

GENERAL AND LOCAL EXCHANGE TARIFF

As of December 1, 2008, the following statutory provisions no longer apply to the Company as they have been waived* pursuant to §392.420 RSMo. 2008:

A. Statutes

- Section 392.290 RSMo – Issuance of Stocks, Bonds and Other Indebtedness
- Section 392.300 RSMo – Transfer of Property and Ownership of Stock
- Section 392.310 RSMo – Approving of Issuing Stocks, Bonds, and Other Indebtedness
- Section 392.320 RSMo – Certificate of Commission to be Recorded-Stock Dividends
- Section 392.330 RSMo – Accounting Requirements (proceeds of sales of stock, bonds, notes, etc.)
- Section 392.340 RSMo – Company Reorganization

*See PSC Case No. IE-2009-0232.

Issued: December 24, 2008

Effective: January 23, 2009

Brian Cornelius, President
Citizens Telephone Company
P.O. Box 737, 1905 Walnut Street
Higginville, MO 64037-0737

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June 1, 2013
Missouri Public
Service Commission
JI-2013-0454

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Service Commission
JI-2009-0479

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JUL 30 1998

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
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Issued: August 1998

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: September 1, 1998

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EXPLANATION OF SYMBOLS

The following symbols are applicable to all sections of this Tariff:

- (C) Signifies a changed regulation.
- (D) Signifies a discounted rate, treatment, or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (M) Signifies a move of text from one area of the tariff to another, but no change in rate, treatment or regulation.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

ISSUED:
7/30/04

Brian Cornelius
Citizens Telephone Company
1905 Walnut
Higginville, MO 64037

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September 10, 2004

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April 6, 2007

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: ~~August 1, 1994~~
SEP 10 1994

Citizens Telephone Company
of Higginsville, Missouri, Inc.

P.S.C. MO. NO. 4
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1905 Walnut
Higginsville, MO 64037

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Citizens Telephone Company
of Higginsville, Missouri, Inc.

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(N)

Issued: February 14, 2007

Effective: February 24, 2007

Brian Cornelius
Citizens Telephone Company
1905 Walnut
Higginsville, MO 64037

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(N)
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February 24, 2007

Missouri Public
Service Commission

Brian Cornelius
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Public Service Commission

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Public Service Commission

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DEFINITIONS

2. Definitions (Cont'd)

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Demarcation Point

The point of connection, provided and maintained by the telephone utility to which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling, this point of connection will generally be the modular jack on the customer side of the protector. The drop and the interface arrestor, will continue to be provided by, and remain the property of, the telephone utility.

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Exchange

A geographical area for the administration of telecommunications services established and described by the tariff of a telecommunications company providing basic local telecommunications service.

CANCELLED

Exchange Area

The territory served by an Exchange.

APR 15 1997
BY 1st P.S. # 2.2
Public Service Commission
MISSOURI

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Telephone service furnished between subscribers' stations located within the same local service area.

Local Message

A communication between subscribers' stations within the same local service area.

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DEFINITIONS

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2. Definitions (Cont'd)

JAN 15 1997

Local Service Area

MISSOURI
Public Service Commission

That geographical area throughout which a subscriber obtains telephone service without the payment of a toll charge.

Pilot Number

The number in a multi-line hunt service group which is published as the customer's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Premises

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

Private Line

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

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JAN 01 1998
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DEFINITIONS

2. Definitions (Cont'd)

Local Service Area

That geographical area throughout which a subscriber obtains telephone service without the payment of a toll charge.

Pilot Number

The number in a multi-line hunt service group which is published as the customer's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Premises

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

Private Line

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

Public Telephone

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

Semi-Public Telephone

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

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Issued: 9/24/93

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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93-268

MISSOURI
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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations

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3.1 Application

SEP 24 1993

The rules and regulations specified herein apply to the intrastate services and facilities of Citizens Telephone Company of Higginsville, Missouri, Incorporated, hereinafter referred to as the Company. Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

MISSOURI
Public Service Commission

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific tariffs, the rate, rule, regulations or provision contained in the specific tariffs shall prevail.

This tariff cancels and supersedes all other local tariffs of the Company issued and effective prior to the effective date of this tariff.

The Company, which acts as the Secondary Carrier (SC) under the Missouri Primary Carrier by Toll Center Plan filed with the Missouri Public Service Commission, subtends the Southwestern Bell Telephone toll and WATS complexes. Rates for these services are contained in the Toll and WATS tariffs of Southwestern Bell Telephone Company.

CANCELLED

3.2 Explanation of Symbols

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

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By ISRS#3-1
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93 - 268

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Public Service Commission

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire

1. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.
2. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
3. The General Regulations contained in Section 3 of this Tariff apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.
4. Responsibility of the Customer
 - a. A customer desiring to connect customer-provided equipment to the exchange and message toll network must make application to the Company. Such application may be made orally prior to the desired in-service date and shall include the following:
 - 1) The type and manufacture of each item of the grandfathered equipment or the registration number and ringer equivalence of the registered equipment.
 - 2) The number of CPE instruments to be connected.

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GENERAL RULES AND REGULATIONS **RECEIVED**

3. General Rules and Regulations (Cont'd)

JAN 15 1997

3.4 Use of Service and Facilities (Cont'd)

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Public Service Commission

C. Use of Subscriber Service

Local exchange telephone service, as distinguished from payphone service is furnished only for the use by the subscriber, his/her family, and associates. (C)
The Company may refuse to install or permit such service to remain on premises of payphone character. (C)

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes the following:

1. The use of service used in such a manner as to interfere with the service of other telephone users.
2. The use of service for any purpose other than as a means of communication.
3. Tampering with company equipment for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
4. The use of profane or obscene language.
5. The impersonation of another individual with fraudulent or malicious intent.
6. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

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Brian Cornelius
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1905 Walnut
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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

C. Use of Subscriber Service

Local exchange telephone service, as distinguished from public or semi-public telephone service, is furnished only for the use by the subscriber, his/her family, and associates. The Company may refuse to install or permit such service to remain on premises of public or semi-public character.

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes the following:

1. The use of service used in such a manner as to interfere with the service of other telephone users.
2. The use of service for any purpose other than as a means of communication.
3. Tampering with company equipment for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
4. The use of profane or obscene language.
5. The impersonation of another individual with fraudulent or malicious intent.
6. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

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1905 Walnut
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Public Service Commission

Citizens Telephone Company
of Higginsville, Missouri, inc.

GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

SEP 24 1993

3.7 Establishment and Maintenance of Credit

MISSOURI
Public Service Commission

A. Establishment of Credit for Residence Service

The Company may require an applicant for service to post a deposit if:

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

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

- Has a valid major national charge card
- Has a valid major national oil charge card
- Has a local charge card
- Home ownership
- Has been employed two years or more with the current employer
- Has a savings account
- Has an existing loan from a financial institution not considered delinquent by the creditor

2. The Company is not obligated to furnish service to any individual that owes for service furnished by the Company previously rendered at the same or a different address until arrangements have been made for payment in full of such previous indebtedness to the Company.
3. The Company may require a deposit or guarantee as a condition of continued service if undisputed charges in two out of the last twelve (12) billing periods become delinquent. The deposit shall not exceed charges for two (2) months service based on the average bill during the preceding twelve (12) months.
4. If within the first six (6) months of establishing service, the customer incurs toll or other charges in any one (1) billing period which are greater than 400% of the amount of the deposit previously required, an additional deposit may be required.

