order to complete the call. This plan does not provide for call detail information on the Customers monthly bill.

<sup>1</sup> Custom Calling Features are offered where facilities and equipment allow. All features may not be available in all central office switches.

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**SECTION 3 – DESCRIPTION OF SERVICE****3.1 Computation of Charges**

3.1.1 The total monthly charges for basic local service, with additional charges for custom calling features when applicable, is a fixed monthly amount and entitles subscribers to an unlimited number of calls to all exchange access lines within the local calling area.

**3.1.2 Deluxe Prepaid Package**

The Company provides Deluxe Prepaid Package that is available to new residential customers. This plan includes unlimited local exchange service within the Customer's local exchange area and five features including:

- Caller ID
- Call Return
- Three Way Calling
- Call Waiting
- Call Forwarding

Also included in this plan is up to 250 minutes of free long distance per month provided by the Company or other service provider. Minutes in excess of the monthly quota will be charged at \$0.95 per minute in addition to an access surcharge of \$0.25 and \$0.019 per minute. For rules and regulations on long distance service please refer to the Company's Tariff No. 1.

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3.1.3 Prompt Pay Discount

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Residential customers who pay their account balance in full on or before the account due date will receive a Prompt Pay Discount in the amount of \$10.00. In anticipation of timely payment, the Prompt Pay Discount is applied to the customers account at the time of billing.

The Prompt Pay Discount will be removed from an account where payment in full has not been received by the due date.

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3.1.4 The following Custom Calling Features are available as requested:

- A. Call Forwarding- allows calls to automatically ring to another phone number.
- B. Call Waiting- allows customer to be notified of an incoming call while the customer is speaking with another party.
- C. Non -published Number- allows customer to keep his local phone number out of the phone book or directory assistance.
- D. Call Return- A function that allows the customer to redial the last number to call his number, whether the call was answered or not.

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**3.1.3 Prompt Pay Discount**

Residential basic flat rate local exchange and Deluxe Prepaid Package customers will receive discounts for timely monthly payments as follows:

Level 1: 6 consecutive months of timely payments	\$5.00 reduction in subsequent monthly rates providing monthly payments remain timely
Level 2: 3 additional consecutive months of timely payments (total of 6 months consecutive on time payments)	\$5.00 reduction in subsequent monthly rates providing payments remain timely

Any late payments will bring the customer back to the next level of the monthly rate and rewards will have to be earned by future timely payments.

**3.1.4 The following Custom Calling Features are available as requested:**

- A. Call Forwarding- allows calls to automatically ring to another phone number.
- B. Call Waiting- allows customer to be notified of an incoming call while the customer is speaking with another party.
- C. Non -published Number- allows customer to keep his local phone number out of the phone book or directory assistance.
- D. Call Return- A function that allows the customer to redial the last number to call his number, whether the call was answered or not.

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- E. Speed Dialing- Allows automatic dialing by the end user by simply entering an appropriate code.
  
- F. Metropolitan Calling Area- extends the local calling area to all exchanges covered by the SWBT MCA (extended calling area service) as approved by the MoPSC and SWBT.

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G. Caller I.D.- enables the customer to view on a display unit the Calling Party Directory Name and/or Number on incoming telephone calls.

When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the Called CPE (Consumer Provided Equipment) during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Budget Phone; a private, nonprofit, tax-exempt, domestic violence intervention agencies and federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (#82 on their TouchTone pad or 1182 from a rotary phone) immediately prior to placing a call.

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

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

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.1 Computation of Charges (Cont'd.)

3.1.4 The following Custom Calling Features are available as requested: (Cont'd.)

G. Caller I.D. (Cont'd.)

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

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

#### H. Call Trace/Anonymous Calls

Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at non charge by Budget Phone or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (\*57) to automatically request that the following information be recorded:

The originating telephone number

The date and time of the call

The date and time call trace was activated

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SECTION 3 - DESCRIPTION OF SERVICE

[Reserved for future use]

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When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response script and assist the customer in establishing an open file in exchanges where Southwestern Bell, VERIZON, or Sprint Telephone service is being resold. Should the customer decide to prosecute the call originating party, the customer should contact Budget Phone for further instructions. Activation of Call Trace never authorizes Budget Phone to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

Rate for Call Trace.....\$5.00 per successful activation

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.1.5 [Reserved for future use]

