

**MISSOURI COMPETITIVE LOCAL EXCHANGE
TELECOMMUNICATIONS TARIFF**

ADOPTION NOTICE

ACN Communication Services, LLC hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs heretofore filed with the Public Service Commission, State of Missouri, by ACN Communications, Inc. prior to February 6, 2016.

Issued: January 7, 2016

Effective: February 6, 2016

Issued by: Treasurer/CFO
ACN Communication Services, LLC
1000 Progress Place
Concord, North Carolina 28025

FILED
Missouri Public Service Commission MOx1601
CN-2016-0173; YC-2016-0173

Schedule of Rates, Rules and Regulation
Resale and Facilities-Based Competitive Local Exchange Telecommunications Services
Provided in the State of Missouri

OFFERED BY

ACN Communication Services, LLC
1000 Progress Place
Concord, North Carolina 28025

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(T)

Applying generally to its authorized territories within the State of Missouri. This tariff applies to the Company's competitive local exchange services in specified exchanges within the Company's certificated area in the State of Missouri.

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LIST OF WAIVED STATUTES AND REGULATIONS

ACN is classified as a competitive telecommunications company in the state of Missouri for which the following statutory and regulatory requirements are waived.

STATUTES

392.210.2	-	Uniform System of Accounts
392.240(1)	-	Just and Reasonable Rates
392.270	-	Ascertain Property Values
392.280	-	Depreciation Accounts
392.290	-	Issuance of Securities
392.300.2	-	Acquisition of Stock
392.310	-	Issuance of Stock & Debt
392.320	-	Stock Dividend Payment
392.330	-	Issuance of Securities, Debt and Notes
392.340	-	Reorganization(s)

COMMISSION RULES

4 CSR 240-3.545(2)(5)	-	Proposed Rate Schedules in Central Offices
4 CSR 240-3.550(5)(C)	-	File Exchange Boundary Map with Commission
4 CSR 240-10.020	-	Depreciation Fund Income
4 CSR 240-30.040	-	Uniform System of Accounts
4 CSR 240-33.030	-	Inform Customers of Lowest Price

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ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

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ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

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 32991 Hamilton Court
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TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new Pages are occasionally added to the tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 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 Page version on file with the PSCM. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc. the PSCM follows in its tariff approval process, the most current Page number on file with the Commission is not always the tariff page in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the 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).

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32991 Hamilton Court
Farmington Hills, Michigan 48333

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EXPLANATION OF SYMBOLS

Changes to this tariff are identified on the revised page (s) the use of symbols. The following are the symbols used and the chary indicated by them:

- (C) - To signify a changed regulation.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (S) - To signify a correction or reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.

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32991 Hamilton Court
Farmington Hills, Michigan 48333

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INTRODUCTION

This tariff applies to the Company's resale and facilities-based offering of local exchange telecommunications services, upon receiving a customer request for service, within the State of Missouri in the exchanges served by and as listed in the tariffs of Southwestern Bell Telephone Company ("SWBT"), CenturyTel of Missouri, LLC ("CenturyTel") and Sprint Missouri, Inc. ("Sprint").

All services in this tariff are grandfathered and available to existing Customers at existing locations only. Moves, adds or changes are not available for existing services and services are not available for new installations.

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Issued: July 15, 2019

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ACN Communication Services, LLC
1000 Progress Place
Concord, North Carolina 28025

FILED
Missouri Public
Service Commission
JC-2020-0004

APPLICATION OF TARIFF

This tariff contains the regulations, rates and charges applicable to the provision of facilities-based and resold local exchange telecommunications service by ACN Communication Services, Inc., for use by customers in the state of Missouri.

This tariff is on file with the Commission. In addition, this tariff is available for review at the main office of ACN Communication Services, Inc., at 1000 Progress Place NE, Concord, North Carolina 28025.

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Applications for initial or additional services made verbally or in writing become a contract on establishment of the service or facility.

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ACN Communication Services, Inc.
1000 Progress Place NE
Concord, North Carolina 28025

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Missouri Public Service Commission MO#0901
JC-2009-0638

SECTION 1 - DEFINITIONS

ACN - ACN Communication Services, Inc., issuer of this tariff.

Advance Payment - Payment of all or part of a charge required before the start of service.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Authorized User - A person, corporation or other entity that is authorized by the Company Customer to utilize services provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Commission - The Missouri Public Service Commission.

Common Carrier - An authorized company or entity providing telecommunications services to the public

Company - ACN Communication Services, Inc., the issuer of this tariff.

Customer - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

Customer Premises - A location designated by the Customer for the purposes of connecting to the Company's services.

Customer Terminal Equipment - Terminal equipment provided by the Customer.

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32991 Hamilton Court
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SECTION 1 – DEFINITIONS, (CONT'D.)

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

End Office - The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company network. Presubscribed Customers may also route interexchange calls to the Company network by dialing an access code supplied by the Company.

Exchange Telephone Company or Telephone Company - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

Individual Case Basis (ICB) - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

IXC or Interexchange Carrier- A long distance telecommunications services provider.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Tariff or by applicable law.

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32991 Hamilton Court
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SECTION 1 – DEFINITIONS, (CONT'D.)

Joint User - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

LEC - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

Local Calling - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

Monthly Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

MoPSC - Missouri Public Service Commission.

MOU - Minutes of Use.

NECA - National Exchange Carriers Association.

Non-Recurring Charge ("NRC") - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

PIN - Personal Identification Number. See Authorization Code.

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32991 Hamilton Court
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SECTION 1 – DEFINITIONS, (CONT'D.)

Point of Presence (“POP”) - Point of Presence

Premises - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

Service - Any means of service offered herein or any combination thereof.

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Service Order - The written or verbal request for Company services by the Customer and the Company in the format devised by the Company. A Service Order initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Services - The Company telecommunications services offered on the Company network.

Shared Inbound Calls - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company outbound service such that "1 + 10-digit number" calls are automatically routed to the Company or an IXC network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

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SECTION 1 – DEFINITIONS, (CONT'D.)

Station - The network control signaling unit and any other equipment provided at the Customer premises that enables the Customer to establish communications connections and to effect communications through such connections.

Subscriber - The person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

SWBT - Southwestern Bell Telephone Company.

Switched Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

Terminal Equipment - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Usage Charges - Charges for minutes or messages traversing over local exchange facilities.

User or End User - A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

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SECTION 2 – RULES AND REGULATIONS,

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Missouri, and terminating within a local calling area as defined herein.

The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

- A.** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond Company control.
- B.** The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.3 Terms and Conditions**

- A.** Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this rate sheet, a month is considered to have thirty (30) days.
- B.** Except as otherwise stated in this tariff, Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C.** At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations that by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D.** In any action between the parties to enforce any provision of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E.** Service may be terminated upon written notice to the Customer if:
 - .1 the Customer is using the service in violation of this tariff; or
 - .2 the Customer is using the service in violation of the law.
- F.** This tariff shall be interpreted and governed by the laws of the State of Missouri without regard for its choice of laws provision.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.3 Terms and Conditions, (Cont'd.)**

- G.** Any other telephone company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- H.** To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- I.** The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts. All service packages established by the Company will be approved by the Commission prior to the furnishing of service.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability

- A.** Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- B.** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C.** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability, (Cont'd.)

- D.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- .1 Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
 - .2 Any delay or failure of performance or equipment due to causes beyond the Company control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 - .3 Any unlawful or unauthorized use of Company facilities and services;
 - .4 Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
 - .5 Breach in the privacy or security of communications transmitted over Company facilities;

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability, (Cont'd.)

D. (Cont'd.)

- .6 Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company liability is limited as set forth in paragraph A. of this Subsection 2.1.4.
- .7 Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- .8 Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Company facilities;
- .9 Any non-completion of calls due to network busy conditions;
- .10 Any calls not actually attempted to be completed during any period that service is unavailable;
- .11 And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of Company services or facilities.

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32991 Hamilton Court
Farmington Hills, Michigan 48333

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability, (Cont'd.)

- E.** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F.** The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G.** Failure by the Company to assert its rights pursuant to one provision of this tariff does not preclude the Company from asserting its rights under other provisions.
- H.** Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly tariff rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly tariff rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.4 Limitations on Liability, (Cont'd.)****I. With respect to Emergency Number 911 Service:**

- .1 This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
- .2 Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.4 Limitations on Liability, (Cont'd.)****I. With respect to Emergency Number 911 Service, (Cont'd.)**

- .3 When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
- E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.6 Provision of Equipment and Facilities, (Cont'd.)**

F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

- .1 the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- .2 the reception of signals by Customer-provided equipment.