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

A. Establishment of Credit for Residence Service (Cont'd)

5. In lieu of a deposit the Company may accept a written guarantee. The guarantee shall be limited to an amount not to exceed the cash deposit provided for in these tariffs.

6. No deposit or guarantee shall be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, condition of physical handicap or geographical location of residence of the subscriber.

7. A deposit shall be subject to the following terms:

It shall not exceed estimated charges for two (2) months service based on the average bill during the preceding twelve (12) months or in case of a new applicant for service the average monthly bill for all subscribers within a customer class.

The interest rate on the deposit shall be established on October 1 of each year for the period of October 1 that year to September 30 of the following year. The interest rate shall equal the prime rate as published in the Wall Street Journal for the last business day of September plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

The deposit along with the accrued interest shall be promptly refunded or credited against charges stated on subsequent bills upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods. The Company may withhold the refunding of a deposit, to the extent of a disputed amount, pending the resolution of a dispute with respect to charges secured by such deposit.

The deposit shall be credited with accrued interest to the charge stated on the final bill and the balance if any shall be returned to the subscriber within twenty-one (21) days after the rendition of a final bill upon the discontinuance or termination of service.

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By *RS* 3-13
Public Service Commission
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1905 Walnut
Higginsville, MO 64037

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GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

SEP 24 1993

3.7 Establishment and Maintenance of Credit (Cont'd)

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Public Service Commission

B. Deposits and Guarantees of Payment - Business Service

1. If it is deemed necessary by the Company to safeguard its interests, applicants for service or present customers may be required to make a deposit of an amount not to exceed the sum of two (2) months' monthly recurring charges for services subscribed to plus two (2) months' estimated long distance charges. If the customer's service is terminated for any reason the deposit will be applied to reduce the amount of any unpaid charges for exchange or long distance service.

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APR 13 2002

By *LSRS 3-16*
Public Service Commission
MISSOURI

The interest rate on a deposit held thirty (30) days or more shall be established on October 1 of each year for the period of October 1 that year to September 30 of the following year. The interest rate shall equal the prime rate as published in the Wall Street Journal for the last business day of September plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

2. An applicant for service, or present customer, may satisfy a deposit requirement by providing a Contract of Guaranty in an amount not more than the requested deposit from a present customer acceptable to the Company. The guaranty contract shall be on a form provided by the Company which shall include the Company's right to transfer charges to the limit of the guaranty, from a defaulted bill of the customer, from whom a deposit or a Contract of Guaranty was required, to the guarantor's account or accounts and the further right to suspend guarantor's service.
3. The fact that a deposit has been made, or a guaranty provided, shall in no way relieve the customer from complying with the Company's regulations as to the prompt payment of bills, nor constitute a waiver or modification of the regular practices of the Company providing for the temporary suspension of service or the termination of the service contract for non-payment of bills.
4. Service may be discontinued for failure to furnish a suitable deposit as outlined in Section 3.9(D) hereafter.

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Issued: 9/24/93

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GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

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3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits and Guarantees of Payment - Business Service (Cont'd)

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5. Any balance of the amount deposited and credited to the customer's account is returned to the customer at the termination of the contract, or it may be returned at any time previous thereto at the option of the Company when it is deemed that the customer has established satisfactory credit.

A service deposit will not be required for lifeline service, if the qualifying low-income customer voluntarily elects toll blocking, where available. If toll blocking is unavailable a service deposit may be charged.

(N)
|
(N)

3.8 Billing and Collection Standards

A. Billing Standards:

1. Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance. The Company shall render a bill during each billing period except when there is a zero balance.
2. The subscriber shall receive a bill during each billing period. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.
3. Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration.

B. Collection Standards:

1. Residential subscribers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. Payment shall be made at the office of the Company, an authorized collection agency, or by mail.

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JAN -1 1998

MISSOURI
Public Service Commission

Issued: November 24, 1997

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: January 1, 1998

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.7 Establishment and Maintenance of Credit (Cont'd)

B. Deposits and Guarantees of Payment - Business (Cont'd)

- 5. Any balance of the amount deposited and credited to the customer's account is returned to the customer at the termination of the contract, or it may be returned at any time previous thereto at the option of the Company when it is deemed that the customer has established satisfactory credit.

3.8 Billing and Collection Standards

A. Billing Standards:

- 1. Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance. The Company shall render a bill during each billing period except when there is a zero balance.
- 2. The subscriber shall receive a bill during each billing period. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.
- 3. Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration.

B. Collection Standards:

- 1. Residential subscribers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. Payment shall be made at the office of the Company, an authorized collection agency, or by mail.

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JAN 01 1998
By 1st RW. S.H. NO. 3-17
Public Service Commission
MISSOURI

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93 - 268
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Public Service Commission

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SEP 27 2000

CITIZENS TELEPHONE COMPANY
OF HIGGINSVILLE, MISSOURI, INC.

MISSOURI
Public Service Commission

P.S.C. MO. NO. 4
1st Revised Sheet No. 3-18
Cancels Original Sheet No. 3-18

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Billing and Collection Standards (Cont'd)

B. Collection Standards: (Cont'd)

- 2. Toll charges are due monthly and payable any time during the twenty-one (21) days following the presentation of the bill. Toll charges are subject to the rules and regulations of Section 3.8.B.3 as they may apply. This utility will conform to all rules and regulations of the Public Service Commission as they may apply.
- 3. A charge as determined by the company will be made for all checks returned to the company for insufficient funds. If two insufficient funds checks are received from a subscriber within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.
- 4. Total bills remaining unpaid twenty-two (22) days after rendition shall be considered delinquent. (D)

C. Customer Bill Format

- 1. Every bill shall clearly state:
 - a. The number of access lines for which charges are stated;
 - b. The beginning or ending dates of the billing period for which charges are stated; (M)
 - c. A statement of the date the bill becomes delinquent if not paid; (M) & (D)
 - d. Penalty fees and advance payments, if any; (N)
 - e. The unpaid balance, if any; (N)
 - f. The amount due for basic service;

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Brian Cornelius
Citizens Telephone Company
1905 Walnut
Higginsville, MO 64037

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OCT 30 2000

MISSOURI
Public Service Commission

CANCELLED
March 1, 2021
Missouri Public
Service Commission
JI-2021-0152

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Billing and Collection Standards (Cont'd)

B. Collection Standards: (Cont'd)

2. Toll charges are due monthly and payable any time during the twenty-one (21) days following the presentation of the bill. Toll charges are subject to the rules and regulations of Section 3.8.B.3 as they may apply. This utility will conform to all rules and regulations of the Public Service Commission as they may apply.
3. Demand for payment of toll charges may be made on less than twenty-one (21) days in the event a customer's service has been discontinued in accordance with "Termination of Service" in Section 3.9.C.1.a or b, within the last twelve (12) months or where the customer incurs toll or other charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required. Such demand may be made by a telephone call to the customer followed by written notification by first class mail.
4. Total bills remaining unpaid twenty-two (22) days after rendition, or toll bills remaining unpaid ten (10) days after demand, whichever is less, shall be considered delinquent.
5. A charge as determined by the company will be made for all checks returned to the company for insufficient funds. If two insufficient funds checks are received from a subscriber within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.

