

**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Cont'd)

B. Conditions (Cont'd)

11) Contract termination liability:

- a) Requires the customer, in case of early termination, to pay a penalty of 90% of the term monthly rates applied to the initial ordered quantities, for the number of months remaining in the term.
- b) If, before the end of a term agreement, the customer wants to change to a longer term or a different service of the same or greater value with the same or longer term, no termination liability will apply to this change in service. A new termination agreement, based on the new service or term, will replace the original termination agreement.
- c) If, before the end of a term agreement, CENTURYTEL files and gains appropriate approvals for lower rates for the contracted service, CENTURYTEL will apply the new lower rates, but the original termination liability remains and will be calculated on the original rates.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

**CANCELLED**  
October 1, 2014  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Cont'd)

C. Rates

	<b>Schedules "A" and "C" <sup>(1)</sup></b>	<b>Schedule "B" <sup>(1)</sup></b>	<b>Nonrecurring Charge</b>	
	<u>Monthly Rate</u>	<u>Monthly Rate</u>		<u>Charge</u>
1. Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises: <sup>(2)</sup>				(T)
a. DIOD Station Number Blocks				(T)
1) Per block of 100 seven-digit station numbers <sup>(4)</sup>				(T)
2) Per block of 20 seven-digit station numbers <sup>(3) (4)</sup>				(T)
b. Per Trunk Termination				
1) Month-to-month	\$36.75 <sup>(5)</sup>	\$38.58 <sup>(5)</sup>	(6)	(D)(T)
2) One year contract	8.00 <sup>(5)</sup>	8.00 <sup>(5)</sup>	(6)	
3) Three year contract	5.00 <sup>(5)</sup>	5.00 <sup>(5)</sup>	(6)	(D)(T)

(1) Exchanges applicable to each category are listed in **Section 4.A.2.** (T)

(2) In addition to charges and rates for other services and facilities associated with this service.

(3) 20 seven-digit number blocks are available only in digital central offices.

(4) Refer to Direct Inward Dialing (DID) service, this Section, for rates and charges.

(5) This rate applies in addition to the appropriate PBX trunk rates. Please refer to Section 4 of this Tariff.

(6) A \$100 non-recurring charge applies to an initial database set-up. Service charges apply as appropriate for initial and subsequent service orders. (T)

ISSUED:  
March 9, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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April 8, 2012

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GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Cont'd)

C.	Rates	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1)	Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises: (1)			
a)	DIOD Station Number Blocks			
	1) Per block of 100 seven-digit station numbers (3)			
	2) Per block of 20 seven-digit station numbers (2) (3)			
b)	Per Trunk Termination			
	1) Month-to-month (22200, 22203)			
	Competitive "A" #	\$ 36.75 (4)	(5)	(C)
	Competitive "B" #	\$ 38.58 (4)	(5)	(C)
	2) One year contract (22201, 22203)	8.00 (4)	(5)	
	3) Three year contract (22202, 22203)	5.00 (4)	(5)	

- (1) In addition to charges and rates for other services and facilities associated with this service.
- (2) 20 seven-digit number blocks are available only in digital central offices.
- (3) Refer to Direct Inward Dialing (DID) service, this Section, for rates and charges.
- (4) This rate applies in addition to the appropriate PBX trunk rates. Please refer to Section 4 of this Tariff.
- (5) A \$100 non-recurring charge applies to an initial database set-up. Service charges apply as appropriate for initial and subsequent service orders.
- # Exchanges applicable to each category are listed in Section 4, Sheet 1. (C)

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 April 8, 2012  
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 JI-2012-0424

Chantel Mosby  
 Director, Tariffs  
 Monroe, Louisiana

**FILED**  
 Missouri Public  
 Service Commission  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Cont'd)

C.	Rates	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1)	Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises: (1)			
a)	DIOD Station Number Blocks			
	1) Per block of 100 seven-digit station numbers (3)			
	2) Per block of 20 seven-digit station numbers (2) (3)			
b)	Per Trunk Termination			
	1) Month-to-month (22200, 22203)			
	Competitive (#)	\$ 36.75 (4)	(5)	(I)
	Noncompetitive	\$ 38.58 (4)	(5)	(I)
	2) One year contract (22201, 22203)	8.00 (4)	(5)	
	3) Three year contract (22202, 22203)	5.00 (4)	(5)	

- (1) In addition to charges and rates for other services and facilities associated with this service.
- (2) 20 seven-digit number blocks are available only in digital central offices.
- (3) Refer to Direct Inward Dialing (DID) service, this Section, for rates and charges.
- (4) This rate applies in addition to the appropriate PBX trunk rates. Please refer to Section 4 of this Tariff.
- (5) A \$100 non-recurring charge applies to an initial database set-up. Service charges apply as appropriate for initial and subsequent service orders.
- (#) Competitive Exchanges are listed in Section 4, Sheet 1.

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Chantel Mosby  
 Director, Tariffs and Compliance  
 Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Cont'd)

C.	Rates	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1)	Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises: (1)			
a)	DIOD Station Number Blocks			
	1) Per block of 100 seven-digit station numbers (3)			
	2) Per block of 20 seven-digit station numbers (2) (3)			
b)	Per Trunk Termination			
	1) Month-to-month (22200, 22203)			
	Competitive (#)	\$ 35.00 (4)	(5)	(C)
	Noncompetitive	\$ 36.75 (4) (I)	(5)	(C)
	2) One year contract (22201, 22203)	8.00 (4)	(5)	
	3) Three year contract (22202, 22203)	5.00 (4)	(5)	

- (1) In addition to charges and rates for other services and facilities associated with this service.
- (2) 20 seven-digit number blocks are available only in digital central offices.
- (3) Refer to Direct Inward Dialing (DID) service, this Section, for rates and charges.
- (4) This rate applies in addition to the appropriate PBX trunk rates. Please refer to Section 4 of this Tariff.
- (5) A \$100 non-recurring charge applies to an initial database set-up. Service charges apply as appropriate for initial and subsequent service orders.
- (#) Competitive Exchanges are listed in Section 4, Sheet 1.

(N)

**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Cont'd)

C. Rates	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1) Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises: (1)		
a) DIOD Station Number Blocks		
1) Per block of 100 seven-digit station numbers (3)		
2) Per block of 20 seven-digit station numbers (2)	(3)	
b) Per Trunk Termination		
1) Month-to-month (22200, 22203)	\$ 35.00 (4)	(5)
2) One year contract (22201, 22203)	8.00 (4)	(5)
3) Three year contract (22202, 22203)	5.00 (4)	(5)

- (1) In addition to charges and rates for other services and facilities associated with this service.
- (2) 20 seven-digit number blocks are available only in digital central offices.
- (3) Refer to Direct Inward Dialing (DID) service, this Section, for rates and charges.
- (4) This rate applies in addition to the appropriate PBX trunk rates. Please refer to Section 4 of this Tariff.
- (5) A \$100 non-recurring charge applies to an initial database set-up. Service charges apply as appropriate for initial and subsequent service orders.

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Jeffrey Glover  
 Vice President External Relations  
 Monroe, Louisiana

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 October 1, 2007  
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 Missouri Public  
 Service Commission

## GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESEMERGENCY CONFERENCE SERVICE

## A. General

1. Emergency Conference Service is furnished in the interest of the public safety by means of equipment located in a central office of the Company. These Conference/Alerting Systems are multistation ringdown telephone conference circuits designed primarily for use in local emergency reporting and alerting applications. These systems provide simultaneous access to up to 60 local stations either from a dedicated telephone (i.e., a "master" station) or from any local telephone via a listed directory number.
2. The systems, in their reporting and alerting capacities, provide volunteer firemen and other emergency teams with emergency conferencing capabilities.