2.1.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside Company regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.1 Undertaking of the Company, (Cont'd.)****2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its partners, agents, contractors or suppliers.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.2 Prohibited Uses

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use Company offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company offerings complies with relevant laws and with the regulations, policies, orders, and decisions of the Missouri Public Service Commission.
- 2.2.3** The Company may block any signals being transmitted over its Network by Customers who cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.3 Obligations of the Customer****2.3.1 General**

The Customer is responsible for making proper application for service; placing any necessary order, complying with tariff regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A.** the payment of all applicable charges pursuant to this tariff;
- B.** damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D.** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C.) Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.3 Obligations of the Customer, (Cont'd.)****2.3.1 General, (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining Company facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G.** not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
- H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer, (Cont'd.)

2.3.2 Liability of the Customer

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of Company negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C. The Customer shall not assert any claim against any other Customer or user of Company services 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, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.4 Customer Equipment and Channels****2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. Company services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with Company equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

2.4.2 Station Equipment

- A. Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to Company employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels, (Cont'd.)

2.4.3 Interconnection of Facilities

- A.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B.** Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C.** Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D.** Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels, (Cont'd.)

2.4.4 Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements

2.5.I Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. The Company will not separately charge for the Missouri gross receipts tax on the Company's invoice for local services. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A. Nonrecurring charges are due and payable within thirty (30) days after the invoice date, unless otherwise agreed to in advance.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within thirty (30) days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C. The Monthly Recurring Charges are billed in advance. Monthly Recurring Charges are accrued in full as of the first day of the billing cycle in which the service is furnished. Therefore, the Monthly Recurring Charges are not subject to pro-rating if service is disconnected prior to the end of a billing period.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges, (Cont'd.)**

- D.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E.** The following information will appear on Residential bills:
- the number of access lines for which charges are stated
 - the beginning or ending dates of the billing period
 - the date the bill becomes delinquent if not paid on time
 - the unpaid balance (if any)
 - the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call
 - an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate
 - the total amount due
 - if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated
 - a telephone number where inquiries may be made
 - if a deposit is held by the Company
- F.** During the first billing period in which a residential Customer receives service, the Company provides each Customer an insert or other written notice that contains an itemized account of the charges for the equipment and service for which the customer has contracted.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.3 Late Payment Fee

If any portion of the payment is not received by the Company within 30 days of receipt of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of \$5.50 or 2% per month, whichever is greater, shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. If an attorney or collection agency is required to collect any amounts due, the Customer shall pay the Company's reasonable costs. Late payment charges are to be applied without discrimination. (I) (I)

2.5.4 Return Check Charge

A service charge equal to \$25.00 will be assessed in accordance with Missouri law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

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ACN Communication Services, Inc.
1000 Progress Place NE
Concord, North Carolina 28025

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.5 Disputed Bills

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.

- B. The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Utilities Commission of Missouri in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

Missouri Public Service Commission
Governor Office Building
200 Madison Street, Suite 100
Jefferson City, MO 65101

- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest, credits or penalties will apply.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.6 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one (1) month's charges for the service or facility, and additional one (1) month advance payment may be required for each subsequent month. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.7 Deposits**

Any applicant or Customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service.

The fact that a deposit has been made shall in no way relieve the applicant or Customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to Customer deposits.

A. Interest on Deposits

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

B. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the Customer shall be required to pay an additional deposit upon request.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.7 Deposits, (Cont'd.)****C. Return of Deposit**

When a deposit is to be returned, the Customer may request that the full amount of the deposit be issued by check. If the Customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the Customer by check.

D. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.

E. Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.

F. Deposits will be refunded after twelve months of timely payment, with interest as specified above.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.8 Cancellation of Application for Service**

- A.** Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B.** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C.** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D.** The special charges described above will be calculated and applied on a case-by-case basis.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.9 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

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ACN Communication Services, Inc.
32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.6 Discontinuance of Service**

Service may be discontinued for any of the following reasons:

- 2.6.1** nonpayment of an undisputed delinquent charge;
- 2.6.2** unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- 2.6.3** failure to substantially comply with terms of a settlement agreement;
- 2.6.4** refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment;
- 2.6.5** material misrepresentation of identity in obtaining telephone utility service;
- 2.6.6** as approved by federal or state law.
- 2.6.7** Service may not be discontinued by the Company for failure to pay charges not subject to Missouri Public Service Commission's jurisdiction unless specifically authorized in this tariff.
- 2.6.8** 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 the Company are not available to facilitate reconnection of service or on a day immediately preceding such day.
- 2.6.9** Customers shall have 21 days from the rendition of a bill to pay the charges stated.
- 2.6.10** Residential service shall not be discontinued unless written notice by first-class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. All notices shall be sent on the 5th of the month.
- 2.6.11** At least 24 hours preceding a discontinuance the Company shall make reasonable efforts to contact the customer to advise of the proposed discontinuance and what steps must be taken to avoid it.

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32991 Hamilton Court
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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.7 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.7.1 for the part of the service that the interruption affects.

2.7.1 General

- A.** A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B.** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C.** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.7 Allowances for Interruptions in Service, (Cont'd.)****2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- A.** Due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer;
- B.** Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C.** Due to circumstances or causes beyond the reasonable control of the Company;
- D.** During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E.** A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- F.** During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G.** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H.** That was not reported to the Company within thirty (30) days of the date that service was affected.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.7 Allowances for Interruptions in Service, (Cont'd.)****2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

2.7.4 Application of Credits for Interruptions in Service

- A.** Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- B.** For calculating credit allowances, every month is considered to have thirty (30) days.
- C.** A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.7 Allowances for Interruptions in Service, (Cont'd.)****2.7.4 Application of Credits for Interruptions in Service, (Cont'd.)****D. Interruptions of 24 Hours or Less**

Length of Interruption	Amount of Service To Be Credited
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

E. Interruptions Over 24 Hours and Less Than 72 Hours

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

F. Interruptions Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.7 Allowances for Interruptions in Service, (Cont'd.)****2.7.5 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen (16) hours in a continuous twelve (12)-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

2.8 Use of Customer's Service by Others**2.8.1 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.9 Cancellation by Customer**

Customers may cancel service verbally or in writing. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

2.10 Cancellation of Service/Termination Liability

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

2.10.1 Termination Liability

The Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
- D. minus a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.11 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

2.11.1 to any subsidiary, parent company or affiliate of the Company; or

2.11.2 pursuant to any sale or transfer of substantially all the assets of the Company; or

2.11.3 pursuant to any financing, merger or reorganization of the Company.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.12 Customer Liability for Unauthorized Use of the Network

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this tariff.

2.12.1 Customer Liability for Fraud and Unauthorized Use of the Network

- A. The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B. A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.12 Customer Liability for Unauthorized Use of the Network, (Cont'd.)

2.12.1 Customer Liability for Fraud and Unauthorized Use of the Network, (Cont'd.)

- C.** The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.

- D.** The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this tariff, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.13 Notices and Communications**

- 2.13.1** The Customer shall designate on the Service Order the address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which Company bills for service shall be mailed.
- 2.13.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.13.3** Except as otherwise stated in this tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.13.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2.14 Taxes, Fees and Surcharges

The Company reserves the right to bill any and all applicable taxes, fees and surcharges in addition to normal rates and charges for services provided to the Customer. Taxes and fees include, but are not limited to, Federal Excise Tax, State Sales Tax, Municipal Tax, and Gross Receipts Tax. Unless otherwise specified in this rate sheet, such taxes, fees and surcharges are in addition to rates as quoted in this rate sheet and will be itemized separately on Customer invoices. 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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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.14 Taxes, Fees and Surcharges, (Cont'd.)

2.14.1 Missouri Universal Service Fund

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

(N)

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.15 Miscellaneous Provisions

2.15.1 Telephone Number Changes

Whenever any Customer's telephone number is changed the Company shall intercept all calls to the former number for at least thirty (30) days at no charge and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.15.2 Maintenance and Operations Records

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Department rules shall be kept on file in the office of the Company as required under Department rules.

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SECTION 3 – SERVICE AREAS
3.1 Local Exchange Service Areas

The Company will provide Services from all exchanges of its Underlying Carrier, in conformance with that Underlying Carrier's existing local exchange boundary maps as approved by the Commission.

The local calling areas will mirror the local calling areas of the Company's Underlying Carrier, exclusive of the two-way Extended Area Service exchanges offered by the Underlying Carrier.

3.2 Exchange Listings**3.2.1 Southwestern Bell Telephone Company**

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

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SECTION 3 – SERVICE AREAS, (CONT'D.)
3.2 Exchange Listings, (Cont'd.)**3.2.1 Southwestern Bell Telephone Company, (Cont'd.)**

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

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SECTION 3 – SERVICE AREAS, (CONT'D.)
3.2 Exchange Listings, (Cont'd.)**3.2.2 Sprint Missouri, Inc.**

Service in the following Sprint exchanges is proposed pending approval of an interconnection agreement between the Company and Sprint.

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

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SECTION 3 – SERVICE AREAS, (CONT'D.)