C. Customer Bill Format

Every bill shall clearly state:

1. The number of Network Access lines for which charges are stated.

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OCT 9 0 2000
By *LS* # 3-18
Public Service Commission
MISSOURI

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93 - 268
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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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MISSOURI
Public Service Commission

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Billing and Collection Standards (Cont'd)

C. Customer Bill Format (Cont'd)

2. The beginning or ending dates of the billing period which charges are stated.
3. A statement of the date the bill becomes delinquent if not paid, either by stating the date payment is due, the actual date of delinquency, or the number of days from the billing date when the bill becomes delinquent.
4. The previously unpaid balance, if any.
5. The amount due for local exchange service and an itemization of the amount due for toll service including the date and time duration of each toll call.
6. An itemization of the amount due for taxes and franchise fees which the Company under its tariffs may pass on to customers.
7. The total amount due.
8. The amount of a deposit or of interest accrued on a deposit which has been credited to the charges stated.
9. The telephone number where inquiries may be made.
10. The amount of a deposit, if any, that is held by the Company.

3.9 Minimum Contract Periods and Termination of Service

A. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.

The Company may require a minimum contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

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OCT 30 2000

By *ISTRS # 3-19*
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93 - 268

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GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

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3.8 Minimum Contract Periods and Termination of Service (Cont'd)

NOV 19 1997

C. Termination of Service By The Company

MO. PUBLIC SERVICE COM.

1. Service may be discontinued for any of the following reasons:

- a. Nonpayment of an undisputed delinquent charge.
- b. Failure to post a required deposit or guarantee.
- c. Unauthorized use of the Company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction of such equipment.
- d. Failure to substantially comply with the terms of a settlement agreement.
- e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
- f. Material misrepresentation of identity in obtaining telephone utility service.
- g. As provided by state or federal law.
- h. Nonpayment of undisputed, delinquent state or interstate long distance charges billed by the Company or undisputed, delinquent exchange charges including any FCC-approved end user charges or both, with the exception of Lifeline service. (N)

2. The failure to pay charges not subject to the Missouri Public Service Commission or Federal Communications Commission's jurisdiction shall not constitute cause for discontinuance of service except as indicated in C.1.h, above.

D. Procedures for Discontinuance of Service

- 1. A written notice shall be sent by first class mail five (5) days prior to discontinuance of service.

CANCELLED

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By 2nd RS # 3-21
Public Service Commission
MISSOURI

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JAN -1 1998

MISSOURI
Public Service Commission
Effective: January 1, 1998

Issued: November 24, 1997

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service

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C. Termination of Service By The Company

MISSOURI
Public Service Commission

1. Service may be discontinued for any of the following reasons:

- a. Nonpayment of an undisputed delinquent charge.
- b. Failure to post a required deposit or guarantee.
- c. Unauthorized use of the Company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- d. Failure to substantially comply with the terms of a settlement agreement.
- e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
- f. Material misrepresentation of identity in obtaining telephone utility service.
- g. As provided by state or federal law.
- h. Nonpayment of undisputed, delinquent state or interstate long distance charges billed by the Company or undisputed, delinquent exchange charges including any FCC-approved end user charges or both.

2. The failure to pay charges not subject to the Missouri Public Service Commission or Federal Communications Commission's jurisdiction shall not constitute cause for discontinuance of service except as indicated in C.l.h., above.

D. Procedures for Discontinuance of Service

- 1. A written notice shall be sent by first class mail five (5) days prior to discontinuance of service.

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By 1st RW. Sat. 3-21
Public Service Commission

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

SEP 24 1993

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

MISSOURI
Public Service Commission

D. Procedures for Discontinuance of Service (Cont'd)

2. 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 open to facilitate reconnection of service, or on a day immediately preceding such day. Service shall not be discontinued for a non-payment of a delinquent charge until five (5) days after a charge has become delinquent.

3. At least twenty-four (24) hours preceding a discontinuance of service the Company shall make an effort to contact the subscriber and advise them of the discontinuance and what action must be taken to avoid it.

4. Discontinuance of service shall be postponed for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

5. Notwithstanding any other provisions of this tariff, service to a customer may be discontinued at any time after written notice has been sent, certified mail, to such customer at the last known address and at the address where the service is to be discontinued. This rule applies in the following situations:

a. The customer incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due.

b. The customer damages or evidences an intent to damage the Company's facilities.

c. The notice required by paragraph 3.9(D)5 shall state how a customer has evidenced an intent not to pay charges when due or evidences an intent to damage the Company's facilities.

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OCT 1 - 1993
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Public Service Commission

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OCT 30 2000

By *RS # 3-22*
Public Service Commission
MISSOURI

GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

SEP 24 1993

3.10 Charges for Damages

MISSOURI
Public Service Commission

In situations where impairment or interruption is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.

3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which incorporates the following features:

- A. Storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called.
- B. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

CANCELLED

JAN 13 1999
By *LS/RS #3-23*
Public Service Commission
MISSOURI

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93 - 268
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Public Service Commission

GENERAL RULES AND REGULATIONS

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3. General Rules and Regulations (Cont'd)

JUL 30 1998

(M)

3.10 Charges for Damages

MO. PUBLIC SERVICE COMM

In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.

3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which incorporates the following features:

- A. Storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called.
- B. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

(M)

CANCELLED

JAN 13 1999
By *KRS# 3-26*
Public Service Commission
MISSOURI

FILED

SEP 01 1998

(M) Moved from Original Sheet No. 3-23.

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Public Service Commission

JUL 30 1998

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: September 1, 1998

LOCAL EXCHANGE SERVICE

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SEP 24 1993

4. Local Exchange Service

4.1 Description

Local exchange service provides for unlimited calling within the boundaries of the Higginsville exchange as it is shown on the map in Section 4.7 and for connection to the toll network. This service is subject to all terms and conditions as outlined in this tariff. Local exchange service rates are listed in Section 4.6.

Local exchange service can be activated by equipment generating pulses (rotary) or multi-tone (touch) signals to the switching equipment.

4.2 Terms and Conditions

A. Business Rates Apply:

1. To any location where activities are of a business, trade, or professional nature.
2. To any location where the listing of service at that location indicates a business, trade, or profession.
3. Where only one network access line is provided at a location which is both a residence and a business.
4. To schools, hospitals, libraries, churches, lodges, and other similar institutions.
5. To any number where public advertising provides evidence that the number is used for business purposes.

B. Residence Rates Apply:

1. In private residence where business listings are not provided and telephone service is not used for the conduct of business.
2. In the place of residence of a clergyman, physician, or other medical practitioner provided the subscriber does not maintain an office in the residence.