## B. Conditions

1. This service will normally be furnished in connection with individual line service. At the option of the Company when equipment and facilities permit, service may be furnished to party-line customers.
2. Emergency Conference Service will be contracted for a minimum service period of five years.
3. Such Emergency Conference equipment is not to be used for performing any function other than the reporting or dissemination of information of an emergency nature.
4. Service Charges apply in addition to the nonrecurring charges.
5. To expand from one system to the next system, i.e. Type 10 to Type 20, the customer will be charged the difference between their previously paid nonrecurring charge and the new nonrecurring charge.

## GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESEMERGENCY CONFERENCE SERVICE

## C. Rates and Charges

1. Service Charges apply in addition to the following rates and charges.

	<u>GSEC</u>	<u>Monthly Rate</u>	<u>GSEC</u>	<u>Nonrecurring Charge</u>
a. Solid State - Type 10 (Maximum, 10 Stations)	FRCG	\$46.25	FRCGNRC	\$177.15
b. Solid State - Type 20 (Maximum, 20 Stations)	FRCB	71.05	FRCBNRC	272.05
c. Solid State - Type 30 (Maximum, 30 Stations)	FRCH	95.85	FRCHNRC	367.10
d. Options for Type 10, 20 and 30 Solid State Systems				
1) Siren Control	FRCF	4.50	FRCFNRC	17.15 (1)
2) Remote Answer 10 - 30 line system	FRCE	1.15	FRCENRC	4.35 (1)
e. Solid State - Type 40 (Maximum, 40 Stations)	FR40	135.35	FR40NRC	518.35
f. Solid State - Type 50 (Maximum, 50 Stations)	FR50	165.35	FR50NRC	633.20
g. Solid State - Type 60 (Maximum, 60 Stations)	FR60	191.75	FR60NRC	734.30

(1) No nonrecurring charge applies on original installation.

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Vice President External Relations  
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## GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESEMERGENCY CONFERENCE SERVICE

## C. Rates and Charges (Cont'd)

1. Service Charges apply in addition to the following rates and charges.  
(Cont'd)

	<u>GSEC</u>	<u>Monthly Rate</u>	<u>GSEC</u>	<u>NRC</u>
h. Options for Type 40, 50 and 60 Solid State Systems				
1) Siren Control	FRCF	\$ 4.50	FRCFNRC	\$17.15
2) Manual Access 40 - 60 Line System	FRCD	.40	FRCDNRC	1.55
3) Automatic Access	FRCK	3.15	FRCKNRC	14.15
4) Remote Answer 40 - 60 Line System	FRCM	1.80	FRCMNRC	6.95
i. Automatic Type (1)				
1) Up to 10 reporting stations	FRSCONN10L	25.00		25.00
2) Up to 20 reporting stations	FRSCONN11M	40.00		40.00
3) Control relay, per siren	FRSB	.50		5.00
4) Pushbuttons or keys, each, including 50 feet of circuit wire	FRSC	.50		5.00
5) Each line or additional lines	FRSL	2.00		-
6) Central Office Common Equipment	FASC	12.00		5.00
7) Additional Common Equipment	FASD	1.50		5.00
8) Pushbutton number term	FASB	.35		5.00

(1) Includes equipment and telephone number associated with the service.

(L) Limited to existing customers at existing locations.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

EMPLOYEES' TELEPHONE SERVICE

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

(D)

(D)

(C)

(C)

(D)

(D)

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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FILED  
Missouri Public  
Service Commission  
JI-2011-0084

**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

EMPLOYEES' TELEPHONE SERVICE

This tariff is applicable to: **former GTE North Incorporated** (C)  
**former GTE Missouri** (C)  
**former GTE Systems of Missouri** (C)  
**former GTE of Eastern Missouri** (C)

A. General

- 1. Regular full time and qualified part-time employees of the Company and for retired employees of the Company who are receiving pensions under established pension plans of the Company may be granted a concession in the rates for local exchange service furnished in connection with telephone service at their place of residence. (C)

B. Conditions

- 1. Management support and qualified part-time employees are eligible to receive telephone concessions effective on the employee's date of hire. (C)
- 2. The employee's place of residence must be within the territory served by an exchange of the Company and so located that it may be served by means of available facilities or without undue cost. (C)
- 3. Concession rates are not allowed when the employee resides in a boarding and/or rooming house unless the telephone service is installed in the employee's private room and it is not available to other occupants of such a house.
- 4. The primary listing must be a published listing and must be in the name of the employee as it appears on the personnel records of the Company, except that the listing of a married individual may be in the name of the individual or in the name of the spouse.
- 5. Concession service shall not be installed or upgraded at the expense of regular, non-employee customers. (C)

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

GENERAL SERVICES

REC'D JUL 15 2002

EMPLOYEES' TELEPHONE SERVICE

Service Commission

This tariff is applicable to: former GTE North Incorporated

A. General

- 1. Regular full time and qualified part-time employees of the Company are granted a concession in the rates for local exchange service furnished in connection with telephone service at their place of residence, and for retired employees of the Company who are receiving pensions under established pension plans of the Company.

B. Conditions

- 1. Management support and qualified part-time employees must have at least six months of service with the Company. To qualify, a part-time employee must have 1,040 hours of service.
- 2. The employee's place of residence must be within the territory served by an exchange of the Company and so located that it may be served by means of available facilities or without undue cost.
- 3. Concession rates are not allowed when the employee resides in a boarding and/or rooming house unless the telephone service is installed in the employee's private room and it is not available to other occupants of such a house.
- 4. The primary listing must be a published listing and must be in the name of the employee as it appears on the personnel records of the Company, except that the listing of a married individual may be in the name of the individual or in the name of the spouse.
- 5. Concession service shall not be installed or upgraded at the expense of regular customers.

C. Rates and Charges

- 1. Salaried employees and all regular full-time and qualified part-time hourly paid employees with 20 or more years of accredited service are provided 100% concession on rates for their residence local service, flat rate or usage sensitive (where available), and Service Charges to establish local service.

**CANCELLED**

SEP 28 2003

KTHS file  
Public Service Commission  
MISSOURI

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Vice President External Relations  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL SERVICES

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August 25, 2010

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October 1, 2014  
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Service Commission  
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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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September 24, 2010

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

EMPLOYEES' TELEPHONE SERVICE

C. Rates and Charges

1. Service may be furnished to employees by the Company at a less than standard rate for each service in the residence when, in the Company's judgment, the interests of the Company in rendering continuous service to the public will be so advanced. Said concessions may be implemented or terminated by Company, in its sole discretion, at any time. (C)
2. Concessions may be made to qualifying employees for miscellaneous equipment or facilities. Said concessions may be implemented or terminated by Company, in its sole discretion, at any time.
3. Toll charges and access charges incurred by qualifying employees on their residence service are always subject to payment at the full rate. (C)
4. No concessions will be made to employees for installations, moves, and changes. (N)

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

**Missouri Public**

GENERAL SERVICES

REC'D JUL 15 2002

EMPLOYEES' TELEPHONE SERVICE

Service Commission

C. Rates and Charges (Cont'd)

- 2. All other regular full-time and qualified part-time employees are provided 50% concession on rates for their residence local service, flat rate on usage sensitive (where available), and Service Charges to establish local service.
- 3. Toll charges and access charges incurred by employees on their residence service are subject to payment at the full rate.

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 Vice President External Relations  
 Monroe, Louisiana

**Missouri Public**

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

(D)

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Vice President External Relations  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

GENERAL SERVICES

REC'D JUL 15 2002

EMPLOYEE'S TELEPHONE SERVICE

Service Commission

This tariff is applicable to: former GTE Missouri  
former GTE Systems of Missouri  
former GTE of Eastern Missouri

A. General

- 1. Employees' Service is offered to all permanent, full-time employees at their residence telephones when such telephone service is provided by this Company.