3.2 Exchange Listings, (Cont'd.)

3.2.3 CenturyTel of Missouri, LLC

Service in the following CenturyTel exchanges is proposed pending approval of an interconnection agreement between the Company and CenturyTel.

Alton	Definace	Marshfield	Theodosia
Ashland	Dora	Marthasville	Thomasville
Augusta	Elkland	Morrison	Troy
Ava	Exeter	Moscow Mills	Truxton
Belle	Foley	Mount Sterling	Urbana
Bland	Fordland	Mountain View	Vichy
Blue Eye	Foristell	New Melle	Warrenton
Bourbon	Forsyth	Niangua	Washburn
Bradleyville	Gainesville	O'Fallon	Wasola
Branson	Galena	Old Monroe	Wentzville
Branson West	Hallsville	Ozark	West Plains
Buffalo	Hawk Point	Pittsburg	Wheatland
Cabool	Hemann	Prairie Home	Willow Springs
Cape Fair	Hermitage	Preston	Winfield
Cassville	High Hill	Protom	Wooldridge
Caulfield	Highlandville	Reeds Spring	Wright City
Cedar Creek	Holstein	Rocheport	
Centralia	Hurley	Rockaway Beach	
Chamois	Jamestown	Safe	
Clark	Jenkins	St. James	
Columbia	Jonesburg	St. Peters	
Conway	Kimberling City	Seymour	
Crane	Koshkonong	Shell Knob	
Cross Timbers	Leasburg	Sparta	
Cuba	Louisburg	Sturgeon	
Dardenne/Lake St.	Mano	Summersville	
Louis	Mansfield	Thayer	

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SECTION 4 – SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

Primary Line Connection Charge: Applies to requests for initial connection or establishment of telephone service with the Company.

Secondary Line Connection Charge: Applies to installation of a second or additional access line.

Moves: Applies to Customer request for a move or change in the physical location of the access line.

Transfer of Service: Applies to Customer request for a change in the service location.

Telephone Number Change: Applies to Customer request for a change of the Customer telephone number.

Service Order Changes/Adds: Applies to Customer requests for changes in service or additional to services, including the additional of calling features.

Feature Add/Change: Applies to adding or changing the calling features on a local exchange line.

(N)
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SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)**4.2 Temporary Suspension of Service**

Upon the request of the Customer and where equipment arrangements permit, service may be temporarily suspended for a period not to exceed nine months. Suspension of service and restoral may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension. The monthly rate for service during the period of the temporary suspension is dependent upon the service plan to which the Customer is subscribed.

4.3 Restoral Charge

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

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SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)**4.4 Carrier Presubscription****4.4.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier that the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

4.4.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

Option A: Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

Option B: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

Option C: Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

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SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)

4.4 Carrier Presubscription, (Cont'd.)

4.4.2 Presubscription Options, (Cont'd.)

Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

Option F: Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

4.4.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 7.4 of this tariff.

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SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)**4.4 Carrier Presubscription, (Cont'd.)****4.4.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in Section 7.4 of this tariff. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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SECTION 4 – SERVICE CHARGES AND SURCHARGES, (CONT'D.)**4.5 Public Telephone Surcharge**

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the A#@ symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

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SECTION 5 – LOCAL EXCHANGE SERVICE

All Services listed in this Section are grandfathered and available to existing Customers at existing locations only. Moves, adds or changes are not available for existing services and services are not available for new installations.

(C)
|
(C)**5.1 General**

Local exchange service is offered to business and residential Customers on a presubscription basis from equal access originating end offices only. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

Local Exchange services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company switch.

5.2 Call Timing for Usage Sensitive Services

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 5.1.1** Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
- 5.1.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 5.1.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- 5.1.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 5.1.5** All times refer to local time.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.3 Basic Local Service

Basic Local Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Local Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual). No multi-party lines are provided.

Recurring charges for are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Basic Local Service includes unlimited local exchange calling per month. Service is available on a month to month basis.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services

5.4.1 General

ACN offers several service packages targeted at Residential Customers which bundle local and long distance services. Bundled Services may include several Calling Features (See Section 6.1 for Calling Feature descriptions). These packages are targeted primarily at residential customers and differ based on Customer call volume, patterns and features desired. Voice Mail * may be available with some packages at an additional charge.

Recurring charges are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month=s bill immediately following work performed by the Company.

Each local exchange access line for a specific service is billed at the same Monthly Recurring Charge. Customers may opt for a data or fax line at a reduced rate. Data/fax lines are only available to Customers of an ACN voice local exchange service and are purchased as an additional line to the voice local exchange service. Data/fax lines do not include a call allowance or calling features. In addition, toll free service is available as part of this service.

The local exchange access line is a voice-only line for use by residential customers. If it is determined that usage is not consistent with residential voice applications, the Customer's service may be assessed a \$50.00 monthly recurring data usage charge, advised to purchase a data/fax line specifically designed for such purposes, or be disconnected.

(M)

(M)

* Voice Mail is not regulated by the Commission.

Certain material previously found on this page moved to Section 5, Original Page 3.1.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.1 General, (Cont'd.)

Any unlimited long distance calling plan is strictly for typical residential applications and is subject to the following restrictions: no more than ten lines per location may have such a plan; no unlimited plan shall be used in connection with auto-dialers, internet dialing, fax blasting, telemarketing, call centers, party lines, or similar activities. Incidental calling for dial-up internet access, data, and fax applications is permitted up to a maximum of 2,500 minutes within any 30-day period. Usage beyond this threshold is presumed to be inconsistent with typical residential voice applications and is strictly prohibited. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension, re-billing at the Company's standard long distance rates, and transition to a message-rate long distance service at the Company's standard rates.

Customers subscribing to the Company's Bundled Services must choose ACN as the local, intraLATA and interLATA primary carrier. Customers who later choose a carrier other than ACN for intraLATA or interLATA calling will remain on this service until the Company is notified that this service is no longer the service of choice for the Customer.

All local exchange access lines block 900/976 calling.

(D)
(D)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.4 Residential Bundled Services, (Cont'd.)****5.4.2 ACN Advantage Home******(T)**

ACN Advantage Home provides Customers with a voice local exchange line with unlimited local calling for a flat monthly recurring charge, select calling features at no additional charge, and access to intrastate and interstate toll service for a low per minute rate. Toll calls are billed in sixty (60) second increments after an initial period, for billing purposes, of sixty (60) seconds. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Home includes the following features:

1. Local exchange voice line with unlimited local calling.
2. Calling Features: Caller ID with Name; Call Waiting / Call Waiting with Caller ID; Call Forwarding, Call Screening, Three Way Calling.
3. Toll service and toll free calling is available under ACN Advantage Home. See Company's Missouri Tariff No. 1 for call timing and rates.
4. ACN Subscriber to Subscriber Calling.
5. Optional Data/Fax lines include local exchange line and unlimited local calling. See Company's Missouri Tariff No. 1 for intrastate toll rates.

B. Non-Recurring Charges

Service connection charges may apply, See Section 7.1 of this tariff. The Service Connection fee waived for those Customers who retain their existing telephone number when switching their service to ACN.

** Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

(N)

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.4 Residential Bundled Services, (Cont'd.)****5.4.3 ACN Advantage Plus******(T)**

ACN Advantage Plus provides Customers with a voice local exchange line with unlimited local calling for a flat monthly recurring charge, select calling features at no additional charge and 100 minutes of combined intrastate/interstate toll calling. Calls above the local call allowance and intrastate and interstate toll calls are billed in sixty (60) second increments after an initial period, for billing purposes, of sixty (60) seconds. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Plus includes the following features:

1. Local line and unlimited local calling
2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Screening, Auto Redial, Automatic Call Back, Speed Calling, Selective Call Forwarding. Additional features are available on a monthly subscription basis.
3. ACN Subscriber to ACN Subscriber Calling at no charge.
4. 100 minutes of long distance calling (intrastate and interstate combined).
5. Optional Data/Fax lines include local exchange line and unlimited local calling. See Company's Missouri Tariff No. 1 for intrastate toll rates.

B. Non-Recurring Charges

Service connection charges may apply, See Section 7.1 of this tariff. The Service Connection fee waived for those Customers who retain their existing telephone number when switching their service to ACN.

** Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

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ACN Communication Services, Inc.
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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.4 Residential Bundled Services, (Cont'd.)****5.4.4 ACN Advantage Unlimited******(T)**

ACN Advantage Unlimited provides Customers with a voice local exchange line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/ interstate toll calling. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited includes the following features:

1. Local line and unlimited local calling
2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Forwarding, Auto Redial, Automatic Call Back. Additional features are available on a monthly subscription basis.
3. Unlimited toll calling at no charge.
4. ACN Subscriber to ACN Subscriber Calling at no charge.
5. Optional Data/Fax lines include local exchange line and unlimited local calling. See Company's Missouri Tariff No. 1 for intrastate toll rates.