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## 3.1.5 Budget Phone Bonus Plan (N)

The Budget Phone Bonus Plan is a bundled pre-paid residential service Plan offered on a flat or measured rate basis and includes sixty (60) minutes of intra and interlata Long Distance<sup>1</sup> calling within the Continental United States per billing cycle. The Bonus Plan, along with its individual components, is available in the SBC exchanges of Missouri as defined by the Incumbent LEC. Budget Phone reserves the right, at its sole discretion, to alter, change, or substitute individual features. Customers must access Budget Phone's Long Distance platform by first dialing a toll free number and then must dial the ten-digit (10) termination number in order to complete the call. The Plan includes an additional 250 minutes of continental intrastate long distance usage for the first two (2) consecutive months of service (certain restrictions, as outlined below, do apply).<sup>2</sup> The customer has the option to continue to receive an additional 250 minutes of continental intrastate long distance usage for an additional charge of \$5.00 per billing cycle. This plan does not provide for call detail information on the Customers monthly bill.

<sup>1-2</sup> Long Distance calculated at a rate of \$0.019 per minute of usage with a \$.25 surcharge for each completed call.

The Bonus Plan includes the following (available on a where offered basis):

- (1) Local dial-tone line
- (2) Sixty (60) minutes of intra/interlata Long Distance calling within the Continental United States per billing cycle
- (3) Call Waiting
- (4) Call Forwarding
- (5) Three Way Calling
- (6) Caller ID
- (7) Call Return
- (8) An additional 250 minutes of long distance for calls terminating within the continental United States (included at no addition charge for the first two (2) consecutive months of service) (N)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

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3.1.6 Budget Phone Basic Plan

Basic service is a bundled pre-paid plan available to all residential customers residing in the CenturyLink and AT&T exchanges of Missouri. The Monthly Access Fee for basic service provides a Customer with single, voice grade dial tone line, which allows unlimited local calls on a flat or measured rate basis and includes sixty (60) minutes of intra and interlata Long Distance calling within the Continental United States per billing cycle. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the optional features listed in Custom Calling Features. The optional feature charges will be applied in addition to the Monthly Access Fee.

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Long Distance calculated at a rate of \$0.019 pre minute of usage with a \$.25 surcharge for each completed call.

3.1.7 [Reserved for future use]

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3.1.8 Unlimited LD Package

(T)

For a monthly recurring charge, Customer may add to the Basic Plan, two thousand (2,000) minutes, per billing cycle, of intrastate or interstate Long Distance calling within the Continental United States.

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## 3.1.6 Budget Phone Basic Plan

Basic service is a bundled pre-paid plan available to all residential customers residing in the Centurytel, SBC and Sprint exchanges of Missouri. The Monthly Access Fee for basic service provides a Customer with single, voice grade dial tone line, which allows unlimited local calls on a flat or measured rate basis and includes sixty (60) minutes of intra and interlata Long Distance<sup>1</sup> calling within the Continental United States per billing cycle. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the optional features listed in Custom Calling Features. The optional feature charges will be applied in addition to the Monthly Access Fee.

<sup>1</sup> Long Distance calculated at a rate of \$0.019 per minute of usage with a \$.25 surcharge for each completed call.

## 3.1.7 Budget Phone Deluxe Unlimited Prepaid Plan

The Budget Phone Deluxe Unlimited Prepaid package is a bundled pre-paid plan offered to all residential customers in the Centurytel, SBC and Sprint exchanges of Missouri as defined by the Incumbents tariff on file with the Commission and includes: a) a residence dial tone line on a flat or measured rate basis; and (b) unlimited access that does not exceed 2,000 minutes to intra and interstate Long Distance calling within the Continental United States, per billing cycle. Customers must access Budget Phone's Long Distance platform by first dialing a toll free number and then must dial the ten-digit (10) termination number in order to complete the call. This plan does not provide for call detail information on the Customers monthly bill.

## 3.1.8 Deluxe 2000 Package

For a monthly recurring charge, Customer may add to the Basic Plan, two thousand (2,000) minutes, per billing cycle, of intrastate or interstate Long Distance calling within the Continental United States.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.1 Computation of Charges (Cont'd.)