B. Conditions

- 1. Employees' Telephone Service at their residence is available to employees of the Company having at least three months continuous credited service with the Company. This service is not available when the employee resides in a boarding and/or rooming house.
- 2. One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name.)

C. Rates and Charges

- 1. Service may be furnished to employees by the Company at a less than standard rate for each service in the residence when, in its judgment, the interests of the Company in rendering continuous service to the public will be advanced.
- 2. Concessions may be made to employees for miscellaneous equipment or facilities.
- 3. No concessions will be made to employees for installations, moves, and changes.

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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICESFOREIGN EXCHANGE SERVICE

## A. General

1. Foreign Exchange Service is exchange service furnished to a customer from an exchange other than the one in which he is located.
2. Foreign Exchange Service does not come within the Company's general undertaking, nor does the Company obligate itself to furnish such service generally, but will do so where facilities of such a character are available as will permit satisfactory telephone transmission. It will not be provided when there may be a resulting impairment of service or when undue expense is involved.

## B. Conditions

1. Foreign Exchange Service is offered between all exchanges of this Company and other companies located within the same LATA. It will be furnished jointly with other companies only when those companies agree to furnish service in accordance with the provisions contained in this tariff.
2. Only individual central office access line, PBX or Key trunk foreign exchange service is furnished.
3. Off-premises services will be furnished in accordance with the tariff provisions of the local exchange, providing facilities and operating conditions permit. Off-premises service will be furnished only for the use of the foreign exchange customer.
4. If the customer is located outside of the Base Rate Area zone or mileage rates are applicable.
5. Calls beyond the local calling area of the service exchange will not be permitted. Local calling area is considered to be the line terminations served by the serving exchange, plus any extended area service which may be provided from the serving exchange.
6. Customers to Foreign Exchange service are required to take access service from the local exchange of which service would normally be rendered.

**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (Cont'd)

C. Rates

1. The central office connection at the foreign exchange, and the individual central office access line, PBX or Key trunk at the exchange in which the customer is located, are provided at the established monthly rates for that exchange.
2. Other services and service charges, are provided at the charges - monthly and/or nonrecurring - of the exchange in which the telephone is located.
3. Additional rules, regulations and rates are set forth in PSC MO. NO. 5, Private Line Service Tariff.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

RESERVED TELEPHONE NUMBERS

A. General

1. Reserved Telephone Numbers are telephone numbers reserved by a customer for future use.
2. Reserved Telephone Numbers are offered subject to availability for a period not to exceed 180 days and, are not guaranteed until activated in the network.
3. Appropriate Service Charges in Section 5 of this Tariff apply

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SERVICE PERFORMANCE GUARANTEE (SPG)

A. Installation and Repair

1. Residence/Business

a. If a customer requests installation or repair of Company owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit. One credit per order or trouble report may be applied for the affected Service Categories.

(1) Business: Credit will be provided in accordance with above and the following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a \$100 credit on the customer's bill or an alternative incentive of equal value will be provided to the customer.

(2) Residence: Credit will be provided in accordance with above and the following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a \$25 credit on the customer's bill or an alternative incentive of equal value will be provided to the customer.

2. Service Categories

a. Local Exchange Services, including Foreign Exchange Service, associated Custom Calling Services, General or Miscellaneous Services, CentraNet Services, and Directory Listings.

b. Enhanced and Specialized Services.

c. Private Line Services billed by the Company.

d. Message Toll Services billed by the Company.

e. WATS and 800 Services billed by the Company.

**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

SERVICE PERFORMANCE GUARANTEE (SPG)

A. Installation and Repair (Cont'd)

3. Conditions

- a. Each credit is limited to the amount described above, and is issued on a per-account basis for the affected service.
- b. Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company owned facilities used to provide those services.
- c. A credit allowance will not be extended in accordance with liability conditions as set forth in the General Rules and Regulations Section of this Tariff for the installation or repair of Company owned facilities used to provide these services.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SHARED TENANT SERVICE

A. General

1. Shared Tenant Service (STS) is the provision of local exchange access services by the Company, to the STS customer at an STS building for the purpose of the STS customer reselling or sharing the service with the STS subscribers.
2. Shared Tenant Service equipment must meet state and federal codes with respect to telecommunications equipment. The STS customer must provide access to police, fire, 911 and other emergency services, where available; and must permit access to all Interexchange Carriers.

B. Definitions

1. The following definitions apply to Shared Tenant Service.

Shared Tenant Service Customer - Any person, corporation or other entity that provides STS within a user group and that is certificated to do so by the Missouri Public Service Commission (MPSC).

Shared Tenant Service Subscriber - Any person, corporation or other entity occupying an STS building and furnished telephone service by the STS customer.

Shared Tenant Service Building - A structure under one roof on one premise, which is wholly located in a single Company exchange and/or wire center and in which telephone service to STS subscribers is provided by an STS customer. Two or more structures on one premise which are connected by an enclosed or covered passageway are not considered a single STS building. STS may be provided in less than a building but it must be confined to a contiguous premise. Exceptions to this provision must be approved by the Missouri Public Service Commission.

New Shared Tenant Service Building - For the purpose of this tariff, a newly constructed building is defined as one in which the Company has not previously provided permanent distribution facilities adequate to serve the occupants of the building. The provision of service to contractors during the building's construction is not considered permanent distribution facilities.

## GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESSHARED TENANT SERVICE

## C. Conditions

1. Shared Tenant Service is provided for the exclusive use of the STS customer, his employees and his STS subscribers.
2. The STS customer may only offer Shared Tenant Service to the occupants of a single STS building and not to members of the general public.
3. Application for Shared Tenant Service, and application for changes in the service, must be made by the STS customer. The STS customer is responsible for payment of all charges incurred, whether such charges are associated with services provided for the use of the STS customer or services provided for the use of STS subscribers that are served by the STS arrangement. The STS customer has total responsibility for the administration, control and utilization of the resale and sharing of the service.
4. If the Shared Tenant Service customer files an application for certification and/or a waiver of the single building limitations with the Missouri Public Service Commission, a copy of the application and/or waiver request(s) must be sent concurrently to the Legal Department of CenturyTel by the STS customer.
5. Where a resale or sharing arrangement is suspected at a location that is not authorized to be Shared Tenant Service, the Company will notify the Missouri Public Service Commission. If the customer fails to seek certification from the Commission to provide Shared Tenant Service, the Company shall have the right to terminate such service.
6. The service furnished to the STS customer shall always be classified as a business service for the purpose of the application of tariff rates.
7. A Shared Tenant Service customer is entitled to one business listing in the alphabetical and classified sections of the directory. When requested by the STS customer, additional listings, as specified in this Tariff, may be provided for the STS subscribers. Additional listings will be charged at business rates.

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Vice President External Relations  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SHARED TENANT SERVICE

C. Conditions (Cont'd)

8. The Company will distribute to the STS customer local directories as provided for in this Tariff.
9. The Shared Tenant Service Customer must utilize a Private Branch Exchange (PBX) which is registered with the Federal Communications Commission (FCC) and riser cable which conforms to all electrical codes and the Company's technical standards for riser cable or transmission facilities.
10. The Shared Tenant Service Customer may furnish his services through one or more PBXs but is restricted to the authorized limitations of the STS building as defined by this Tariff or under a Commission approved waiver. If there is more than one PBX, the Company is required to provide only one point of termination.
11. The Company will terminate its facilities and locate the network interface at an STS building in accordance with existing tariffs and FCC rules and regulations, and will not be responsible for service quality beyond the interconnection (network interface) with the STS customer's equipment.
12. The provision of service to an STS customer for the purpose of resale or sharing shall in no way reduce the rights of the Company nor impose additional responsibility or liability upon the Company with respect to suspension or discontinuance of service for reasons of, but not limited to, impairment of service, abandonment, abuse or nonpayment of charges.
13. In order to provide service to any customer wanting service directly from the Company at any STS building, the STS customer or building owner will:
  - a. Provide the Company without charge immediate and continuing right-to-use of the riser cable and other facilities within the STS building, not owned by the Company, necessary to serve its customers.