B. Non-Recurring Charges

Service connection charges may apply, See Section 7.1 of this tariff. The Service Connection fee waived for those customers who retain their existing telephone number when switching their service to ACN.

** Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

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ACN Communication Services, Inc.
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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.5 ACN Advantage Home - Standard and Value Options (T)**

ACN Advantage Home - Standard and Value Options is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plans from which to choose.

A. Service Features

.1 Voice lines include:

- a. Local line and unlimited local calling
- b. Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forward, Call Screening. Additional features are available on a monthly subscription basis.
- c. ACN Subscriber to ACN Subscriber Calling at no charge.

.2 Voice Line Toll Program Options:

a. ACN Advantage Home - Standard

This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

b. ACN Advantage Home - Value

This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

.3 Data/Fax lines include:

- a. Unlimited local calling.

**** Effective November 19, 2009 this service is grandfathered and available to existing Customers only. (C)**

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.6 ACN Advantage Plus - Standard and Value Options (T)**

ACN Advantage Plus - Standard and Value Options is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plans from which to choose.

A. Service Features

.1 Voice lines include:

- a. Local line and unlimited local calling
- b. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Selective Call Forwarding. Additional features are available on a monthly subscription basis.
- c. ACN Subscriber to ACN Subscriber Calling at no charge.

.2 Voice Line Toll Program Options:

- a. ACN Advantage Plus - Standard
This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.
- b. ACN Advantage Plus - Value
This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

.3 Data/Fax lines include:

- a. Unlimited local calling.

** *Effective November 19, 2009 this service is grandfathered and available to existing Customers only.* (C)

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.7 ACN Advantage Unlimited II**

ACN Advantage Unlimited II provides Customers with a voice local exchange line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/ interstate toll calling. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited II includes the following features:

- a. Local exchange voice line and unlimited local calling.
- b. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Selective Call Forwarding. Additional features are available on a monthly subscription basis.
- c. Unlimited direct dial toll calling at no charge. Toll free calling is not included. (C)
- d. Residential ACN Subscriber to Subscriber Calling at no charge.
- e. Optional Data/Fax lines include local exchange line and unlimited local calling. See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates. (C)

** *Effective November 19, 2009 this service is grandfathered and available to existing Customers only.*

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.8 ACN Advantage Home - Standard and Value Options VI**

(T)

ACN Advantage Home - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plan options.

A. Service Features

.1 Voice lines include:

- a. Local line and unlimited local calling
- b. Calling Features: Caller ID with Name, Call Waiting. Additional features are available on a monthly subscription basis.

.2 Voice Line Toll Program Options:

a. ACN Advantage Home - Standard

This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

b. ACN Advantage Home - Value

This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

.3 Data/Fax lines include:

- a. Unlimited local calling.

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

(C)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.9 ACN Advantage Plus - Standard and Value Options VI**

(T)

ACN Advantage Plus - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plan options.

A. Service Features

.1 Voice lines include:

- a. Local line and unlimited local calling
- b. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Blocking/Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Priority Ring, Selective Call Forwarding, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.

.2 Voice Line Toll Program Options:

- a. ACN Advantage Plus - Standard

This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.
- b. ACN Advantage Plus - Value

This toll program provides for intrastate and interstate toll calling based on usage per minute See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

.3 Data/Fax lines include:

- a. Unlimited local calling.

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

(C)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.10 ACN Advantage Unlimited VI**

(T)

ACN Advantage Unlimited VI provides Customers with a voice local exchange line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/ interstate toll calling. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited VI includes the following features:

- a. Local exchange voice line and unlimited local calling.
- b. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Blocking/Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Priority Ring, Selective Call Forwarding, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
- c. Unlimited direct dial outbound intraLATA, interLATA and interstate calling to the United States¹. Toll free calling is not included.
- d. Optional Data/Fax lines include local exchange line and unlimited local calling. See the Company's Missouri Tariff No. 1 for intrastate toll call timing and rates.

(C)

¹ United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

(C)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.11 ACN Advantage Plus VII

ACN Advantage Plus VII is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and an intrastate and interstate toll service plan.

A. Service Features

.1 Voice lines include:

- a. Local line and unlimited local calling
- b. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Blocking/Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Anonymous Call Rejection, Distinctive Ring 1, Distinctive Ring 2. Additional features are available on a monthly subscription basis.

.2 Voice Line Toll Program

Voice Line Toll Program provides for intrastate and interstate toll calling based on usage per minute. Applicable rates and charges are listed in the Company's long distance tariff.

.3 Data/Fax lines include:

- a. Unlimited local calling.

(N)

(N)

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.4 Residential Bundled Services, (Cont'd.)

5.4.12 ACN Advantage Unlimited VII

(N)

ACN Advantage Unlimited VII provides Customers with a voice local exchange line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/ interstate toll calling. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited VII includes the following features:

- .1 Local exchange voice line and unlimited local calling.
- .2 Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Blocking/Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
- .3 Unlimited direct dial outbound intraLATA, interLATA and interstate calling to the United States. Toll free calling is not included.
- .4 Optional Data/Fax lines include local exchange line and unlimited local calling.

¹ United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

(N)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.5 Residential Stand-Alone Local Exchange Service

Residential Stand-Alone Local Exchange Service provides the Customer with a single voice local exchange line. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. An optional data/fax line is available as an additional line, and includes unlimited local calling.

(T)

(N)

(N)

5.5.1 Service Features

Residential Stand-Alone Service includes 1000 minutes of local exchange calling. Calls above the 1000 minute call allowance are billed on a per minute basis.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.6 Residential ACN Subscriber to Subscriber Calling

Residential ACN Subscriber to Subscriber Calling allows Customers subscribed to selected ACN Residential Bundled Services to call other ACN Residential Bundled Service Customers without incurring per call usage charges or depleting the bundled minutes call allowance associated with a particular service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network. Subscriber to Subscriber Calling applies to both intrastate and interstate calling. There is no limit to the number of minutes included in this calling program.

ACN Subscriber to Subscriber calling does not apply to data/fax lines presubscribed by the Customer to the Company. Toll Free calling is not included.

(C)

This service is available where noted in the description of the specific service.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.7 ACN DigitalTalk Express Dedicated Basic Fax Line ** (T)**

ACN DigitalTalk Express Dedicated Basic Fax Line is a business fax service that provides customers with unlimited local¹ and 300 minutes of long distance calls within US and Canada. This service is only available to customers also subscribed to ACN DigitalTalk Express² and is intended only for fax use.

5.7.1 Service Features

ACN DigitalTalk Express Dedicated Basic Fax Line includes the following features:

- Unlimited local calls.¹
- 300 minutes of long distance calls within the United States and Canada.

5.7.2 Rates and Charges

Non-Recurring Charge:	\$0.00
Monthly Recurring Charge:	\$30.00
Long Distance Usage (U.S. and Canada), above 300 minutes, per minute:	\$0.05

¹ Any business local calling plan is strictly for typical business applications and is subject to the following restrictions: no unlimited local plan shall be used in connection with auto-dialers, fax blasting, or similar activities. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension.

² ACN Digital Talk Express is an unregulated VoIP service offered by ACN's affiliate, ACN Digital Phone Service.

** *Effective July 21, 2013, this service is grandfathered and available to existing Customers at existing locations for existing lines only.* (N)
(N)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)
5.8 ACN Business Advantage Unlimited

(N)

ACN Business Advantage Unlimited is a bundled local and toll service that provides commercial Customers with unlimited local calling, specified calling features and unlimited direct dialed domestic/Canada long distance service for a flat monthly rate. The Customer may also purchase data/fax lines for a separate monthly rate and/or Toll Free long distance service.

5.8.1 Terms and Conditions**A. Restrictions and Limitations**

1. ACN Business Advantage Unlimited is available where offered and only to customers with an existing local exchange service access line provided by another local carrier. Customers must sign a service contract subject to ACN's approval. Certain calling features may not be available in all areas. The service may be used only for commercial voice calling. If it is determined that local usage is not consistent with commercial voice applications, the Customer's service may be disconnected after proper notice to the Customer.
2. Unlimited long distance calling included in this plan is strictly for typical commercial voice applications and is subject to the following restrictions: the unlimited plan shall not be used in connection with auto-dialers, internet dialing, fax blasting, telemarketing, call centers, party lines, or similar activities. Incidental calling for dial-up internet access, data, and fax applications is permitted up to a maximum of 1,000 minutes within any 30-day period. Usage beyond this threshold is presumed to be inconsistent with typical commercial voice applications and is strictly prohibited. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension, re-billing at the Company's standard long distance rates, and transition to a usage-rated long distance plan

B. Service Term and Termination Liability

1. Service is offered only on a contract basis with a minimum term of three (3) years.
2. An Early Termination Fee (ETF) of \$300, decremented by \$8.33 per month, will be applied if the Customer terminates the service prior to the end of the contract term.