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Public Service Commission

CANCELLED

SEP 01 1998

By ISRS #4-1
Public Service Commission
MISSOURI

FILED

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93 - 268

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Public Service Commission

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.2 Terms and Conditions (Cont'd)

C. Semi-Public Telephone Service

1. When deemed advisable by the Company Semi-Public Telephone Service will be furnished at locations accessible to transient or collective groups but not suitable for installation of Public Telephones.
2. This type of service is ordinarily furnished when a customer desires inward service and a directory listing.
3. Local messages from Semi-Public telephones are charged for at the rate of \$.25 for each call.
4. The monthly rate for Semi-Public service is listed in Section 4.6(A). This amount must be paid by the subscriber. The subscriber will be paid 12 1/2 percent of the collections from local calls as a commission for provision of the service to the public.
5. In a location where there is frequent or material use of slugs, foreign, or mutilated coins, and after the customer has been notified that such use must be discontinued, the customer shall be required to redeem at the value for which it was tendered, each slug, foreign, or mutilated coin found in the coin receptacle.
6. The Company supplies one coin telephone set in conjunction with Semi-Public Telephone service.

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SEP 24 1993

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Public Service Commission

CANCELLED

APR 15 1997
BY *let R.S. #4-2*
Public Service Commission
MISSOURI

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93 - 268

MISSOURI
Public Service Commission

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.4 Multi-Line Hunt Service

A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group where pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
2. Multi-Line Hunt Service is available to business customers where direct-in-dial trunks are provided.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number of equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service, and all customer calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A.	<u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>	
	Business	\$20.00	(I)
	Residence	\$16.00	(I)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.4 Multi-Line Hunt Service

A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group where pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
2. Multi-Line Hunt Service is available to business customers where direct-in-dial trunks are provided.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number of equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service, and all customer calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>	
Business	\$18.00	(I)
Residence	\$14.00	(I)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.4 Multi-Line Hunt Service

A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group where pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
2. Multi-Line Hunt Service is available to business customers where direct-in-dial trunks are provided.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number of equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service, and all customer calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>	
Business	\$14.00	
Residence	\$10.00	(1)

Issued: May 9, 2012

CANCELED
June 1, 2013
Missouri Public
Service Commission
JI-2013-0454

Brian Cornelius
Citizens Telephone Company
1905 Walnut
Higginsville, MO 64037

FILED
Missouri Public
Service Commission
JI-2012-0709
IT-2012-0377

~~June 1, 2012~~
Effective: ~~July 1, 2012~~

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.4 Multi-Line Hunt Service

A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
2. Multi-Line Hunt Service is available to business customers where direct-in-dial trunks are provided.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number of equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service, and all customer calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>	
Business	\$14.00	(R)
Residence	\$8.25	(R)

Issued:
August 20, 2004

Brian Cornelius
Citizens Telephone Company
1905 Walnut
Higginsville, MO 64037

Effective:
October 1, 2004

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June 1, 2012
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Missouri Public
Service Commission

LOCAL EXCHANGE SERVICE

Missouri Public
Service Commissioner

4. Local Exchange Service (Cont'd)

REC'D DEC 14 1998

4.4 Multi-Line Hunt Service

A. Description

1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

2. Multi-line Hunt Service is available to business customers where direct-in-dial trunks are provided.

(N)
(N)

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number or equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group.

(C)
|
(C)

4.5 Concession

Full-time employees will be provided with local exchange service, and all custom calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>
Business	\$14.25
Residence	\$8.40

Missouri Public
Service Commissioner

FILED JAN 13 1999

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

Missouri Public
Service Commission

4.4 Multi-Line Hunt Service

REC'D OCT 30 1998

A. Description

Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service, and all custom calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

CANCELLED

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

JAN 13 1999

By *4/4/RS #4-4*
Public Service Commission
MISSOURI

A. <u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>
Business	\$14.25
Residence	\$8.40 (R)

Missouri Public
Service Commission
98 - 346
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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

JUL 30 1998

4.4 Multi-Line Hunt Service

MO. PUBLIC SERVICE COMM

A. Description

- 1. Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.
- 2. Multi-line Hunt Service is available to business customers where direct-in-dial trunks are provided. (N)
(N)

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line or direct-in-dial directory number or equipment number used for direct-in-dial trunks in the Multi-Line Hunt Service group. (C)
|
(C)

4.5 Concession

Full-time employees will be provided with local exchange service, and all custom calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	<u>Monthly Rate Per Line</u>
Business	\$14.25
Residence	\$8.50

CANCELLED

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DEC 01 1998
By 3rd RS 4-4
Public Service Commission
MISSOURI

(D)
SEP 01 1998

**MISSOURI
Public Service Commission**



Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: September 1, 1998

JUL 30 1998

LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

AUG 1 1994

4.4 Multi-Line Hunt Service

A. Description

MO. PUBLIC SERVICE COMM.

Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line in the Multi-Line Hunt Service group.

CANCELLED

4.5 Concession

Full-time employees will be provided with local exchange service, and all custom calling, and CLASS features where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

SEP 01 1998
By 2nd RS #44
Public Service Commission
MISSOURI

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	Monthly Rate Per Line
Business	\$14.25
Residence	\$8.50
Semi-Public	\$17.80

FILED

SEP 10 1994
95 - 47
MISSOURI
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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: August 21, 1994

SEP 10 1994

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.4 Multi-Line Hunt Service

A. Description

Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each line in the Multi-Line Hunt Service group.

4.5 Concession

Full-time employees will be provided with local exchange service and all custom calling features, where available, without charge as excess capacity allows. Customer Activity Charges will not apply on services provided to full-time employees.

4.6 Higginsville Exchange Rates

Unless otherwise specified, the charges quoted in this tariff are for the period of one month and entitle the subscriber to basic local exchange telephone service and local messages.

A. <u>Local Exchange Service</u>	Monthly Rate Per Line
Business	14.25
Residence	8.50
Semi-Public	17.80

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SEP 24 1993
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CANCELLED

SEP 10 1994
BY let P.S. #44
Public Service Commission
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93 - 268
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Citizens Telephone Company
of Higginsville, Missouri, inc.

P.S.C. MO. NO. 4
Original Sheet No. 4-7

LOCAL EXCHANGE SERVICE

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SEP 24 1993

4. Local Exchange Service (Cont'd)

4.8 Public Telephone Service

A. A Public Telephone is an exchange station installed at the Company's initiative or at its option, at a location chosen or accepted by the Company as suitable and necessary for furnishing service to the general public. Public Telephone service is furnished on a One Party Network Access basis.

B. Local messages from Public Telephones are charged for at the rate of \$.25 for each call. Toll messages are charged for at the established toll rates of the carrier providing the toll call.

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LOCAL EXCHANGE SERVICE

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Public Service Commission

4. Local Exchange Service (Cont'd)

4.9 Customer Owned Pay Telephone Service

A. General

1. Customer-Owned Pay Telephone Service is offered for use with a customer-provided instrument-implemented pay telephone. (*) All attachments of Customer Owned Pay Telephone Service to the network must be made pursuant to the rules and regulations set forth in this Tariff. Customer-Owned Pay Telephone Service includes coin, coinless, card reader or a combination of coin/card reader telephones.
2. Customer-Owned Pay Telephone Service is a two-way or, optionally, one-way originating only business exchange access line composed of the serving central office line equipment with Selective Class of Call Screening treatment (where available), all outside plant facilities needed to connect the serving central office with the customer's premises and the network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
3. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls by the customer's patrons from the service point to only those calls which are charged to a called telephone, a third number or a Calling Card account.
4. In the case of one-way service, intercept treatment will be provided.