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SHARED TENANT SERVICE

C. Conditions (Cont'd)

13. (Cont'd)

- b. Provide the Company with immediate continuing access and use of any existing Company facilities within the STS building, at no charge to the Company. Should the STS customer or building owner request the Company to move, remove or rearrange any of its existing facilities within the STS building, the STS customer or building owner will give the Company right-of-way to make such moves or rearrangements and they will be charged a rate based on the cost.
  - c. Provide to the Company additional access and right-of- way, to enable it to place additional facilities within the STS building to serve Company customers, at no charge to the Company.
14. Riser cable that is installed or acquired by an STS customer or building owner must be the wholly owned property of the STS customer or building owner. It may not be leased or mortgaged by a third party. In addition, an easement in the riser cable shall be given to the Company at its request.
15. In existing buildings where the Company has installed the riser cable, the STS customer may either contract for a fee for the use of the Company's riser cable or install its own.
16. The Company shall have the right to require a deposit from an STS customer in accordance with the Rules and Regulations specified in this Tariff.

## GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESSHARED TENANT SERVICE

## C. Conditions (Cont'd)

17. Service arrangements furnished to accredited public and private educational institutions which provide telecommunication services to students, faculty members or employees residing in dormitories or other residential quarters owned, leased or under control of the educational institution are not considered to be Shared Tenant Service arrangements.
18. When a Shared Tenant Service customer is in violation of any of the provisions in this section, the Company will promptly notify the STS customer of the violation. The STS customer shall correct the violation and shall confirm in writing to the Company within ten (10) days, following the receipt of written notice, that the violation has been corrected. Failure of the STS customer to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the STS customer's service until such time as the STS customer complies with the provisions of this Tariff.

## D. Provisioning of Service

1. Provisioning of Shared Tenant Service consists of the serving central office line equipment, all outside plant facilities needed to connect the Company's serving central office with the STS building and the network interface. These facilities are provided, maintained by and shall remain the property of the Company and provide access to and from the telecommunications network for both long distance service and local calling.
2. The STS customer must provide the Company a written estimate of the type and number of facilities which will be required to service the STS customer's building. In newly constructed buildings, as defined in Paragraph B.4, this estimate must be furnished to the Company at least 180 days prior to the establishment of the Shared Tenant Service.

**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SHARED TENANT SERVICE

D. Provisioning of Service (Cont'd)

3. In the event an STS customer requests service in a newly constructed building, as defined in Paragraph B.4, in less than 180 days prior to the requested in-service date, the STS customer will be responsible for the incremental cost of any facilities, in excess of the facilities requested, which the Company may have already constructed in anticipation of providing service directly to the occupants of the building. Payment of these charges must be received before STS will be provided to the STS customer.
4. Charges for service connections, moves, removals and changes apply in addition to any other applicable charges as set forth in this and other Company tariffs.
5. Charges and rates for directory assistance calls, as provided by the Company, are set forth in this Tariff.
6. The Shared Tenant Service customer assumes the total and exclusive responsibility for compliance with all rules and regulations governing the use of the service including the use of service by the STS customer's subscribers.
7. Customer provided semi-public telephone instruments shall access the local exchange telephone network through a separate access line provided directly by the Company and may not be provided as a station behind a PBX.
8. The Company's responsibility for the provision of exchange service, private line service, data service or other facility type services ends at the point of connection (network interface) to the STS customer's PBX and does not extend to STS subscribers.

**GENERAL AND LOCAL EXCHANGE TARIFF**GENERAL SERVICESSHARED TENANT SERVICE

## E. Obligations of the Shared Tenant Service Customer

1. In addition to the obligations set forth in this Tariff, Shared Tenant Service customers shall have the following obligations:
  - a. The Shared Tenant Service customer must comply with all applicable federal, state and local laws and regulations concerning the use of telephone service to disabled and/or hearing impaired persons.
  - b. The Shared Tenant Service customer shall provide to the Company the number of access lines and types of service provided, and the location of the STS subscribers he serves.
  - c. The Shared Tenant Service customer shall notify its STS subscribers in writing, that they have no right to retain any telephone number associated with the service, and that if any STS subscriber ceases utilization of the STS customer's service, that subscriber will not be permitted to retain the same telephone number.
  - d. The Shared Tenant Service customer will indemnify and hold the Company harmless for any damage to STS subscribers, the building owner, subsequent tenants and subsequent purchasers of the building resulting from compliance with the STS customer's requests or the terms of this Tariff.
  - e. Whenever "notice" is required, the Company will be responsible to give notice only to the STS customer or its authorized agent. The STS customer will notify its subscribers as necessary.
  - f. The Shared Tenant Service customer will be solely responsible for referral of calls for a reasonable period of time in the event an STS subscriber relocates outside the STS building or obtains telephone service from the Company or others.
  - g. The Shared Tenant Service customer must use only riser cable that meets the Company's technical standards for riser cable or transmission facilities. The Company has the right to inspect the riser cable before the connection of service to the STS customer, to verify that the Company's technical standards have been met. The Missouri Public Service Commission shall have the power to require the STS customer to comply with these standards.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SHARED TENANT SERVICE

- E. Obligations of the Shared Tenant Service Customer (Cont'd)
- h. All charges associated with Shared Tenant Service will be billed to the STS customer and he is responsible for the direct payment of these charges. The applicable Rules and Regulations, regarding bill payments and suspensions are included in Section 2 of this Tariff. In the event the STS customer receives notice from the Company of pending service suspension, the STS customer will have sole responsibility to notify its STS subscribers at least two (2) days prior to the date of the pending suspension.
  - i. The Shared Tenant Service customer is solely responsible for any allocation, proration or distribution of any charges billed to him by the Company.
  - j. All trouble reports are to be directed to the Company by the STS customer.
  - k. In an existing building which is converted to Shared Tenant Service, the STS customer must notify in writing, ninety (90) days prior to the establishment of STS, any existing Company customers that they may continue to receive service from the Company. A copy of the notice should be provided to the Company.
  - l. In the event a Shared Tenant Service customer intends to discontinue the provision of resold and/or shared local exchange service to its STS building, the STS customer must provide both the Company and all STS subscribers written notice of its intended discontinuance at least 180 days prior to the proposed discontinuance.
- F. Rates and Charges
- 1. PBX rates for Shared Tenant Service are those as specified in Section 4 of this Tariff.
  - 2. Rates for services other than Shared Tenant Service are those as specified in the appropriate tariffs of the Company.

**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SPECIAL BILLING NUMBER SERVICE

A. General

1. Special Billing Number Service is the provision of a separate listing of toll telephone messages each month for each special billing number used in placing calls.

B. Conditions

1. Special Billing Number Service may be provided in conjunction with PBX/PABX Service.
2. The minimum period for which this service may be offered is two months.
3. Each special billing number will be issued with the same billing name as the customer's main telephone number.
4. A telephone calling card may be issued on each special billing number for the customer's convenience.

C. Rates and Charges

1. In addition to the following monthly rates, Service Charges apply.

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Special billing numbers issued as go-together numbers on the customer's main telephone number:		
1) First number	SBN1	\$ 2.00
2) Each additional number	SBN2	1.15
b. Special billing numbers which are billed separately:		
1) Each number	SBN3	4.25

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 Vice President External Relations  
 Monroe, Louisiana

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## GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICESTOLL TAPES

A. Magnetic Toll Tapes give the customer a breakdown of long distance or WATS calling on a nonrecurring or monthly basis.