(N)

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.8 ACN Business Advantage Unlimited, (Cont'd.)

(N)

5.8.2 Service Features

- A. Local line and unlimited local calling, subject to limitations noted in Section 5.8.1.
- B. Subject to availability, the following calling features are included in the service: Caller ID, Caller ID w/Name & Number, Call Forwarding Variable, 3 Way Calling, Speed Dial 30, Repeat Dialing/Auto Redial *67, Auto Callback *69, and Call Screening.
- C. Subject to availability, the following calling features may be added to the service at no additional charge upon request by the customer at the time of service initiation: Hunting, Call Waiting (incompatible with hunting feature), and Call Waiting ID (incompatible with hunting feature).
- D. Unlimited direct dialed domestic long distance calling and calling to Canada, subject to limitations noted in Section 5.8.1.
- E. Data/fax line(s) are available, subject to three lines per account and limitations noted in Section 5.8.1.
- F. Toll Free service is available to customers who subscribe to ACN Business Advantage Unlimited service, subject to limitations.

5.8.3 Rates and Charges

A. Non-Recurring Charges

Service connection and/or change charges may apply.

Add feature Charge	\$5.00
Line Installation Charge	\$50.00
Additional Line Installation Charge	\$9.99
Move Charge, Weekdays	\$50.00
Move Charge Weekends, Holidays	\$75.00
Restoral of Suspended Service Charge	\$12.00
Service Call Charge	\$70.00
New Installs per Acct	\$50.00

(N)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.8 ACN Business Advantage Unlimited, (Cont'd.)****5.8.3 Rates and Charges, (Cont'd.)****B. Monthly Recurring and Usage Charges**Local Service,

Local Exchange Access Line, per month	\$56.49 (I)
Data/Fax Line, per month	\$36.49

Long Distance Service

Data/Fax Line Long Distance Intrastate calling, per minute	\$0.07
Toll Free Long Distance Toll Free Number, per number, per month	\$5.00
Intrastate calling, per minute	\$0.05

Operator Services, per call

Operator Assistance	\$5.00
Collect*	\$5.00
Busy Line Interrupt*	\$4.50
Directory Assistance Local Directory Assistance	\$2.29
National Directory Assistance	\$2.29

Directory Listing Services

Non-listed number, per month	\$2.99
Non-published number, per month	\$3.99
Additional listings – local or foreign, per month	\$6.00
Toll Free Directory Listing, per month	\$25.00

Features, per use

Repeat Dialing	\$0.75
Call Trace	\$5.00

* Service not available in AT&T service areas.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.9 ACN Business Advantage Plus**

(N)

ACN Business Advantage Plus is a bundled local and toll service that provides commercial Customers with unlimited local calling, specified calling features for a flat monthly rate and direct dialed long distance service billed on a usage basis. The Customer may also purchase data/fax lines for as separate monthly rate for a separate monthly rate and/or Toll Free long distance service.

5.9.1 Terms and Conditions**A. Restrictions and Limitations**

ACN Business Advantage Plus is available where offered and only to customers with an existing local exchange service access line provided by another local carrier. Customers must sign a service contract subject to ACN's approval. Certain calling features may not be available in all areas. The service may be used only for commercial voice calling. If it is determined that local usage is not consistent with commercial voice applications, the Customer's service may be disconnected after proper notice to the Customer.

B. Service Term and Termination Liability

1. Service is offered only on a contract basis with a minimum term of three (3) years.
2. An Early Termination Fee (ETF) of \$300, decremented by \$8.33 per month, will be applied if the Customer terminates the service prior to the end of the contract term.

5.9.2 Service Features

- A. Local line and unlimited local calling, subject to limitations noted in Section 5.9.1.
- B. Subject to availability, the following calling features are included in the service: Caller ID, Caller ID w/Name & Number, Call Forwarding Variable, 3 Way Calling, Speed Dial 30, Repeat Dialing/Auto Redial *67, Auto Callback *69, and Call Screening.
- C. Subject to availability, the following calling features may be added to the service at no additional charge upon request by the customer at the time of service initiation: Hunting, Call Waiting (incompatible with hunting feature), and Call Waiting ID (incompatible with hunting feature).

(N)

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.9 ACN Business Advantage Plus, (Cont'd.)

(N)

5.9.2 Service Features, (Cont'd.)

- D. Direct dialed long distance calling.
- E. Data/fax line(s) are available, subject to three lines per account and limitations noted in Section 5.9.1.
- F. Toll Free service is available to customers who subscribe to ACN Business Advantage Plus service, subject to limitations.

5.9.3 Rates and Charges

A. Non-Recurring Charges

Service connection and/or change charges may apply.

Add feature Charge	\$5.00
Line Installation Charge	\$50.00
Additional Line Installation Charge	\$9.99
Move Charge, Weekdays	\$50.00
Move Charge Weekends, Holidays	\$75.00
Restoral of Suspended Service Charge	\$12.00
Service Call Charge	\$70.00
New Installs per Acct	\$50.00

(N)

SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**5.9 ACN Business Advantage Plus, (Cont'd.)****5.9.3 Rates and Charges, (Cont'd.)****B. Monthly Recurring and Usage Charges**

<u>Local Service,</u>	
Local Exchange Access Line, per month	\$42.49 (I)
Data/Fax Line, per month	\$36.49
<u>Long Distance Service</u>	
Intrastate calling, per minute:	\$0.07
Data/Fax Line Long Distance	
Intrastate calling, per minute:	\$0.07
Toll Free Long Distance	
Toll Free Number, per number, per month	\$5.00
Intrastate calling, per minute:	\$0.05
<u>Operator Services, per call</u>	
Operator Assistance	\$5.00
Collect*	\$5.00
Busy Line Interrupt*	\$4.50
Directory Assistance	
Local Directory Assistance	\$2.29
National Directory Assistance	\$2.29
<u>Directory Listing Services</u>	
Non-listed number, per month	\$2.99
Non-published number, per month	\$3.99
Additional listings – local or foreign, per month	\$6.00
Toll Free Directory Listing, per month	\$25.00
<u>Features, per use</u>	
Repeat Dialing	\$0.75
Call Trace	\$5.00

* Service not available in AT&T service areas.

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SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)

5.10 DigitalTalk Data/Fax Line

(N)

DigitalTalk Data/Fax Line is a business service that provides customers with unlimited local¹ minutes and access to long distance calling within the United States and Canada. Customers may order up to a maximum of three (3) lines. This service is only available to customers also subscribed to ACN DigitalTalk Services² and is intended for use with analog non-voice devices for faxing, security system monitoring and point-of-sale.

5.10.1 Service Features

DigitalTalk Data/Fax Line includes the following features:

- Unlimited local calls.¹

5.10.2 Rates and Charges

Non-Recurring Charge, per order (maximum of 3 lines):	\$30.00
Monthly Recurring Charge, per line:	\$33.00
Long Distance Usage (U.S. and Canada), per minute:	\$0.05

¹ Any business local calling plan is strictly for typical business applications and is subject to the following restrictions: no unlimited local plan shall be used in connection with auto-dialers, fax blasting, or similar activities. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension.

² ACN DigitalTalk Services are unregulated VoIP services offered by ACN’s affiliate, ACN Digital Phone Service.

(N)

SECTION 6 – SUPPLEMENTAL SERVICES**6.1 Optional Calling Features**

Optional Calling Features are services offered as additions to regular telephone exchange service.

6.1.1 Feature Descriptions

Call Forward: Allows the Customer to automatically transfer all incoming calls to a telephone number at another local or toll location.

Select Call Forwarding: Allows the Customer to select a specified number of telephone numbers for forwarding.

Call Waiting: Permits the Customer engaged in a call to receive a tone signal indicating a second call is waiting and, by operation of the switchhook, to place the first call on hold and answer the waiting call. The Customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

Call Waiting ID - Includes all the features of Call Waiting and additionally provides for the display of the second caller's name and telephone number on Caller ID compatible Customer premises equipment.

Three-Way Calling: Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.1 Optional Calling Features, (Cont'd.)****6.1.1 Feature Descriptions, (Cont'd.)**

Speed Dialing 8 Code: Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.

Auto Redial: Automatically redials a busy number for up to 30 minutes until line is available..

Call Screen: Provides the Customer with the ability to prevent repeated calls from an unwanted caller whose number may or may not be known. In addition, the Customer has the ability to create a list of telephone numbers from which the Customer may not wish to receive calls. Calls from these telephone numbers will be sent an appropriate announcement indicating that the call cannot be completed because the Customer has activated Call Screening.

Anonymous Call Rejection: Allows a customer to reject calls from callers who are using a blocking option to prevent display of their telephone number. The Customer activates or deactivates ACR by dialing a preassigned code.