3.1.9 Budget Phone Double Feature Plan

(N)

Budget Phone Double Feature Plan service is bundled pre-paid plan available to all residential customers residing in the AT&T exchanges of Missouri as defined by the Incumbent's tariff on file with the Commission. The Budget Phone Double Feature Plan is a bundled pre-paid residential service and includes sixty (60) minutes of intra and interlata Long Distance<sup>1</sup> calling within the Continental United States per billing cycle. The Double Feature Plan, along with its individual components, is available on a where offered basis. Budget Phone reserves the right, at its sole discretion, to alter, change, or substitute individual features. Customer may be required to access Budget Phone's Long Distance platform by first dialing a toll free number and then dial the ten-digit (10) termination number in order to complete the call. The Plan includes an additional 250 minutes of continental intrastate long distance usage for the first two (2) consecutive months of service (certain restrictions, as outlined below, do apply).<sup>2</sup> The Customer has the option to continue to receive an additional 250 minutes of interexchange intrastate long distance usage for an additional charge of \$5.00 per billing cycle. This plan does not provide for call detail information on the Customers monthly bill.

<sup>1-2</sup> Long Distance calculated at a rate of \$0.019 per minute of usage with a \$.25 surcharge for each completed call.

The Double Feature Plan includes the following (available on a where offered basis):

- (1) Local dial-tone line
- (2) Sixty (60) minutes of intra/interlata Long Distance calling within the Continental United States per billing cycle
- (3) Call Waiting Deluxe
- (4) Caller ID Deluxe
- (5) An additional 250 minutes of long distance for calls terminating within the continental United States (included at no addition charge for the first two (2) consecutive months of service)

(N)

3.1.9 Reserved For Future Use

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.1 Computation of Charges (Cont'd.)

3.1.10 Toll Limitation Service

Toll Limitation Service is available to all Customers to enable the restriction of certain types of outgoing calls from being placed over their exchange lines. Restriction is available for the casual dialing of toll calls, including 1+, 101XXXX 1+, 10XXX1+, access to 900, 976, 500 and 700 number calls, access to Directory Assistance and access to operator assisted calls. The numbers and services listed above are not to be considered all inclusive. Types of restricted calls may be changed and new or different restricted calls may be added as deemed appropriate by the Company.

Customers who elect not to subscribe to this service will be required to make an initial prepayment of \$500.00 from which the Customer's toll usage in excess of any allowances, Directory Assistance and operator assisted calling will be decremented. The Customer will be required to replenish the account when the balance is depleted to \$100.00.

Subscribing to this service does not relieve Customers of responsibility for calls charged to their numbers.

Customers are responsible for calls charged to their number via third number billing, collect or credit card.

Toll Limitation Service does not restrict calls to 911 emergency reporting service.

The Company shall not be liable for any damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including but not limited to, the inability of access to the operator for any purpose, or any other restricted codes.

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3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

6901 West 70<sup>th</sup> Street  
P.O. Box 19360  
Shreveport, LA 71149

1-888-424-5588

Any objection to billed charges should be reported promptly to Budget Phone. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. If over-billing of a subscriber occurs, due to either Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount over-billed. In the event that the Company willfully overcharged any Customer, the Company shall refund the difference plus interest as prescribed by the Commission.

All Customer complaints are subject to the jurisdiction of the Commission which may be contacted at the following address and telephone number:

State of Missouri  
Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102  
1-800-392-4211

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### 3.3 Level of Service

A customer can expect end-to-end network availability of not less than 99% at all times for all services.

### 3.4 Service Offerings

#### 3.4.1 1+ Dialing

Budget Phone offers local residential service only and restricts all 1+ dialing. Additionally, Budget Phone employs the use of customized code Restrictions which permit local calls, non-chargeable calls such as repair service, emergency numbers (911) and 800 calling. Types of calls that are restricted are 0-, 0+,DDD 1+, 1+900. 1+555-1212 and 1+NPA-555-1212, 411,976,IDDD01 and IDDD011+.The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions.

#### 3.4.2 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. The Company will notify the Commission of such offerings as required by Commission rules and regulations. All promotional offerings will receive Commission approval prior to commencement of such offerings.

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### 3.4.3 Special Service Fees

Fees will be charged for special activities initiated by the customer. Transfer of service from one location to another, number changes and changes in the calling features utilized by the customer (i.e. addition of call waiting) are examples of such fees itemized in Budget Phone's rate schedule.