(*) For purposes of this tariff section, the term "customer" is defined as the party who is responsible for payment of the Customer-Owned Pay Telephone Service.

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4. Local Exchange Service (Cont'd)

JAN 15 1997

(C)

4.9 Payphone Service (Cont'd)

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A. General Regulations (Cont'd)

- 10. Installation Charges and the appropriate NID material charge apply when a premises visit is made for the sole purpose of installing a customer requested NID.
- 11. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rule or regulations of the Missouri Public Service Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rule or regulations shall prevail.
- 12. Off-Premise Extensions are not permitted.
- 13. Local messages from Payphones are charged at no higher than twenty-five (25) cents for each call. Upon implementation of the FCC rules preempting state regulations of payphone rates, this subsection will not apply.
- 14. The Multiline Business Subscriber Line Charge, found in the interstate access tariff, is applicable to all payphone Instrument and CO Implemented coin lines.

B. Responsibility of the Customer

- 1. The Customer for the purposes of this tariff is defined as the Payphone Service Provider.
- 2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the American With Disabilities Act of 1990.

The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration Program. In addition, the customer must comply with the Missouri Public Service Commission's Rules and Regulations regarding the use of customer-provided pay telephones.

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By *2nd RS #49*
Public Service Commission
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LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 Customer-Owned Pay Telephone Service (Cont'd)

A. General (Cont'd)

5. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one Customer-Owned Pay Telephone Service.
6. Selective Class of Call Screening will be provided wherever available. Any customer who offers Customer-Owned Pay Telephone Service where Selective Class of Call Screening is not available, nonetheless assumes full and complete responsibility for all calls billed to such line.
7. Section 3 is applicable to the provision of Customer-Owned Pay Telephone Service.
8. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers. See Section 6.7.F. of this Tariff.
9. For Customer-Owned Pay Telephone Service, a network interface will be installed at a location determined by the Company which is accessible to the customer.
10. The network interface is a company-provided jack or its equivalent. It is the point of connection with the telecommunications network and is the termination of the Customer-Owned Pay Telephone Service.
11. The maximum allowable charge for local calls on a customer-owned pay telephone shall be twenty-five (25) cents.

B. Responsibility of the Customer

1. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument-implemented pay telephone used in connection with this service.

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APR 15 1997
BY Let R.S. #4-9
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MISSOURI
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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

SEP 24 1993

4.9 Customer-Owned Pay Telephone Service (Cont'd)

MISSOURI
Public Service Commission

B. Responsibility of the Customer (Cont'd)

- 2. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.
- 3. The customer-provided instrument-implemented pay telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC-registered coupler and have the following operational characteristics:
 - a. Must be able to access the operator at no charge and without using a coin.
 - b. Must be able to access Directory Assistance.
 - c. Must be able to complete local and toll calls.
 - d. Must comply with all applicable federal, state and local laws and regulations concerning the use of this type of telephone by disabled and/or hearing impaired persons.
 - e. Must be able to access 911 emergency service, where available, at no charge and without using a coin.
- 4. Each customer must provide instructions, attached or in close proximity to the set, for use including specific instructions for the above requirements; refunds and complaints; one-way calling if so equipped; long distance access; and must prominently display notice in close proximity to the set that the customer-provided instrument-implemented set is not a Company Public Telephone. Said instructions shall also show the telephone sets' working number and include a local or toll free number to allow the public to directly contact the private pay phone owner.

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BY let R.S.
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Citizens Telephone Co.
1905 Walnut
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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

SEP 24 1993

4.9 Customer-Owned Pay Telephone Service (Cont'd)

MISSOURI
Public Service Commission

B. Responsibility of the Customer (Cont'd)

- 5. Each customer must provide and prominently display in close proximity to the set a notice that detailed toll billing records, showing the date and time of all calls, together with the called numbers, will be provided by the Company to the Customer-Owned Pay Telephone Service customer, who shall be identified by name in said notice. The Customer-Owned Pay Telephone Service customer shall indemnify and hold the Company harmless from any and all loss, for injury to persons or damage to property caused or contributed to by the provision of detailed toll billing records to the Customer-Owned Pay Telephone Service customer by the Company, including but not limited to, any disclosure of said detailed toll billing records by the Customer Owned Pay Telephone Service customer.
- 6. The customer must comply with the Missouri Public Service Commission's Rules and Regulations regarding the use of customer-provided instrument-implemented pay telephones.
- 7. Any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone are the responsibility of the customer.
- 8. The customer shall not program or cause to be programmed any such telephone used in connection with this service to limit the duration of a local message.
- 9. The customer shall be responsible for obtaining a Certificate of Service Authority (CSA) to provide Customer Owned Pay Telephone Service (COPTS) and for providing proof of said authority prior to installation of service.

C. Violation of Regulations

- 1. Where any customer-owned pay telephone is in violation of this Tariff, the Company will notify the customer in writing of the violation.

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LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

SEP 24 1993

4.9 Customer-Owned Pay Telephone Service (Cont'd)

MISSOURI
Public Service Commission

C. Violation of Regulations (Cont'd)

- 2. The customer shall discontinue use of the customer-owned pay telephone or correct the violation and notify the Company in writing within five (5) days after receipt of such notice that the violation has been corrected.
- 3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer service until such time as the customer complies with the provisions of this Tariff.

CANCELLED

D. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Monthly Rate</u>
Customer-Owned Pay Telephone 2-Way Service	\$14.25
Customer-Owned Pay Telephone 1-Way Service	14.25

APR 15 1997
BY let R.S # 4-12
Public Service Commission
MISSOURI

- 2. A "local message" from Customer Owned Pay Telephone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.
- 3. Usage Charges - There will be a charge per outgoing local message according to the following schedule:

First 300 Messages.....	\$.13
Next 300 messages.....	\$.15
Over 600 Messages.....	\$.17

Usage charges will be applied in offices with the capability of message measurement when billing programs have been developed. Until these programs are available, the flat rate monthly usage surrogate charge will apply

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 Payphone Service (Cont'd)

G. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Monthly Rate</u>	<u>NRC</u>
Instrument Implemented Payphone Service, 2-Way Service	\$ 18.00	(I)
Instrument Implemented Payphone Service, 1-Way Service	\$ 18.00	(I)
CO Implemented Coin Line	\$ 18.00	(I)

<u>Features and Functions</u>	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Reserved for Future Use

4. A "local message" from Customer Provided Payphone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service.

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation.

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 Payphone Service (Cont'd)

G. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Monthly Rate</u>	<u>NRC</u>
Instrument Implemented Payphone Service, 2-Way Service	\$ 14.00	(D)
Instrument Implemented Payphone Service, 1-Way Service	\$ 14.00	(D)
CO Implemented Coin Line	\$ 14.00	(D)

<u>Features and Functions</u>	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Reserved for Future use

4. A "local message" from Customer Provided Payphone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service.

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation.