Auto Call Back: Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes, if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.1 Optional Calling Features, (Cont'd.)****6.1.1 Feature Descriptions, (Cont'd.)**

Caller ID with Name: Displays the name and telephone number of an incoming call on a specially designed telephone or device that the Customer attaches to their existing telephone. Obtaining and maintaining the display device is the responsibility of the Customer.

Distinctive Ring: Allows the Customer to have an additional telephone number assigned to one dial tone line in addition to the main number. Each number when dialed will result in a distinctive ring that enables the Customer to determine which number is being called.

Call Trace: Allows a Customer to initiate an automatic trace of the last call received. After receiving the call that is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company. The Customer using Call Trace is required to contact the Company for further action. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.1 Optional Calling Features, (Cont'd.)****6.1.2 Caller ID**

This feature enables the Customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls. When Caller ID is activated on a Customer's line, the CPN of incoming calls are displayed at the called CPE 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 the Company: (1) private, nonprofit, tax exempt, domestic violence intervention agencies and (2) 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 Customer can unblock their CPN information on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad of 1182 from a rotary phone) immediately prior to placing a call.

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

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.1 Optional Calling Features, (Cont'd.)****6.1.2 Caller ID, (Cont'd.)**

Any Customer subscribing to Caller ID will be responsible for the provision of a display device that will be located on the Customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. 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.

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.

6.1.3 Call Trace

Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by the Company, 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: originating telephone number, the date and time of the call, the date and time call trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll free number, which will active a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact the Company for further instructions. Activation of Call Trace never authorizes the Company 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.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)

6.2 Directory Assistance Service

6.2.1 Basic Local Directory Assistance

The rates specified following apply when Customers request Company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

A Customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The Customer may request a maximum of two (2) telephone numbers per call to Directory Assistance service without additional charges.

6.2.2 Call Completion

Charges apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number.

6.2.3 National Directory Assistance Service

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area. There are no call allowances or exemptions for National Directory Assistance. A maximum of two(2) requested telephone numbers are allowed per call.

(N)
|
|
|
|
(N)

SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)

6.3 Operator Service

6.3.1 General

Company operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect*, to a Third Party*, or via some method other than a Calling Card or Commercial Credit Card. (C)

Person-to-Person* - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available. (C)

Collect Calls*: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator. (C)

* Service not available in AT&T service areas. (C)

SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.3 Operator Service, (Cont'd.)****6.3.2 Regulations**

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

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)

6.4 Busy Line Verification and Interrupt Service*

(C)

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists, requests interruption and the call has already been verified as busy.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

* Service not available in AT&T service areas.

(C)

SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)

6.5 Directory Listing Service

6.5.1 General Terms and Conditions

- A.** The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
- B.** The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing, or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- C.** The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing that is found to be in violation of its rules with respect thereto.

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32991 Hamilton Court
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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.5 Directory Listing Service, (Cont'd.)****6.5.1 General Terms and Conditions, (Cont'd.)**

- D.** Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- E.** In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- F.** Rates and regulations for listing service are applicable only to listings in the alphabetical directories.
- G.** Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.
- H.** A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.
- I.** Listing services are available with all classes of main telephone exchange service.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.5 Directory Listing Service, (Cont'd.)****6.5.2 Listings****A. Primary Listing**

One listing, termed the initial listing is included with each Customer's service, and with the initial line of a line hunting group.

B. Additional Listings

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The monthly rate for additional listings apply when the listings appear in Directory Assistance records in accordance with the date requested by the Customer.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

C. Foreign Listing

Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)**6.5 Directory Listing Service, (Cont'd.)****6.5.2 Listings, (Cont'd.)****D. Nonpublished Service**

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company Directory Assistance Records. However, such information may be displayed on a call-by-call basis at Public Safety Answering Point locations where Enhanced Universal Emergency Number service is provided (E911).

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)

6.5 Directory Listing Service, (Cont'd.)

6.5.2 Listings, (Cont'd.)

E. Nondirectory Listed Service

Nondirectory listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nondirectory listed service or the disclosing of said number to any person.

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SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)

6.6 911 Emergency Service

- 6.6.1** The Company is obligated to supply the E-911 service provider in the Company service area with 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 or whose lease facilities have been purchased for the provision of local service pursuant to these tariffs.
- 6.6.2** At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in order to properly update the database for E-911.
- 6.6.3** The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point (PSAP). The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 6.6.4** The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310. The Company will observe and adhere to the Commission's emergency telephone service rules in 4 CSR 240-34.

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SECTION 7 – RATES

7.1 Service Charges and Surcharges

7.1.1 Service Order and Change Charges, (Cont'd.)

A. SWBT Service Area

	<u>Residence</u>	(D)	
Line Connection Charge		 	
Primary Line	\$50.00		
Secondary Line	\$50.00		
Moves, per line	\$50.00		
Transfer of Service, per order	\$10.00		
Telephone Number Change	\$5.00		
Service Order Changes/Add	\$5.00		
Feature Add/Change	\$5.00		
			(D)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

SECTION 7 – RATES, (CONT'D.)**7.1 Service Charges and Surcharges, (Cont'd.)****7.1.2 Temporary Suspension of Service****A. SWBT Service Area**

	<u>Residence</u>	(D)
<u>Nonrecurring Charge</u>	\$10.00	
<u>Monthly Recurring Charge</u>		
Advantage Home	\$20.00	
Advantage Plus	\$20.00	
Advantage Unlimited	\$20.00	
Advantage Home-Standard & Value Options	\$15.00	
Advantage Plus-Standard & Value Options	\$15.00	
Advantage Unlimited II	\$15.00	
Data/Fax Line	\$10.99	
Stand-Alone Local Exchange Service	\$15.00	(D)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

SECTION 7 – RATES, (CONT'D.)

7.1 Service Charges and Surcharges, (Cont'd.)

7.1.3 Restoration of Service

A. SWBT Service Area

	<u>Residence</u>	(D)
Restoration after temporary denial, but prior to completion of order to discontinue service	\$10.00	 (D)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

SECTION 7 – RATES, (CONT'D.)
7.1 Service Charges and Surcharges, (Cont'd.)**7.1.4 Carrier Presubscription, (Cont'd.)****A. Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Section 4.4.4 of this tariff, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residence line, trunk, or port	
Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

7.1.5 Public Telephone Surcharge

Rate Per Call: \$0.43 (I)

 Issued: April 14, 2004

Effective: April 24, 2004

Issued by: Daniel Crowley, Vice President - Finance
 ACN Communication Services, Inc.
 32991 Hamilton Court
 Farmington Hills, Michigan 48333

mof0407

SECTION 7 – RATES, (CONT'D.)

7.2 Local Exchange Services

7.2.1 Basic Local Service

A. SWBT Service Area

Monthly Rate, per line \$70.00

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services****A. AT&T Service Area****.1 ACN Advantage Home****

Monthly Recurring Charge

Local Exchange Access Line:	\$40.99 (I)
Data/Fax Line:	\$13.99

.2 ACN Advantage Plus**

Monthly Recurring Charge

Local Exchange Access Line:	\$43.99 (I)
Data/Fax Line:	\$13.99

** Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

SECTION 7 – RATES, (CONT'D.)

7.2 Local Exchange Services, (Cont'd.)

7.2.2 Residential Bundled Services, (Cont'd.)

A. SWBT Service Area, (Cont'd.)

.2 ACN Advantage Unlimited**

Monthly Recurring Charge	
Local Exchange Access Line:	\$54.75 (I)
Data/Fax Line:	\$13.99

** Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

FILED - Missouri Public Service Commission - 02/14/2023 - JC-2023-0125

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.3 ACN Advantage Home - Standard and Value Options******a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage RatesLocal Service, per month

Local Exchange Access Line:	\$35.95 (I)
Data/Fax Line:	\$13.99

** *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.4 ACN Advantage Plus - Standard and Value Options******a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage RatesLocal Service, per month

Local Exchange Access Line:	\$37.99 (I)
Data/Fax Line:	\$13.99

** *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.5 ACN Advantage Unlimited II******a. Non-Recurring Charges**

Service connection charges may apply. See Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage Rates

Monthly Recurring Charge:

ACN Advantage Unlimited Access Line:	\$52.99 (I)
Data/Fax line:	\$13.99

** *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.6 ACN Advantage Home - Standard and Value Options VI******a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage RatesLocal Service, per month

Local Exchange Access Line:	\$31.00 (I)
Data/Fax Line:	\$13.99

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.7 ACN Advantage Plus - Standard and Value Options VI******a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage RatesLocal Service, per month

Local Exchange Access Line:	\$30.00 (I)
Data/Fax Line:	\$13.99

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.8 ACN Advantage Unlimited VI******a. Non-Recurring Charges**

Service connection charges may apply. See Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage Rates

Monthly Recurring Charge:

ACN Advantage Unlimited Access Line:	\$47.99 (I)
Data/Fax line:	\$13.99

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.9 ACN Advantage Plus VII****a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage RatesLocal Service, per month

Local Exchange Access Line:	\$36.99 (I)
Data/Fax Line:	\$13.99

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 7 – RATES, (CONT'D.)**7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.10 ACN Advantage Unlimited VII****a. Non-Recurring Charges**

Service connection charges may apply. See Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage Rates

Monthly Recurring Charge:

ACN Advantage Unlimited Access Line:	\$52.99 (I)
Data/Fax line:	\$13.99

SECTION 7 – RATES, (CONT'D.)