### 3.4.4 Directory Listing

Budget Phone offers to each account, at no charge, a standard directory listing in the SWBT white pages under the customer's name.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.4 Service Offerings (Cont'd)

3.4.5 Lifeline Service

A. Applicability:

Lifeline discounts are applicable to local exchange services provided to eligible residential Applicants.

B. Territory:

Within the base rate areas of all AT&T exchanges as shown and defined in the Incumbent LEC's current and effective Tariffs on file with the Commission.

C. Low-Income Assistance

1. Discounts;

Lifeline is provided as a reduction of the subscriber's access line rate for local service in amounts equal to the sum of the state and/or federal approved and supported credits.

2. Terms and Conditions:

a. Lifeline is provided only to the customer's principle residence

b. One low-income credit is available per household and applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low-income assistance programs identified in Section 3.4.5.C.3 following

c. Proof of eligibility in any of the qualifying low-income assistance programs should be provided to the Company at the time of application for service, The Lifeline credit will not be established until the Company has received proof of eligibility. If the Customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to activation, the Lifeline credit will be provided on a going forward basis. Eligible Lifeline subscribers may enroll in the Lifeline program by signing a document certifying under penalty of perjury that the Customer participates in one of the Missouri Lifeline eligible programs and identifying the qualifying program.

*Some material previously found on this sheet now found on 1<sup>st</sup> Revised Sheet No. 39.2*

3.4.5 Lifeline

(N)

- 1. Applicability:
  - a. Lifeline discounts are applicable to local exchange services provided to eligible residential Applicants.
- 2. Territory:
  - a. Within the base rate areas of all SBC exchanges as shown and defined in the Incumbent LEC's current and effective Tariffs on file with the Commission.
- 3. Discounts:
  - a. Lifeline is provided as a reduction of the subscriber's access line rate for local service in amounts equal to the sum of the state and/or federal approved and supported credits.
- 4. Terms and Conditions:
  - a. Lifeline is provided only to the customer's principle residence
  - b. One low-income credit is available per household and applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low-income assistance programs identified in 5 following.
  - c. Proof of eligibility in any of the qualifying low-income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until the Company has received proof of eligibility.
  - d. When, for any reason, a customer is determined to be ineligible the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline account will be disconnected.
  - e. Certification of eligibility in any of the qualifying low-income assistance programs will be required for any account that has been disconnected prior to the reestablishment of the service.

(N)

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## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

		(T)
3.4	<u>Service Offerings (Cont'd)</u>	
3.4.5	Lifeline Service (Cont'd.)	
C.	Low-Income Assistance (Cont'd.)	
2.	Terms and Conditions (Cont'd.)	(T)
d.	When, for any reason, a customer is determined to be ineligible the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline account will be disconnected.	(M)
e.	Certification of eligibility in any of the qualifying low-income assistance programs will be required for any account that has been disconnected prior to the reestablishment of the service.	(M)
f.	Toll blocking will be provided at no charge to the Lifeline subscriber.*	(N)
3.	Eligible low-income assistance programs: The named subscriber must be certified by the Department of Social Services as economically disadvantaged by participation in Medicaid, Food Stamps, Supplementary Security Income (SSI), Temporary Assistance for Needy Families (TANF), National School Free Lunch Program's free lunch program, federal public housing assistance or Section 8, or Low Income Home Energy Assistance Program (LIHEAP).	(T)
3.4.6	Link-Up	
A.	Link-Up is a connection assistance program, which provides for the reduction of applicable charges associated with connection of telephone service.	(T)
B.	The applicant must meet the requirements for qualification for Lifeline Telephone Service.	(T)
C.	Service Activation Fees for initial installation of the main residential service access line will be discounted at the rate of 50 percent, not to exceed \$30.00. This charge will be assessed only for a single residential telephone line per eligible household at the principal place of residence.	(N)
*	Customers will be billed \$1.50 and credited \$1.50 on the same bill for Toll Limitation Service.	(N)

*Some material now found on this sheet previously found on Original Sheet No. 39.1*

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(N)

5. Eligible low-income assistance programs:
  - a. The eligible low-income assistance programs are the same as those defined in the Incumbent LEC's current and effective Tariffs on file with the Commission.