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October 26, 2004

Brian Cornelius
Citizens Telephone Company
1905 Walnut
Higginsville, MO 64037

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Missouri Public
Service Commission

LOCAL EXCHANGE SERVICE

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JUL 30 1998

4. Local Exchange Service (Cont'd)

4.9 Payphone Service (Cont'd)

G. Rates and Charges

MO. PUBLIC SERVICE COMM

1. Exchange Access Line

<u>Description</u>	<u>Monthly Rate</u>	<u>NRC</u>
Instrument Implemented Payphone Service, 2-Way Service	\$14.25	
Instrument Implemented Payphone Service, 1-Way Service	\$14.25	
CO Implemented Coin Line	\$14.25	

2. Features and Functions

	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Reserved For Future Use

(D)

4. A "local message" from Customer Provided Payphone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service.

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation.

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SEP 01 1998

MISSOURI
Public Service Commission

Effective: September 1, 1998

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

LOCAL EXCHANGE SERVICE

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JAN 15 1997

MISSOURI
Public Service Commission

4. Local Exchange Service (Cont'd)

4.9 Payphone Service (Cont'd)

G. Rates and Charges

1. Exchange Access Line

<u>Description</u>	<u>Monthly Rate</u>	<u>NRC</u>
Instrument Implemented Payphone Service, 2-Way Service	\$14.25	
Instrument Implemented Payphone Service, 1-Way Service	\$14.25	
CO Implemented Coin Line	\$14.25	

2. Features and Functions

NRC

	<u>Monthly Rate</u>	<u>NRC</u>
Answer Supervision	\$ 0.83	
Coin Collection and Return	\$ 1.38	
Special Number Assignment		\$ 5.00
Selective Class of Call Screening	\$ 2.00	

3. Local messages per call \$0.25

4. A "local message" from Customer Provided Payphone Service served by a given exchange, is a completed local call originating at such service and terminating at any service which may be called without a toll charge.

5. Installation Charges, as specified elsewhere in this Tariff, apply in addition to other charges specified for CO Implemented Coin Line or Instrument Implemented Payphone Service. (M)

6. Where Custom Calling Service is desired, the charges as specified in the appropriate Sections of this Tariff are applicable for Instrument Implemented Payphone Service.

7. Rates and Charges contemplate a normal business exchange access line service installation. (M)

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APR 15 1997

MO. PUBLIC SERVICE COMMISSION

(M) Moves section 4-10 to Sheet 1-14.

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Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

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LOCAL EXCHANGE SERVICE

RECEIVED

4. Local Exchange Service (Cont'd)

DEC 27 1996

4.9 Customer-Owned Pay Telephone Service (Cont'd)

**MISSOURI
Public Service Commission
CANCELLED**

D. Rates and Charges (Cont'd)

4. Flat Rate Monthly Usage Charge
(Usage Surrogate) 40.00
5. Selective Class of Call Screening
per access line (will be provided
where available) 4.00
6. Customer Activity Charges, as specified in Section 5 of this Tariff, apply in
addition to other charges specified for Customer-Owned Pay Telephone
Service.
7. Where Custom Calling Service is desired, the charges as specified in the
appropriate Sections of this Tariff are applicable for Customer-Owned Pay
Telephone Service.
8. Rates and Charges contemplate a normal business exchange access line
service installation.

APR 15 1997

BY Public Service Commission

4.10 Missouri School Discount Program

A. General

1. A discount from standard monthly rates for local exchange service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
2. Upon the customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph 3 following. A discount of 20% from the monthly line rates may also be allowed for educational institutions that subscribe to Custom Enhanced Multi-Line Service (CEMLS). In addition, to the extent an educational institution utilizes Customer Enhanced Multi-Line Service to provide service to its classrooms, computer rooms and/or libraries, there will be no charge for CEMLS provided to those specific locations.

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BY 2nd R.S. # 4-13 (N)
Public Service Commission
MISSOURI

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JAN 27 1997 (N)

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 Customer-Owned Pay Telephone Service (Cont'd)

D. Rates and Charges (Cont'd)

- 4. Flat Rate Monthly Usage Charge
(Usage Surrogate) 40.00
- 5. Selective Class of Call Screening
per access line (will be provided
where available) 4.00
- 6. Customer Activity Charges, as specified in Section 5 of
this Tariff, apply in addition to other charges specified
for Customer-Owned Pay Telephone Service.
- 7. Where Custom Calling Service is desired, the charges as
specified in the appropriate Sections of this Tariff are
applicable for Customer-Owned Pay Telephone Service.
- 8. Rates and Charges contemplate a normal business exchange
access line service installation.

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SEP 24 1993

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Public Service Commission

CANCELLED

JAN 27 1997
BY let P.S. #4-13
Public Service Commission
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Public Service Commission

LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

JAN 15 1997

4.10 Missouri School Discount Program

**MISSOURI
Public Service Commission**

A. General

1. A discount from standard monthly rates for local exchange service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
2. Upon the customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph 3 following. A discount of 20% from the monthly line rates may also be allowed for educational institutions that subscribe to Custom Enhanced Multi-Line Service (CEMLS). In addition, to the extent an educational institution utilizes Customer Enhanced Multi-Line Service to provide service to its classrooms, computer rooms and/or libraries, there will be no charge for CEMLS provided to those specific locations.
3. An educational institution shall be defined as an accredited public or private school in the state of Missouri. Private schools must be accredited by either the Missouri Chapter of the national Federation of non-Public Schools Accrediting Association, Independent Schools Association of The Central States, North Central Association of Colleges and Schools, and/or the University of Missouri-Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
4. The qualifying discount will be permitted only where the predominate use is providing educational and instructional programs and for the educational institution's administrative use. The discount is not allowed to residential complexes associated with the institution.
5. In addition to meeting the qualification specified in Paragraph 3 preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.

(M1)

(M2)

(M1) Moves from Sheet 4-13

(M2) Moves 4.10.A 6 & 7 to Sheet 4-15

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JAN 15 1997 (M2)

**MISSOURI
Public Service Commission**

Issued: January 15, 1997

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Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: April 15, 1997

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APR 13 2002
By *RS 4-14*
Public Service Commission
MISSOURI

LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

DEC 27 1996

4.10 Missouri School Discount Program

**MISSOURI
Public Service Commission**

(N)

A. General (Cont'd)

3. An educational institution shall be defined as an accredited public or private school in the state of Missouri. Private schools must be accredited by either the Missouri Chapter of the National Federation of non-Public Schools Accrediting Association, Independent Schools Association of The Central States, North Central Association of Colleges and Schools, and/or the University of Missouri-Columbia. Public schools must be accredited by the Department of Elementary and Secondary Education for the State of Missouri and/or the North Central Association of Colleges and Schools.
4. The qualifying discount will be permitted only where the predominate use is providing educational and instructional programs and for the educational institution's administrative use. The discount is not allowed to residential complexes associated with the institution.
5. In addition to meeting the qualification specified in Paragraph 3 preceding, an eligible customer must sign an affidavit certifying that the qualification is met. The affidavit will be retained on file with the Company.
6. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.
7. The following local exchange services are eligible for a discount under this program:
 - Flat Rate, business one-party service.
 - Custom Enhanced Multi-Line Service
 - All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates.