7.2 Local Exchange Services, (Cont'd.)

7.2.3 Residential Stand-Alone Local Exchange Service

A. SWBT Service Area

Monthly Recurring Charge	
Local Exchange Access Line:	\$28.99 (I)
Data/Fax Line:	\$13.99
Local Calls above the Call Allowance:	\$0.01 per minute

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

FILED - Missouri Public Service Commission - 02/14/2023 - JC-2023-0125

SECTION 7 – RATES, (CONT'D.)

7.2 Local Exchange Services, (Cont'd.)

7.2.4 ACN DigitalTalk Express Dedicated Basic Fax Line

(T)

Rates for this service are found in Section 5.7 of this tariff.

7.2.5 ACN Business Advantage Unlimited

Rates for this service are found in Section 5.8 of this tariff.

7.2.6 ACN Business Advantage Plus

Rates for this service are found in Section 5.9 of this tariff.

7.2.7 DigitalTalk Data/Fax Line

Rates for this service are found in Section 5.10 of this tariff.

(T)

SECTION 7 – RATES, (CONT'D.)

5th Revised Page 9
Cancels 4th Revised Page 9

7.3 Supplemental Services

7.3.1 Optional Calling Features

A. AT&T Service Area

1. Rates Per Month

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

a. Features ordered prior to November 19, 2009

Optional Calling Feature	Residence
Call Forwarding	\$2.50
Selective Call Forwarding	\$2.00
Call Waiting	\$6.00
Call Waiting ID	\$0.75
Three-Way Calling	\$2.50
Speed Dialing - 8 Codes	\$2.50
Auto Redial	\$2.50
Call Screen	\$2.50
Anonymous Call Rejection	\$1.50
Auto Call Back	\$4.50
Caller ID with Name	\$7.00
Distinctive Ring 1	\$2.00
Distinctive Ring 2	\$2.00
Three-Way Calling	\$2.50

(D)

(D)

Issued: May 16, 2013

Effective: June 15, 2013

Issued by:

Treasurer/CFO
1000 Progress Place NE
Concord, North Carolina 28025

Filed
Missouri Public
Service Commission
JC-2013-0524

MO11302

SECTION 7 – RATES, (CONT'D.)

7.3 Supplemental Services

7.3.1 Optional Calling Features

A. AT&T Service Area, (Cont'd.)

1. Rates Per Month, (Cont'd.)

b. Features ordered on or after November 19, 2009

(N)

Optional Calling Feature	Residence
Anonymous Call Rejection	\$5.00
Auto Call Back	\$5.00
Auto Redial	\$5.00
Call Blocking/Screen	\$5.00
Call Forwarding	\$5.00
Call Waiting ID	\$5.00
Caller ID with Name	\$7.00
Distinctive Ring 1	\$4.00
Distinctive Ring 2	\$4.00
Priority Ring	\$4.00
Selective Call Forwarding	\$5.00
Speed Dialing - 8 Codes	\$5.00
Three-Way Calling	\$5.00

(N)

Issued: October 9, 2009

Effective: November 19, 2009

Issued by: Brian Krass, Treasurer/CFO
 ACN Communication Services, Inc.
 1000 Progress Place NE
 Concord, NC 28025

MOF0903 FILED
 Missouri Public
 Service Commission
 JC-2010-0256

SECTION 7 – RATES, (CONT'D.)

7.3 Supplemental Services, (Cont'd.)

7.3.1 Optional Calling Features, (Cont'd.)

A. SWBT Service Area, (Cont'd.)

.2 Rates Per Use

The following features are offered on a per use basis.

Optional Calling Feature	Residence
Three Way Calling	\$0.75
Call Return	\$0.75
Repeat Dialing	\$0.75
Call Trace	\$5.00

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 (D)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

SECTION 7 – RATES, (CONT'D.)

7.3 Supplemental Services, (Cont'd.)

7.3.2 Directory Assistance

A. SWBT Service Area

.1 Basic Local and IntraLATA Directory Assistance

Per Call: Residential (T)
\$2.29 (I)

.2 Call Completion

Per Call: Residential (T)
\$0.30 (I)

.3 National Directory Assistance

Per Call: Residential (T)
\$2.29 (I)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

Issued: October 19, 2017

Effective: November 1, 2017

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

FILED
Missouri Public
Service Commission
JC-2018-0042

SECTION 7 – RATES, (CONT'D.)

7.3 Supplemental Services, (Cont'd.)

7.3.3 Operator Service

A. SWBT Service Area

.1 Local Usage Charges

Usage charges will be billed at the rate in effect for the presubscribed service plan purchased by the Customer.

.2 Local Per Call Service Charges

Customer Dialed Calling Card	\$0.90
Operator Dialed Calling Card	\$1.50

(D)

(D)

(D)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

SECTION 7 – RATES, (CONT'D.)

7.3 Supplemental Services, (Cont'd.)

7.3.4 Busy Line Verification and Interrupt

A. SWBT Service Area

Service not available.

(D)
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(D)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

SECTION 7 – RATES, (CONT'D.)**7.3 Supplemental Services, (Cont'd.)****7.3.5 Directory Listing Service****A. SWBT Service Area**

	<u>Residence</u>	<u>Business</u>
Primary Listings	\$0.00	N/A
Additional Listings, per listing	\$1.95	N/A
Non-Listed Service, per account	\$1.62	N/A
Non Published Service, per line	\$2.74	\$4.99 (N)

B. Sprint Service Area

Service not yet available

C. CenturyTel Service Area

Service not yet available

Issued: May 30, 2012

Effective: July 1, 2012

Issued by: Treasurer/CFO
ACN Communication Services, Inc.
1000 Progress Place NE
Concord, North Carolina 28025

Filed
Missouri Public
Service Commission
MO11205
JC-2012-0768

SECTION 8 – TOLL SERVICES

All Services referenced in this Section are grandfathered and available to existing Customers at existing locations only. Moves, adds or changes are not available for existing services and services are not available to new installations.

(C)
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(C)

8.1 General

Rates and regulations for the Toll Services offered by the Company may be found in P.S.C. MO. Tariff No. 1.

Issued: July 15, 2019

Effective: August 15, 2019

Issued by: Treasurer/CFO
ACN Communication Services, LLC
1000 Progress Place
Concord, North Carolina 28025

FILED
Missouri Public
Service Commission
JC-2020-0004

SECTION 9 – ACCESS SERVICES

9.1 General

Rates and regulations for the Access Services offered by the Company may be found in P.S.C. MO. Tariff No. 3.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 10 – SPECIAL ARRANGEMENTS**10.1 Special Construction****10.1.1 Basis for Charges**

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in Company tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a) nonrecurring charges;
- b) recurring charges;
- c) termination liabilities; or
- d) combinations of (a), (b), and (c).

10.1.2 Basis for Cost Computation

The costs referred to in 10.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1. equipment and materials provided or used;
 - 2. engineering, labor, and supervision;
 - 3. transportation; and
 - 4. rights of way and/or any required easements.
- B. Cost of maintenance.
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 10 – SPECIAL ARRANGEMENTS, (CONT'D.)

10.1 Special Construction, (Cont'd.)

10.1.2 Basis for Cost Computation, (Cont'd.)

- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- E. License preparation, processing, and related fees.
- F. Tariff preparation, processing and related fees.
- G. Any other identifiable costs related to the facilities provided; or
- H. An amount for return and contingencies.

10.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a Customer.

- A. The period on which the termination liability is based is the estimated service life of the facilities provided.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 9 – SPECIAL ARRANGEMENTS, (CONT'D.)**10.1 Special Construction, (Cont'd.)****10.1.3 Termination Liability, (Cont'd.)**

- B.** The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
- .1 Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - (a.) equipment and materials provided or used;
 - (b.) engineering, labor, and supervision;
 - (c.) transportation; and
 - (d.) rights of way and/or any required easements;
 - .2 license preparation, processing, and related fees;
 - .3 tariff preparation, processing and related fees;
 - .4 cost of removal and restoration, where appropriate; and
 - .5 any other identifiable costs related to the specially constructed or rearranged facilities.
- C.** The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 10.1.3.B preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 10.1.3.B preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 10 – SPECIAL ARRANGEMENTS, (CONT'D.)**10.2 Non-Routine Installation and/or Maintenance**

At the Customer's request, installation and/or maintenance may be performed outside Company regular business hours, or (in sole discretion of the Company and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, but at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

10.3 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ICB rates will be structured to recover Company cost of providing the service. Terms of specific ICB arrangements will be made available to the Commission upon request on a proprietary basis. ICB rates will not be used for switched services.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 11 – PROMOTIONS

11.1 General

ACN 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. ACN will offer all promotions in a non-discriminatory manner.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0300

SECTION 11 – PROMOTIONS, (CONT'D.)