#### 3.4.6 Link-Up

1. Link-Up is a connection assistance program, which provides for the reduction of applicable charges associated with connection of telephone service.
2. The applicant must meet the requirements for qualification for Lifeline Telephone Service.

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SECTION 4 - CURRENT RATES

The rates for local service and custom calling services are outlined below:

<b>Local Phone Service</b>	<b>Rate schedule 4.B</b>	
<b>AT&amp;T Missouri &amp; CenturyLink</b>		<b>(T)</b>
Basic Service	\$43.45 (R)	
Basic Service (w/ prompt pay discount)	\$33.45 (R)	
Deluxe Prepaid Package	\$53.40 (R)	
Deluxe Prepaid Package (w/ prompt pay discount)	\$43.40 (R)	
		(D) -----
		(D)
Unlimited LD Package	\$9.95 (R)	(T)
Double Feature Plan (AT&T Areas)	\$43.45 (R) \$33.45 w/ prompt pay discount (R)	
Toll Limitation Service	\$1.50 per month	(N) (D) -----
		(D)
Metropolitan Calling Area	\$20.00	
Inside Wiring	\$1.29 (R)	

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SECTION 4 - CURRENT RATES

The rates for local service and custom calling services are outlined below:

<b>Local Phone Service</b>	<b>Rate schedule 4.B</b>	
<b>AT&amp;T Missouri, CenturyTel &amp; Embarq</b>		
Basic Service	\$59.95	
Basic Service (w/ prompt pay discount)	\$49.95	
Deluxe Prepaid Package	\$59.95*	
Deluxe Prepaid Package (w/ prompt pay discount)	\$49.95'	
*Existing customer accounts enrolled BEFORE September 30, 2006 will be grandfathered and will remain at the above rate until such time as their service is disconnected.		
Deluxe Prepaid Package	\$69.95**	
Deluxe Prepaid Package (w/ prompt pay discount)	\$59.95**	
**Rates will be applied to customers making application for new service ON OR AFTER October 1, 2006.		
Deluxe Unlimited Prepaid Package	\$69.95	
Deluxe Unlimited Prepaid Package (w/ prompt pay discount)	\$59.95	
Bonus Plan Package	\$49.95	
Bonus Plan Package (w/ prompt pay discount)	\$39.95	
Deluxe 2000 Package	\$10.00	
Double Feature Plan (AT&T Areas)	\$53.45	(N)
	\$43.45 w/ prompt pay discount	(N)
<u>Custom Calling Features (Monthly)</u>		
Call Forwarding	\$5.00	
Call Waiting	\$5.00	
Three Way Calling	\$5.00	
Non-published Number	\$5.00	
Speed Dialing	\$5.00	
Call Return	\$8.00	
Caller ID	\$10.00	
Metropolitan Calling Area	\$20.00	
Inside Wiring	\$4.99	

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SECTION 4 – CURRENT RATES

The rates for local service and custom calling services are outlined below:

<b>Local Phone Service</b>	<b>Rate schedule 4.B</b>	
<b>AT&amp;T Missouri, CenturyTel &amp; Embarq</b>		(T)
Basic Service	\$59.95	(I)
Basic Service (w/ prompt pay discount)	\$49.95	(I)
Deluxe Prepaid Package	\$59.95*	
Deluxe Prepaid Package (w/ prompt pay discount)	\$49.95*	
*Existing customer accounts enrolled BEFORE September 30, 2006 will be grandfathered and will remain at the above rate until such time as their service is disconnected.		(N)
Deluxe Prepaid Package	\$69.95**	
Deluxe Prepaid Package (w/ prompt pay discount)	\$59.95**	
**Rates will be applied to customers making application for new service ON OR AFTER October 1, 2006.		(N)
Deluxe Unlimited Prepaid Package	\$69.95	(N)
Deluxe Unlimited Prepaid Package (w/ prompt pay discount)	\$59.95	
Bonus Plan Package	\$49.95	
Bonus Plan Package (w/ prompt pay discount)	\$39.95	
Deluxe 2000 Package	\$10.00	(N)
 <b><u>Custom Calling Features (Monthly)</u></b>		
Call Forwarding	\$ 5.00	
Call Waiting	\$ 5.00	
Three Way Calling	\$ 5.00	
Non-published Number	\$ 5.00	
Speed Dialing	\$ 5.00	
Call Return	\$ 8.00	
Caller ID	\$10.00	
Metropolitan Calling Area	\$20.00	
Inside Wiring	\$ 4.99	