		<u>GSEC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1.	Toll Tape	MAGTAPE	\$32.65	--
2.	Toll Tape on request	MAGTAPENRC --		\$40.65

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Vice President External Relations  
Monroe, Louisiana



GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

VACATION NUMBER RESERVATION

(N)

A. GENERAL

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

B. RATES

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

C. CONDITIONS

1. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
2. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
3. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

(N)

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

RESIDENCE CUSTOMER REFERRAL PROGRAM

A. Terms and Conditions

1. Existing residence customers may be eligible for a one-time \$50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time \$50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of \$600 in referral credits per calendar year.
  
2. New residence customers may be eligible for a \$10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the \$10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.

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Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A. Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

B. Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

C. Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

C. Provisioning Priority (Continued)

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

D. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

E. Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

E. Obligations of the Customer (Continued)

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

F. Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (TSP) Service Vendor Handbook" dated December 10, 2000.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

G. Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this tariff which operate in conjunction with the TSP System.

1. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	<u>Nonrecurring Charge</u>
Per Access Line/Circuit	\$15.00

2. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

a. Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

b. Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date.

3. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

	<u>Monthly Rate</u>
Per Access Line/Circuit	\$5.00

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Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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**GENERAL AND LOCAL EXCHANGE TARIFF**

GENERAL SERVICES

SATISFACTION GUARANTEE PROGRAM

A. General

1. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line	Key Trunk
PBX Trunk	Centrex

2. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.
3. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
4. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
5. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
6. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

B. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's tariffed services required special construction or special configurations.
2. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
3. Each customer will be entitled to the credit one time per service.
4. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.
5. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

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Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

COMPETITIVE RESPONSE PROGRAMS

A. Business

1. \$5/\$10 Bill Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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Vice President External Relations  
Monroe, Louisiana

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## A. General

1. Centrex Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Centrex feature packages as set forth in Paragraph A.4. following. A system may not be provided for stand alone service only and access to the Company's Exchange Network must be provided by the Company.
2. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Centrex Service are provided by and remain the property of the Company.
3. Centrex Service will be provided under this tariff for a minimum of three Centrex lines up to a maximum of 200 Centrex lines at rates set forth in D. following. Centrex Custom Service will be provided for over 200 lines as set forth in F. following.
4. Centrex Service offers Feature Packages 1000, 2000 or 3000 shown below. Feature capabilities may vary depending on the type of host central office equipment.
  - a. Features provided via Centrex Service from host central office interface equipment and software include:

Basic Centrex: Automatic Identification of Outward Dial (AIOD), Direct Inward Dialing, Direct Outward Dialing, Distinctive Ringing, Station-to-Station Calling, and Touch Call.

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Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

CENTREX SERVICE

A. General

4. (Cont'd)

- a. Features provided via Centrex Service from host central office interface equipment and software include: (Cont'd)(1)

Feature Package 1000 - Call Alternaion, Call Forwarding, Call Hold, Call Pick Up-Direct, Call Pick Up-Extended, Call Pick Up-Group, Call Waiting/Cancel, Call Waiting Originating, Call Waiting Terminating, Call Transfer, Consultation Hold, Directory Number Hunting, Hunting (Pilot Number), Hunting (Secretarial), Last Number Redial, Speed Calling 6 (Individual), Speed Calling 8 (Individual), Station Restriction, Three-Way Calling, and Toll Restriction.

- (1) Subscribers to Centrex Service must buy either Feature Package 1000, 2000 or 3000.

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Monroe, Louisiana

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## A. General

## 4. (Cont'd)

- a. Features provided via Centrex Service from host central office interface equipment and software include: (Cont'd)(1)

Feature Package 2000 - Centrex Feature Package 1000 plus the following features: Automatic Callback, Call Park (Multiple), Circular Hunting, Data Line Security, Multiple Classes of Service, Saved Number Redial, Speed Call 30 (Group/Shared) and Uniform Call Distribution (UCD) Hunting.

Feature Package 3000 - Centrex Feature Packages 1000 and 2000 plus the following features: Call Forwarding (Busy, No Answer Split), Call Forwarding/Incoming, Call Forwarding/Within Group, Executive Busy Override, Multi-Level Restriction, Off-Hook Queuing, Remote Access to Features(2), Ringback Queuing, and Speed Call 30 (Individual).

Optional CCLASS Feature Package - Busy Redial, Call Return \*69, Call Block, Special Call Acceptance, Select Call Forwarding and Special Call Waiting.

Optional Features: Authorization Codes (per group of 10), Automatic Route Selection (Expensive Route Warning, Facilities Restriction Level, and Time of Day Routing), Calling Number Identification (CNID), Cancel Calling Number Delivery per call or per line, Call Tracing Service, Code Call Access, Conference Calling, Data Link Console Interface, Dictation Access and Control, Flexible Night Answer, FX Access, Identification-Multiple Directory Numbers, Mixed Night Answer, Music-On-Hold Interface, Non-Data Link Console Interface, Paging/Public Address Access, Pilot Number of Hunt Groups, Predetermined Night Answer-Fixed, Preferential Hunting, Priority Queuing, Proprietary Set Interface, Pseudo Number, Recorded Announcement, Speed Call 30 (System), Stop Hunt, T-1 Access, Terminal Make Busy, Tie Facility Access, Universal Night Answer, VIP Alert, WATS Access, and 800 Service Access.

- (1) Subscribers to Centrex Service must buy either Feature Package 1000, 2000 or 3000.  
(2) Limited to existing customers at their existing locations.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features

A customer subscribing to one of the packages may order additional optional features at the rates shown in E.1 following.

Basic Centrex Service includes the following basic features:

Automatic Identification of Outward Dial (AIOD) - This feature identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - This feature allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - This feature permits a station user to determine by the cadence of the ringing, whether a call is originated internally or externally.

Station-to-Station Calling - This feature allows station users to call each other using abbreviated dialing.

Touch Call - This feature equips all station lines for touch call dialing.

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

Centrex Service Feature Packages 1000, 2000 or 3000 are offered at rates and charges shown following. Feature capabilities may vary depending on the type of host central office equipment. Following are feature series and associated definitions:

## Feature Package 1000

Call Alternation - This feature allows a station user to hold one call, make another call, and then talk alternately between the two parties.

Call Forwarding - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only call reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user.)

Call Hold - This feature allows a station user to place a call in progress on hold.

Call Pick Up-Direct - This feature permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - This feature permits a station user to dial a code to apply call pick up to groups other than its own.

Call Pick Up-Group - This feature permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - This feature cancels Call Waiting for the duration of one call by dialing an access code.

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 1000 (Cont'd)

Call Waiting Originating - This feature allows the party making the call to activate Call Waiting on a busy line at completion of dialing on a per call basis.

Call Waiting Terminating - The feature alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - This feature allows a station user to transfer a call to another party.

Consultation Hold - This feature allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Directory Number Hunting - This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

Hunting (Pilot Number) - This feature provides for the distribution of calls in a hunt group.

Hunting (Secretarial) - This feature provides hunting within a department to hunt to the secretary last.

Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.

Speed Calling 6 (Individual) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit. (Available in the DMS-100/5ESS only)

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Vice President External Relations  
Monroe, Louisiana



GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 1000 (Cont'd)

Speed Calling (Individual) - This feature allows a user to dial an individual list of selected numbers using one or two digits. (Available in the GTD-5 only)

Station Restriction - This feature allows a station to be fully restricted or semi-restricted. Fully restricted blocks calls to and from the attendant in addition to those from outside the customer business group. Semi-restricted permits the customer to have selected station(s) restricted from receiving any calls from outside the customer business group. Intercom calls and private facilities are accessible.

Three Way Calling - This feature permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - This feature prevents customer designated stations from placing any chargeable calls.

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Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 2000 (The features below are in addition to the Feature Package 1000 Package features)

Automatic Callback - This feature enables a station user encountering a busy station, go on-hook, and be called back when the busy station becomes idle.