11.2 50% Discount Promotion

(N)

Beginning February 4, 2005, any existing ACN residential long distance service Customer who migrates their local exchange service to ACN, selecting any Residential Bundled Service, will receive a 50% discount on the Monthly Recurring Charge (MRC) for that bundled service. The discount does not apply to usage, calling features, nonrecurring charges, surcharges or taxes. The discount applies per account and is therefore applicable only to the Customer's primary line in the event more than one line is associated with an account. The service will revert to the tariffed price on the Customer's third invoice. This offer may not be combined with any other promotions.

This promotion is available until February 1, 2006.

11.3 3rd Month Free Promotion

Beginning February 4, 2005, any existing ACN residential long distance service Customer who migrates their local exchange to service to ACN, selecting any Residential Bundled Service, will receive the third month Monthly Recurring Charge (MRC) for that service at no charge. The free month does not apply to usage, calling features, nonrecurring charges, surcharges or taxes. This promotion applies per account and is therefore applicable only to the Customer's primary line in the event more than one line is associated with an account. This offer may not be combined with any other promotions.

This promotion is available until February 1, 2006.

11.4 \$10 Discount for 3 Months

Beginning February 4, 2005, any existing ACN residential long distance service Customer who migrates their local exchange to service to ACN, selecting any Residential Bundled Service, will receive a \$10 discount off the Monthly Recurring Charge (MRC) for the first three (3) months of service. The discount does not apply to usage, calling features, nonrecurring charges, surcharges or taxes. The discount applies per account and is therefore applicable only to the Customer's primary line in the event more than one line is associated with an account. The service will revert to the tariffed price on the Customer's fourth invoice. This offer may not be combined with any other promotions.

This promotion is available until February 1, 2006.

(N)

Issued: January 28, 2005

Effective: February 4, 2005

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

mof0501

SECTION 11 – PROMOTIONS, (CONT'D.)

11.5 ACN Advantage Unlimited II Promotion (N)

Residential Customers who sign up for ACN Advantage Unlimited II Service between December 1, 2006 through February 28, 2007 will receive a credit on the initial three (3) invoices for this service. Customer bills will show the tariffed rate and a credit, indicating an effective rate reduction on the invoice. This discounted rate will apply to all new ACN Advantage Unlimited II Customers as well as existing ACN customers currently subscribed to other ACN residential services and who chose to migrate their service to ACN Advantage Unlimited II. At the end of the three (3) invoice period, the service rate will revert to the standard rate as tariffed. All other terms and conditions of the service apply.

Promotional Monthly Recurring Charge

ACN Advantage Unlimited II Access Line: \$34.99 (N)

Issued: November 22, 2006

Effective: December 1, 2006

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

Filed
Missouri Public
Service Commission

mof0604

SECTION 11 – PROMOTIONS, (CONT'D.)**11.6 2007 ACN Advantage Unlimited II Promotion**

Beginning March 1, 2007 and continuing through February 28, 2008, new residential Customers are eligible to subscribe to ACN Advantage Unlimited II, a bundled local exchange service, at a discounted promotional rate. ACN Advantage Unlimited II voice lines provide Customers with unlimited local calling, selected calling features at no additional charge and unlimited direct dial intrastate/interstate toll calling. All other terms and conditions of the service apply as tariffed.

Local Exchange Line, per month: \$47.99 (I)

11.7 2007 ACN Advantage Plus – Standard and Value Options Promotion

Beginning March 1, 2007 and continuing through February 28, 2008, new residential Customers are eligible to subscribe to ACN Advantage Plus – Standard and Value Options, a bundled local exchange service, at a discounted promotional rate. ACN Advantage Plus – Standard and Value Options voice lines provide Customers with unlimited local calling and selected calling features at no additional charge. All other terms and conditions of the service apply as tariffed.

Local Exchange Line, per month: \$33.99 (I)

Issued: January 13, 2023

Effective: February 14, 2023

Issued by: Treasurer/CFO
1000 Progress Place
Concord, North Carolina 28025

SECTION 11 – PROMOTIONS, (CONT'D.)

11.8 Referral Credit

(N)

Beginning October 30, 2007, current residential ACN Customers who have been active Customers for 90 days are eligible for a credit for referring a new Customer who purchases any ACN service. Current ACN Customers will receive a \$20 credit for each new Customer referral where the new Customer purchases ACN local exchange service or \$10 where the new Customer referral who purchases ACN long distance service. The referral credit will apply to the third (3rd) invoice after the new consumer signs up for ACN service.

The referred consumer will receive a one-time fifty percent (50%) discount off the tariff price of the service purchased. The credit will apply to the consumer's third (3rd) invoice and will not apply to taxes, surcharges, regulatory fees or nonrecurring fees. New Customers will only be eligible to one 50% credit under this offer. If the new Customer disconnects service before the credit is applied, the new Customer will not be eligible to receive the credit.

This promotion expires October 31, 2008.

11.9 ACN Wireless Promotion

Beginning October 30, 2007, Current ACN customers in good standing will receive a credit if they purchase wireless service through ACN. Customers of ACN local exchange service will receive a one time \$25 credit and Customers of ACN long distance service will receive a one time \$10 credit. The credit will be applied to the Customer's bill statement after thirty (30) days as a good standing wireless customer. ACN provides wireless service to its customers as an agent and is not currently a reseller or facilities-based provider of wireless service.

This promotion expires October 31, 2008.

(N)

Issued: October 23, 2007

Effective: October 30, 2007

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

FILED
Missouri Public
Service Commission
MO0704

SECTION 12 - CUSTOMER INFORMATION BULLETIN

- 12.1** At the time of sale when the residential customer signs up for service, the Company provides each Customer with a Customer Information Bulletin which contains an itemized account of the charges for the equipment and service for which the customer has contracted and other information. This shall be hand delivered to the Customer, the form of which will be as follows:

IMPORTANT CUSTOMER INFORMATION FOR YOUR REVIEW**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.

Your Telephone Bill

You'll receive a telephone bill from us each month. ACN provides basic local exchange services. The Company may require a deposit or advance payment for service. Payment in full is due within 30 days of the date of the bill. If we do not receive your payment within thirty (30) days your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to ACN Communication Services, Inc. and may be made in the form of a Money Order, personal check or Certified Check. If you are temporarily having difficulty paying your telephone bill, please call ACN Communication Services, Inc. at (888) 226-9013, 24 hours a day, 7 days a week. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent to you at least ten (10) days prior to the date of the proposed discontinuance.

Issued: May 9, 2003

Effective: July 1, 2003

Issued by: Daniel Crowley, Vice President - Finance
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

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SECTION 12 - CUSTOMER INFORMATION BULLETIN, (CONT'D.)

Disconnection or Suspension of Telephone Service

Your telephone service is subject to suspension and disconnection for any of the reasons listed below. If you do not resolve the reason for suspension or disconnection, your service will first be suspended. If service is suspended, your telephone number is reserved for five days and you will not be charged installation charges again.

Your service may be suspended or disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account.
2. Failure to post a required deposit or guarantee.
3. Unauthorized use of telephone utility equipment in a manner that creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
4. Failure to comply with the terms of a settlement agreement.
5. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
6. Misrepresentation of the identity in obtaining telephone utility service.
7. As provided by federal and state law.

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SECTION 12 - CUSTOMER INFORMATION BULLETIN, (CONT'D.)**Reconnection of Service**

After local telephone service has been disconnected, ACN Communication Services, Inc. will restore your service when the reason for disconnection has been remedied. Before restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by ACN Communication Services, Inc. or its authorized Agent.
2. Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.

Procedures for Handling Billing Questions, other Inquiries and Complaints

Questions about your bill and other telephone inquiries may be made directly by calling ACN Communication Services, Inc. twenty-four (24) hours a day, seven (7) days a week by dialing 1-888-226-9013. Written inquiries may be directed by fax to: (248) 489-8901. Written inquiries may also be directed to:

ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, Michigan 48333

Filing a Complaint with the Missouri Public Service Commission

If ACN Communication Services, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governor's Office Building, 200 Madison Street, P.O. Box 360, Jefferson City, Missouri 65101, or by calling the Missouri Public Service Commission at 800-392-4211 to file an informal complaint.

You may contact the Missouri Office of the Public Counsel, representing the public before the Public Service Commission. The Missouri Office of the Public Counsel has an office at the Governor's Office Building, 200 Madison Street, Suite 600, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.

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