Issued: August 18, 2006

Effective: ~~September 17, 2006~~

September 30, 2006

CANCELED  
By  
October 01, 2009  
Missouri Public  
Service Commission  
JC-2010-0220Ronald Munn, Director Regulatory and Revenue Assurance  
1325 Barksdale Blvd., Suite 200  
Bossier City, Louisiana 71111**Filed**  
Missouri Public  
Service Commission

SECTION 4 - CURRENT RATES

The rates for local service and custom calling services are outlined below:

**Local Phone Service****Rate schedule 4.B****Southwestern Bell, VERIZON, Sprint Markets**

Basic Service	\$49.95
Basic Service (w/ prompt pay discount)	\$39.95
Deluxe Prepaid Package	\$59.95
Deluxe Prepaid Package (w/ prompt pay discount)	\$49.95

**Custom Calling Features (Monthly)**

Call Forwarding	\$ 5.00
Call Waiting	\$ 5.00
Three Way Calling	\$ 5.00
Non-published Number	\$ 5.00
Speed Dialing	\$ 5.00
Call Return	\$ 8.00
Caller ID	\$10.00
Metropolitan Calling Area	\$20.00
Inside Wiring	\$ 4.99

**Service Initiation Charges**

Activation Fee	\$20.00
Transfer	\$39.95
Number Change	\$30.00
Calling Feature Change	\$15.00
Call Trace (per activation)	\$ 5.00
Line Reservation Fee(per occurrence)	\$10.00

Issued: February 13, 2003

Effective: March 31, 2003

**Cancelled**

September 30, 2006

Missouri Public  
Service Commission

R. D. Hyde, Jr., Chairman  
6901 West 70<sup>th</sup> Street  
Shreveport, LA 71129

**Filed**

Missouri Public  
Service Commission

CT-2003-0286

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SECTION 4 - CURRENT RATES (CONT'D.)

**Service Initiation Charges**

Activation Fee	\$60.00 (I)
Transfer	\$39.95
Number Change	\$30.00
Calling Feature Change	\$15.00

(D)

(D)

Directory Assistance

Local	\$2.50 (I)
National	\$2.50 (I)

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Issued: January 6, 2010

Effective: February 5, 2010

CANCELLED  
March 25, 2010  
Missouri Public  
Service Commission  
TE-2010-0214; YC-2010-0521

Molly Vance, Controller  
1325 Barksdale Blvd., Suite 200  
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Missouri Public MOF1001  
Service Commission  
JC-2010-0441

**Service Initiation Charges**

Activation Fee	\$50.00
Transfer	\$39.95
Number Change	\$30.00
Calling Feature Change	\$15.00
Call Trace (per activation)	\$ 5.00
Line Reservation Fee(per occurrence)	\$10.00

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**Directory Assistance**

Local: \$1.00  
National: \$1.75

(N)  
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(N)

Issued: August 18, 2006

Effective: ~~September 17, 2006~~  
September 30, 2006

By: Ronald Munn, Director Regulatory and Revenue Assurance  
1325 Barksdale Blvd., Suite 200  
Bossier City, Louisiana 71111

CANCELLED  
February 5, 2010  
Missouri Public  
Service Commission  
JC-2010-0441

**Filed**  
Missouri Public  
Service Commission



SECTION 5 - PROMOTIONS

4.1 Double Feature Plan Promotion

(N)

New Customers and Customers transferring service to Budget Phone from an ILEC or another CLEC, who reside in AT&T service areas and subscribe to the Budget Phone Double Feature Plan will receive a one-time promotional discount on their first month of service. A one-time Activation Fee applies. Customers may subscribe to the Unlimited LD option for an additional monthly charge.

Promotional Discount, initial month:	\$20.00
Activation Fee:	\$20.00
Unlimited LD Option, per month:	\$9.95

All other terms and conditions of service apply as tariffed.

This promotion is available from October 1, 2009 through November 30, 2009.

(N)

Issued: September 24, 2009

Effective: October 1, 2009

CANCELLED  
March 25, 2010  
Missouri Public  
Service Commission  
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JC-2010-0220 MOF0902