Call Park-Multiple - This feature permits a station user to place one or more calls on hold and later retrieve the call (calls) from his station or another station in the customer business group.

Circular Hunting - This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will begin with that line and continue through the member previous to the one dialed.

Data Line Security - This feature prohibits interruption to a busy line by features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service - This feature assigns each station a class of service which defines its calling privileges and any features restricted from its use.

Saved Number Redial - This feature permits a station user to store a number in memory and then later redial the number using a code.

Speed Call 30 (Group/Shared) - This feature allows members of a customer business group to share a common speed call list of 30 members.

Uniform Call Distribution (UCD) Hunting - This feature provides for call distribution in a hunt group by connecting to the one which has been idle longest. (Applies to Circular Hunt only)

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Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 3000 (The features below are in addition to the Feature Package 1000 and Feature Package 2000 Package features)

Call Forwarding (Busy, No Answer Split) - Single feature which allows the customer to specify the destination of a forwarded call based on the call being an intra-system call or an inter-system call (DMS Only).

Call Forwarding/Incoming - This feature restricts call forwarding of all calls to those from outside the business group.

Call Forwarding/Within Group - This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

Executive Busy Override - This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

Multi-Level Restriction - This feature permits the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NNX) or a six-digit area code (NPA) and NNX basis.

Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so he may complete his call.

Remote Access to Features(1) - This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

(1) Limited to existing customers at existing locations.

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 3000 (The features below are in addition to the Feature Package 1000 and Feature Package 2000 Package features) (Cont'd)

Ringback Queuing - This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call 30 (Individual) - This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

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Monroe, Louisiana

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

CCLASS FEATURE PACKAGE

Busy Redial - is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Call Return\*69 - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed.

Call Block - allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

CCLASS FEATURE PACKAGE (Cont'd)

Special Call Acceptance - allows a customer to select (maximum of 12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Select Call Forwarding - is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customer may not subscribe to Call Waiting and Special Call Waiting on the same line.

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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.)

Authorization Codes (per group of 10) - This feature permits the caller to dial codes which grant the caller privileges associated with the authorization code, rather than those associated with the station or remote location from which the call is being made.

Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.). This feature also includes:

Expensive Route Warning - This feature provides a warning tone indicating a route determined to be expensive for a given location that has been selected.

Facilities Restriction Level - This feature allows each station and each facility access in the business group to be assigned a restriction level for use with Automatic Route Selection (ARS).

Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.

Code Call Access - This feature provides access to customer provided code calling signaling devices.

Conference Calling - This feature permits a station user or attendant to form a conference with a maximum of six or eight parties, including other stations and/or parties reached over trunks.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Calling Number Identification (ID) – Calling Number ID is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer.

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to compatible customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing. (All customers have the option to request Anonymous Call Rejection at no charge. When activated, calls from customers who do not send Caller ID information will be routed to an announcement stating that to complete the call they must hang up and reinitiate the call in a manner which will deliver the calling parties' ID.)

For calls originating from a line with a multiline hunt group, ordinarily the main telephone number is delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will give an anonymous indication. The calling telephone number is unavailable from calls made through some large PABX systems, for most cellular radio calls, and currently from interexchange carrier calls. Nor is the calling telephone number made available when incoming calls have been handled by an operator or charged to credit cards. (Customers with PBX and Key systems, which want Caller ID Services, must implement ISDN PRI Service for delivery as part of Direct Inward Dialing.)

\* The term commitment period for the Optional System Features is based upon the initial term period for the CentraNet® System. Subsequent Optional System Feature additions will be rated under a new term of an addendum to an existing term based upon the remaining period of the initial term.



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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Calling Number Identification (ID) (Cont'd)

Customers subscribing to Calling Number ID will be responsible for the provision of compatible display equipment. The Company assumes no liability for any incompatibility of the customer provided display equipment.

Caller ID information may not be sold or given to another party without the caller's consent. Caller ID information may only be used for: (a) routing or completion of calls, (b) billing of calls, (c) account management purposes, (d) services directly related to the call or transaction, (e) verification of calling party identity and (f) marketing products or services that are directly related to those previously acquired by the customer from the number delivery services subscriber. This applies if the number delivery services subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.

Cancel Calling Number Delivery (Per Call) - Allows customers, in areas where Calling Number Identification is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

**GENERAL AND LOCAL EXCHANGE TARIFF**

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CENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definition of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Cancel Calling Number Delivery (Per Line) - Allows a single-line customer to make all calls with the delivery of his/her calling number identification (CNI) marked as "private" to the people he/she is calling. If the preassigned access code for Cancel Calling Number Delivery (Per Call) is dialed on the line, the calling number will be delivered on the next call placed.

This service is available only to established shelters of domestic violence intervention agencies, state and county departments of human resource shelters and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without Per Line blocking.

Call Tracing Service - allows the customer to immediately and automatically trace the last incoming call received from a local service. Upon the customer's request the trace information will be provided to law enforcement agencies by the Company but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that GTE shall not be liable for damages due to an inability to trace the call(s). Call Tracing Service will be the only nuisance call tracing service available to residential one-party and business one-party customers where this feature is offered.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Data Link Console Interface - This feature allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional Centrex lines at rates specified in this tariff.)

Dictation Access and Control - This feature provides for station access to customer provided dictation equipment.

Flexible Night Answer - This feature permits the attendant to change the Predetermined Night Answer station number by dialing a feature code plus the new night answer station number. (Requires Data Link Console.)

FX Access - This feature provides InterMSA and IntraMSA access to and from a remote exchange network via dedicated trunk facilities.

Identification-Multiple Directory Numbers - This feature enables the attendant to identify an incoming call by directory number using the console display. If the customer has multiple directory numbers, the attendant will know by the number appearing on the console display which department is being called. (Requires Data Link Console.)

Music-on-Hold Interface - This feature provides access to a common music source for use with call hold, transfer, park, and queuing features.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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CENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Non-Data Link Console Interface - This feature allows the use of a multiline attendant instrument designed specifically for console service. A physical pair is required for each loop at rates shown elsewhere in the Company's tariffs.

Paging/Public Address Access - This feature provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - Directory number used to access a hunt group (no associated cable pair required).

Predetermined Night Answer-Fixed - This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure. (Requires Data Link Console.)

Preferential Hunting - This feature assigns hunting to an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility and goes on-hook.

Proprietary Set Interface - This feature provides capability for central office connectivity for business proprietary sets.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Pseudo Number - This feature provides an additional telephone number when used in conjunction with business proprietary sets.

Recorded Announcement - This feature routes calls to a recording (may be customized) at the Telephone Company's Central Office.

Speed Call 30 (System) - This feature allows members of a customer business group to share a common speed call list of 30 members.

Stop Hunt - This feature uses a code which allows the hunting process to stop when a particular line is reached in a hunting sequence.

T-1 Access - The feature connects a digital facility to a switching system dedicated to a specific customer.

Terminal Make Busy - This feature uses a code to make a specific terminal, or groups of terminals in a hunting group look busy.

Tie Facility Access - This feature provides access to tie line facilities which connects the customer business group to another CENTREX, PABX or similar facility.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

## b. Definitions of Features (Cont'd)

OPTIONAL FEATURES\* (The features below can be ordered individually at the rates shown under E.1. following.) (Cont'd)

Universal Night Answer - When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This feature also allows transfer of calls during commercial power failure. (Requires Data Link Console.)

VIP Alert - allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

WATS Access - This feature provides the customer access to an inter-exchange carrier for bulk toll calling.