(N)

CANCELLED

APR 15 1997
BY let R.S. #4-14
Public Service Commission
MISSOURI

FILED

JAN 27 1997

MO.PUBLICSERVICECOMM

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.10 Missouri School Discount Program (Cont'd)

A. General (Cont'd)

6. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.
7. The following local exchange services are eligible for a discount under this program:
 - Flat Rate, business one-party service
 - Custom Enhanced Multi-Line Service
 - All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates.

4.11 Lifeline Service

A. General Regulations

1. Lifeline service is available to qualifying low-income subscribers for single-party residence service.
2. The monthly discount will be the maximum amount allowed by the Missouri Public Service Commission and the Federal Communications Commission; however, this discount will not exceed the sum of the federal subscriber line charge and the recurring charges for voice telephony service. The monthly discount will be the same for Lifeline customers solely subscribing to voice telephony service and for Lifeline customers subscribing to a bundle of services.
3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

*Indicates new rate or text
+Indicates change

(T)
|
(T)
(D)

(M)
|
(M)
(D)
(D)

Issued: March 28, 2012

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
Higginsville, MO 64037

Effective: April 27, 2012

LOCAL EXCHANGE SERVICE

**Missouri Public
REC'D MAY 31 2002
Service Commission**

4. Local Exchange Service (Cont'd)

4.10 Missouri School Discount Program (Cont'd)

A. General (Cont'd)

- 6. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.
- 7. The following local exchange services are eligible for a discount under this program:
 - Flat Rate, business one-party service
 - Custom Enhanced Multi-Line Service
 - All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates.

4.11 Lifeline Service

A. General

- 1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
- 2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction of their residential access line rate for one party service of \$1.75. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate:	\$1.75	
Federal baseline Lifeline reduction:	*	(T)

The Federal baseline lifeline reduction shall be used to waive the consumers federal End-User Common Line charge.

- 3. Lifeline will not be furnished on a Foreign Exchange service.
- 4. Lifeline service shall not be disconnected for non-payment of toll charges.
- 5. Toll blocking provides a means of restriction access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+, and 0- (operator handled) calls.

* Baseline amount of Federal Credit is equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff.. (N)
(N)

**Missouri Public
Effective: July 1, 2002
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Service Commission**

Issued: May 31, 2002

Brian Cornelius
Citizens Telephone Co.
1905 Walnut
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LOCAL EXCHANGE SERVICE

Missouri Public

4. Local Exchange Service (Cont'd)

REC'D DEC 04 2001

4.10 Missouri School Discount Program (Cont'd)

Service Commission

A. General (Cont'd)

6. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.

7. The following local exchange services are eligible for a discount under this program:

- Flat Rate, business one-party service
- Custom Enhanced Multi-Line Service
- All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates.

4.11 Lifeline Service

A. General

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$6.75. The components of the reduction to basic residential one-party rates are as follows: (R)

State reduction in local rate:	\$1.75	
Federal baseline Lifeline reduction:	\$5.00	(R)

The Federal baseline lifeline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restriction access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+, and 0- (operator handled).

**Missouri Public
Service Commission**

**02-253
FILED JAN 01 2002**

CANCELLED
JUL 01 2002
By 3rd 254-15
Public Service Commission
MISSOURI

LOCAL EXCHANGE SERVICE

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4. Local Exchange Service (Cont'd)

NOV 19 1997

4.10 Missouri School Discount Program (Cont'd)

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

6. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required.

7. The following local exchange services are eligible for a discount under this program:

- Flat Rate, business one-party service
- Custom Enhanced Multi-Line Service
- All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates.

4.11 Lifeline Service

A. General

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a total reduction of their basic local rate for residential one party service of \$5.25. The components of the reduction to basic residential one-party rates are as follows:

State reduction in local rate:	\$1.75
Federal baseline Lifeline reduction:	\$3.50

The Federal baseline lifeline reduction shall be used to waive the consumers federal End-User Common Line charge.

3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking provides a means of restriction access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service shall restrict 1+, 0+, and 0- (operator handled) calls.

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MISSOURI
Public Service Commission

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Public Service Commission
MISSOURI

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JAN 15 1997

**MISSOURI
Public Service Commission**

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.10 Missouri School Discount Program (Cont'd)

A. General (Cont'd)

6. The customer should request to receive the discount on all subsequent additions of eligible services which are ordered. There will be no additional affidavits required. (M)
7. The following local exchange services are eligible for a discount under this program:
 - Flat Rate, business one-party service
 - Custom Enhanced Multi-Line Service
 - All other features, ancillary services or options, relative to the particular service, shall continue to be provided at the appropriate tariffed rates. (M)

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Public Service Commission
MISSOURI

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JAN 15 1997

**MISSOURI
Public Service Commission**

(M) Moved from Sheet 4-14

LOCAL EXCHANGE SERVICE

(M)

4. Local Exchange Service (Cont'd)

4.11 Lifeline Service (Cont'd)

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service.

a. To qualify for Lifeline the consumer must participate in one of the following programs:

1. Mo HealthNet (f/k/a Medicaid) (T)
2. Food stamps
3. Supplemental Security Income (SSI)
4. Federal Public Housing Assistance or Section 8
5. Low Income Home Energy Assistance Program (T)
6. National School Free Lunch Program (T)
7. Temporary Assistance for Needy Families, or (N)
8. The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (effective June 1, 2012). (N)

b. The customer must sign, under penalty of perjury a document certifying:

1. He/she is receiving benefits from one of the programs in 1.a. above.
2. Name of the program(s) from which they are receiving benefits.
3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

c. The premises at which the residence service is requested must be the applicant's principal place of residence.

d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.11 Lifeline Service (Cont'd)

A. General (Cont'd)

- a. If the customer chooses "toll blocking" the company will not charge a service deposit.
- b. Toll blocking is offered to Lifeline subscribers at no charge.

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

a. To qualify for Lifeline the consumer must participate in one of the following programs:

- 1. Medicaid
- 2. Food stamps
- 3. Supplemental Security Income (SSI)
- 4. Federal public housing assistance
- 5. Low Income Home Energy Assistance Program

- 6. Temporary Assistance to Needy Families (TANF)
- 7. National free lunch program

(D)
(C)
(C)

b. The customer must sign, under penalty of perjury a document certifying:

- 1. He/she is receiving benefits from one of the programs in B.1.a. above.
- 2. Name of the program(s) from which they are receiving benefits.
- 3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

c. The premises at which the residence service is requested must be the applicant's principal place of residence.

d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.11 Lifeline Service (Cont'd)

A. General (Cont'd)

- a. If the customer chooses "toll blocking" the company will not charge a service deposit.
- b. Toll blocking is offered to Lifeline subscribers at no charge.