800 Service Access - This feature permits 800 Service Access to terminate in the Centrex Service System.

\* The term commitment period for the Optional System Features is based upon the initial term period for the Centrex System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## B. Liability of the Telephone Company

1. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex Service Features. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:
  - a. The negligence or willful act of the customer,
  - b. Customer provided facilities, or
  - c. Electric power failure where the customer furnishes such electric power.
2. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Centrex Service Features and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

## C. Conditions

1. The Company will furnish one alphabetical directory listing on a per Centrex summary account, without charge. Additional listings are offered subject to the provisions set forth in this Tariff.
2. The rates and charges shown for Centrex Service apply to establishment of Centrex Service only. Appropriate Service Charges, excluding the Central Office Line Connection Charge, set forth in Section 2 of the Company's General Exchange Tariff apply to installation of a Centrex Service system up to and including the Standard Network Interface. In the case of Centrex Service customer moves within the same exchange area, appropriate service charges, including the Central Office Line Connection Charge, will apply. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

CENTREX SERVICE

C. Conditions (Cont'd)

2. (Cont'd)

a. Should the customer, who agreed to purchase a Centrex Service system, elect to cancel after acceptance by the Company and before the start of the initial term commitment period described below, may do so subject to payment to the Company for all resulting nonrecoverable labor and material costs.

3. Centrex Service is offered on a term basis commencing on the date the service is established.

a. The rates per Centrex Line as set forth in D.1.c. following, plus the selected Feature Series rate per line as set forth in D.2. following, apply each month from the time the System is placed in service until the end of the term commitment period.



**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

CENTREX SERVICE

C. Conditions (Cont'd)

4. In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for termination liability (TL) charges. See Section 2.M. for Termination Liability terms and conditions.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

Effective: September 1, 2002

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October 1, 2014  
Missouri Public  
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JI-2015-0066

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## C. Conditions (Cont'd)

5. When Centrex Service is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.
- a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(1) Basic Time, Business Day, Per Technician	\$26.75	\$16.75
(2) Overtime, Outside the Business Day, per Technician*	29.65	19.65
(3) Premium Time, Outside the Business Day, Per Technician*	35.45	25.40

\* A call out of a Company employee at a time outside of the business day is subject to a minimum charge of four hours.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## C. Conditions (Cont'd)

## 5. (Cont'd)

- b. Basic Time rates apply for the time the Telephone Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Telephone Company approved holidays.
6. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
  - a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
  - b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
7. Rotary dial stations may not be capable of accessing all Centrex Service features as set forth in A.4. of this Section.
8. A Centrex line may be extended to a location outside the same continuous property of the Centrex customer to any location. Mileage Charges, as set forth in the Company's Tariffs, will apply to such off-premises extension lines. Such charges shall be measured from the location of the serving host central office or from a serving remote unit, if applicable, whichever is closer, to the off-premises location.
9. Centrex Service system lines are not subject to Business Basic Exchange Service Rates or Zone Rate Differentials set forth in Section 4 of the Company's General Exchange Tariff.
10. EAS charges are applied on a per trunk basis (e.g., per the number of network accesses), at the business rate, as set forth in Section 4 of this Tariff.
11. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## C. Conditions (Cont'd)

12. This Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the Commission may from time to time direct or allow in the exercise of its jurisdiction.
13. Centrex Service lines may be terminated on PABX or equivalent type system. A PABX termination rate will be applied per Centrex line in addition to the applicable Centrex line rate.
14. Subsequent line additions/deletions.
  - a. Subsequent line additions will be rated under a new term commitment period or an addendum to an existing term commitment period based upon the remaining period of the initial term. Existing term commitment period rates, for lines previously subscribed to, remain unchanged. If the line addition results in the customer's total Centrex line count exceeding the threshold of the line group previously subscribed to, only the quantity of additional lines in excess of the threshold will be billed at the rate for the larger group. Appropriate Service Charges, excluding the Central Office Line Connection Charge, set forth in Section 5 of the Company's General Exchange Tariff apply to installation of subsequent line additions up to and including the Standard Network Interface.
15. If a customer requests an upgrade of an existing Feature Series (e.g., from Series 1000 to 2000, 1000 to 3000, or from Series 2000 to 3000), his existing per line term rate will be changed to reflect the appropriate rate applicable to the new Feature Series, as set forth under D. Rates and Charges. The new term rate will apply for the duration of the existing term period. Nonrecurring charges as set forth under D.2. will apply.

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Monroe, LouisianaCANCELLED  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## C. Conditions (Cont'd)

16. If a customer chooses to combine Centrex Service stations terminating at different locations into a single Centrex Service system then all stations must be served by the same central office switching equipment.
17. The Centrex rate in a Foreign Exchange (FX) or Foreign Central Office (FCO) arrangement is the monthly rate for the Centrex Service desired, plus FX or FCO charges as shown elsewhere in the Company's tariffs.
18. Private Line arrangements connected with Centrex Service are subject to applicable rates and charges shown elsewhere in the Company's tariffs.
19. Certain Optional Feature capabilities as shown under E.1. may not be compatible with other Packages or Optional features.
20. Assigned CentraNet Telephone Numbers Not In Use

Customers are required to keep 50% or more of their assigned numbers working at all times in order to retain assignment of their entire block of numbers. The Company must be notified by customers if their usage level drops below 50% so that action can be initiated to reclaim numbers.

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Vice President External Relations  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

CENTREX SERVICE

C. Conditions (Cont'd)

20. Conditions (Cont'd)

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

- a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

- b. The following rates apply each month from the time the system is placed in service until the end of the term contract period. <sup>(1)</sup>

	<b>Schedules "A" and "C" <sup>(2)</sup></b>	<b>Schedule "B" <sup>(2)</sup></b>	
	<u>Monthly Rate</u>	<u>Monthly Rate</u>	
1) <u>Month-to-Month Term</u>			
(a) 3-25 lines, per line	\$23.49	\$24.65	(D)
(b) 26-50 lines, per line	23.10	24.26	(D)
(c) 51-100 lines, per line	22.68	23.82	
(d) 101-200 lines, per line	22.28	23.39	
2) <u>12 Month Term</u>			
(a) 3-25 lines, per line	20.74	21.77	
(b) 26-50 lines, per line	20.13	21.13	
(c) 51-100 lines, per line	19.51	20.48	
(d) 101-200 lines, per line	18.91	19.85	
3) <u>36 Month Term</u>			
(a) 26-50 lines, per line	19.59	20.56	(D)
(b) 51-100 lines, per line	18.48	19.40	
(c) 101-200 lines, per line	17.45	18.32	(D)
4) <u>60 Month Term</u>			
(a) 26-50 lines, per line	18.17	19.07	(D)
(b) 51-100 lines, per line	17.02	17.87	
(c) 101-200 lines, per line	16.03	16.83	(D)

<sup>(1)</sup> In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.

<sup>(2)</sup> Exchanges applicable to each category are listed in **Section 4.A.2.**

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March 9, 2012

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
April 8, 2012

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Service Commission  
JI-2012-0424

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

b. The following rates apply each month from the time the system is placed in service until the end of the term contract period.\*

		Competitive "A" #		Competitive "B" #		
		Monthly		Monthly		
		Rate		Rate		
(1)	<u>Month-to-Month Term</u>	<u>IOSC</u>				(C)
	(a) 3-25 lines, per line	85624	\$23.49 (I)	\$24.65 (I)		
	(b) 26-50 lines, per line	51443	23.10 (I)	24.26 (I)		
	(c) 51-100 lines, per line		22.68 (I)	23.82 (I)		
	(d) 101-200 lines, per line		22.28 (I)	23.39 (I)		
(2)	<u>12 Month Term</u>					
	(a) 3-25 lines, per line		20.74	21.77		
	(b) 26-50 lines, per line		20.13	21.13		
	(c) 51-100 lines, per line		19.51	20.48		
	(d) 101-200 lines, per line		18.91	19.85		
(3)	<u>36 Month Term</u>					
	(a) 26-50 lines, per line	51445	19.59	20.56		
	(b) 51-100 lines, per line	85606	18.48	19.40		
	(c) 101-200 lines, per line	51346	17.45	18.32		
(4)	<u>60 Month Term</u>					
	(a) 26-50 lines, per line	51447	18.17	19.07		
	(b) 51-100 lines, per line	85608	17.02	17.87		
	(c) 101-200 lines, per line	51347	16.03	16.83		

\* In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.