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

a. To qualify for Lifeline the consumer must participate in one of the following programs:

- 1. Medicaid
- 2. Food stamps
- 3. Supplemental Security Income (SSI)
- 4. Federal public housing assistance
- 5. Low Income Home Energy Assistance Program
- 6. Persons with Income below 135% of Federal Poverty Level
- 7. Temporary Assistance to Needy Families (TANF)
- 8. National free lunch program

(N)
(N)

b. The customer must sign, under penalty of perjury a document certifying:

- 1. He/she is receiving benefits from one of the programs in B.1.a. above.
- 2. Name of the program(s) from which they are receiving benefits.
- 3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

c. The premises at which the residence service is requested must be the applicant's principal place of residence.

d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

LOCAL EXCHANGE SERVICE

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JAN 05 1998

4. Local Exchange Service (Cont'd)

4.11 Lifeline Service (Cont'd)

MISSOURI
Public Service Commission

A. General (Cont'd)

a. If the customer chooses "toll blocking" the company will not charge a service deposit.

b. Toll blocking is offered to Lifeline subscribers at no charge.

(C)

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

a. To qualify for Lifeline the consumer must participate in one of the following programs:

1. Medicaid
2. Food stamps
3. Supplemental Security Income (SSI)
4. Federal public housing assistance
5. Low Income Home Energy Assistance Program

b. The customer must sign, under penalty of perjury a document certifying:

1. He/she is receiving benefits from one of the programs in B.1.a. above.
2. Name of the program(s) from which they are receiving benefits.
3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

c. The premises at which the residence service is requested must be the applicant's principal place of residence.

d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.11 Lifeline Service (Cont'd)

A. General (Cont'd)

- a. If the customer chooses "toll blocking" the company will not charge a service deposit.
- b. The rate for toll blocking will be charged on a monthly basis as specified in Service Restrictions, Section 8.4.

B. Eligibility Requirements

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:
 - a. To qualify for Lifeline the consumer must participate in one of the following programs:
 1. Medicaid
 2. Food stamps
 3. Supplemental Security Income (SSI)
 4. Federal public housing assistance
 5. Low Income Home Energy Assistance Program
 - b. The customer must sign, under penalty of perjury a document certifying:
 1. He/she is receiving benefits from one of the programs in B.1.a. above.
 2. Name of the program(s) from which they are receiving benefits.
 3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
 - c. The premises at which the residence service is requested must be the applicant's principal place of residence.
 - d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

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Brian Cornelly

Citizens Telephone

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Higginsville, MO 64037

Public Service Commission
Public Service Commission
MISSOURI

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LOCAL EXCHANGE SERVICE
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4. Local Exchange Service

4.12 Calling All Scholars Program

APR 13 2002

JUL 30 1998

A. Description of service

By ISRS 4-17
Public Service Commission
MISSOURI
MO. PUBLIC SERVICE COMMISSION

1. The Calling All Scholars Program is an incentive program that allows students in grades 9 through 12 with straight "A's" on a semester by semester basis to apply for toll restricted, billed number screened local service at no charge. Applicable taxes and surcharges still apply.
2. Qualifying students who maintain a straight "A" average for a semester would be entitled to free local telephone service, with their own line number, for the duration of the next semester or six months.
3. This service would be renewable throughout a qualifying student's four (4) years in High School.
4. This program is available to those students attending in the Lafayette County C-1 School District that are residents in the Company's service area, and residing in a household with existing local exchange service with Citizens Telephone Company.
5. Qualified students will have the customer activity charges associated with the installation of the line waived as well as the monthly recurring charge for local exchange service.
6. Application forms are available at the Company's business office. In addition to the application form, the student must provide proof of the grades obtained for the semester from the school.
7. This service is only available with parental consent and the continued support of the parents and the Lafayette County C-1 Schools. The company reserves the right to discontinue this service at any time, with thirty (30) days written notice.
8. Where telephone facilities do not permit the installation of a local line to the residence of the qualifying student, the Company will offer an "Alternate Line Number" in lieu of a local line.
9. This service will commence with the fall semester of 1998.

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SEP 01 1998

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Public Service Commission
Effective: September 1, 1998

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Brian Cornelius
Citizens Telephone Co.
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JUL 30 1998

LOCAL EXCHANGE SERVICE

4.14 Missouri Universal Service Fund Low-Income Assistance

- A. General-A low-income customer is any customer who requests or received residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.
- B. Regulations-Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:
- 1) Mo HealthNet (f/k/a Medicaid) (T)
 - 2) Food Stamps
 - 3) Supplemental Security Income (SSI)
 - 4) Federal Public Housing Assistance or Section 8
 - 5) Low Income Home Energy Assistance Program
 - 6) National School Free Lunch Program (T)
 - 7) Temporary Assistance for Needy Families, or (T)
 - 8) The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (eff. June 1, 2012). (N)
- C. Eligible Services – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges: (T)
- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
 - 2) Access to local emergency service, including, but not limited to, 911 service established by local authorities
 - 3) Access to basic local operator services
 - 4) Access to basic local directory assistance
 - 5) Standard intercept service
 - 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
 - 7) One (1) standard white pages directory listing
 - 8) Toll blocking or toll control for qualifying low-income customers

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Brian Cornelius
Citizens Telephone Co.
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Higginsville, MO 64037

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4.14 Missouri Universal Service Fund Low-Income Assistance

A. **General** – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. **Regulations** – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Medicaid
- 2) Food Stamps
- 3) Supplementary Security Income (SSI)
- 4) Federal Public Housing Assistance or section 8
- 5) Low Income Home Energy Assistance Program (LIHEAP)
- 6) Temporary Assistance to Needy Families (TANF), or
- 7) National Free Lunch Program

(N)
(N)

C. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:

- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
- 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
- 3) Access to basic local operator services
- 4) Access to basic local directory assistance
- 5) Standard intercept service
- 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
- 7) One (1) standard white pages directory listing
- 8) Toll blocking or toll control for qualifying low-income customers

4.14 Missouri Universal Service Fund Low-Income Assistance

A. **General** – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. **Regulations** – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Medicaid
- 2) Food Stamps
- 3) Supplementary Security Income (SSI)
- 4) Federal Public Housing Assistance or section 8
- 5) Low Income Home Energy Assistance Program (LIHEAP)

C. **Eligible Services** – Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:

- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
- 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
- 3) Access to basic local operator services
- 4) Access to basic local directory assistance
- 5) Standard intercept service
- 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
- 7) One (1) standard white pages directory listing
- 8) Toll blocking or toll control for qualifying low-income customers

- D. **Support Amount** – Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.15 **Missouri Universal Service Fund Disabled Assistance**

- A. **General** – A disabled customer, or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in section 4.14(C) of this tariff, and meets the eligibility requirements set forth in this tariff.
- B. **Regulations** – Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:
- 1) Federal Social Security Disability benefits
 - 2) Federal Supplemental Security income benefits
 - 3) Veterans Administration benefits
 - 4) State blind pension pursuant to Section 209.010 to 209.160, RSMo
 - 5) State aid to blind persons pursuant to Section 209.240 RSMo.
 - 6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.
- C. **Support Amount** – Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.16 "Missouri Universal Service Fund"

- A. 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 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).

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