# Exchanges applicable to each category are listed in Section 4, Sheet 1.

(C)



GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

b. The following rates apply each month from the time the system is placed in service until the end of the term contract period.\*

(1)	<u>Month-to-Month Term</u>	<u>IOSC</u>	Competitive (#) <u>Monthly Rate</u>	Noncompetitive <u>Monthly Rate</u>
(a)	3-25 lines, per line	85624	\$21.35 (l)	\$22.41 (l)
(b)	26-50 lines, per line	51443	21.00 (l)	22.05 (l)
(c)	51-100 lines, per line		20.62 (l)	21.65 (l)
(d)	101-200 lines, per line		20.25 (l)	21.26 (l)
(2)	<u>12 Month Term</u>			
(a)	3-25 lines, per line		20.74 (l)	21.77 (l)
(b)	26-50 lines, per line		20.13 (l)	21.13 (l)
(c)	51-100 lines, per line		19.51 (l)	20.48 (l)
(d)	101-200 lines, per line		18.91 (l)	19.85 (l)
(3)	<u>36 Month Term</u>			
(a)	26-50 lines, per line	51445	19.59 (l)	20.56 (l)
(b)	51-100 lines, per line	85606	18.48 (l)	19.40 (l)
(c)	101-200 lines, per line	51346	17.45 (l)	18.32 (l)
(4)	<u>60 Month Term</u>			
(a)	26-50 lines, per line	51447	18.17 (l)	19.07 (l)
(b)	51-100 lines, per line	85608	17.02 (l)	17.87(l)
(c)	101-200 lines, per line	51347	16.03 (l)	16.83 (l)

\* In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.  
 (#) Competitive Exchanges are listed in Section 4, Sheet 1.

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Chantel Mosby  
 Director, Tariffs and Compliance  
 Monroe, Louisiana

CANCELLED  
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 Missouri Public  
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 JI-2010-0090

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 Missouri Public  
 Service Commission

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

b. The following rates apply each month from the time the system is placed in service until the end of the term contract period.\*

(1)	<u>Month-to-Month Term</u>	<u>IOSC</u>	Competitive (#) <u>Monthly Rate</u>	Noncompetitive <u>Monthly Rate</u>	(C)
(a)	3-25 lines, per line	85624	\$20.34	\$21.35 (I)	
(b)	26-50 lines, per line	51443	20.00	21.00 (I)	
(c)	51-100 lines, per line		19.64	20.62 (I)	
(d)	101-200 lines, per line		19.29	20.25 (I)	
(2)	<u>12 Month Term</u>				
(a)	3-25 lines, per line		\$19.76	20.74 (I)	
(b)	26-50 lines, per line		19.18	20.13 (I)	
(c)	51-100 lines, per line		18.59	19.51 (I)	
(d)	101-200 lines, per line		18.01	18.91 (I)	
(3)	<u>36 Month Term</u>				
(a)	26-50 lines, per line	51445	18.66	19.59 (I)	
(b)	51-100 lines, per line	85606	17.60	18.48 (I)	
(c)	101-200 lines, per line	51346	16.62	17.45 (I)	
(4)	<u>60 Month Term</u>				
(a)	26-50 lines, per line	51447	17.31	18.17 (I)	
(b)	51-100 lines, per line	85608	16.21	17.02 (I)	
(c)	101-200 lines, per line	51347	15.27	16.03 (I)	(C)

\* In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.  
 (#) Competitive Exchanges are listed in Section 4, Sheet 1.

(N)

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Chantel Mosby  
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 Service Commission

**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESCENTREX SERVICE

## D. Rates and Charges (Cont'd)

## 1. Centrex Line Rates

- a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

- b. The following rates apply each month from the time the system is placed in service until the end of the term contract period.\*

(1) <u>Month-to-Month Term</u>	<u>IOSC</u>	<u>Monthly Rate</u>	
(a) 3-25 lines, per line	85624	\$20.34	(l)
(b) 26-50 lines, per line	51443	20.00	(l)
(c) 51-100 lines, per line		19.64	(l)
(d) 101-200 lines, per line		19.29	(l)
(2) <u>12 Month Term</u>			
(a) 3-25 lines, per line		\$19.76	(l)
(b) 26-50 lines, per line		19.18	(l)
(c) 51-100 lines, per line		18.59	(l)
(d) 101-200 lines, per line		18.01	(l)
(3) <u>36 Month Term</u>			
(a) 26-50 lines, per line	51445	18.66	(l)
(b) 51-100 lines, per line	85606	17.60	(l)
(c) 101-200 lines, per line	51346	16.62	(l)
(4) <u>60 Month Term</u>			
(a) 26-50 lines, per line	51447	17.31	(l)
(b) 51-100 lines, per line	85608	16.21	(l)
(c) 101-200 lines, per line	51347	15.27	(l)

\* In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 23 2003

CENTREX SERVICE

Service Commission

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

- a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

- b. The following rates apply each month from the time the system is placed in service until the end of the term contract period.\*

(1)	<u>Month-to-Month Term</u>	<u>IOSC</u>	<u>Monthly Rate</u>	(l)
	(a) 3-25 lines, per line	85624	\$18.84	
	(b) 26-50 lines, per line	51443	18.52	
	(c) 51-100 lines, per line		18.19	
	(d) 101-200 lines, per line		17.87	
(2)	<u>12 Month Term</u>			
	(a) 3-25 lines, per line		\$18.30	
	(b) 26-50 lines, per line		17.76	
	(c) 51-100 lines, per line		17.22	
	(d) 101-200 lines, per line		16.68	
(3)	<u>36 Month Term</u>			
	(a) 26-50 lines, per line	51445	17.28	
	(b) 51-100 lines, per line	85606	16.30	
	(c) 101-200 lines, per line	51346	15.39	
(4)	<u>60 Month Term</u>			
	(a) 26-50 lines, per line	51447	16.03	
	(b) 51-100 lines, per line	85608	15.01	
	(c) 101-200 lines, per line	51347	14.14	

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 SEP 05 2004  
 By *262522*  
 Public Service Commission  
 MISSOURI

\* In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.

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Jeffrey Glover  
 Vice President External Relations  
 Monroe, Louisiana

Missouri Public  
 Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

CENTREX SERVICE

Service Commission

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

a. Centrex Service line rates are determined by the total number of Centrex lines requested.

Example: If a customer requests 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum period of one month is available for customers with 3-50 lines. Customers may, at the option of the Company, sign term commitments for periods greater than one month. Centrex Service arrangements exceeding 200 lines will be offered on an individual case basis.

b. The following rates apply each month from the time the system is placed in service until the end of the term contract period.\*

(1)	<u>Month-to-Month Term</u>	<u>IOSC</u>	<u>Monthly Rate</u>
	(a) 3-25 lines, per line	85624	\$17.45
	(b) 26-50 lines, per line	51443	17.15
	(c) 51-100 lines, per line		16.85
	(d) 101-200 lines, per line		16.55
(2)	<u>12 Month Term</u>		
	(a) 3-25 lines, per line		\$16.95
	(b) 26-50 lines, per line		16.45
	(c) 51-100 lines, per line		15.95
	(d) 101-200 lines, per line		15.45
(3)	<u>36 Month Term</u>		
	(a) 26-50 lines, per line	51445	16.00
	(b) 51-100 lines, per line	85606	15.10
	(c) 101-200 lines, per line	51346	14.25
(4)	<u>60 Month Term</u>		
	(a) 26-50 lines, per line	51447	14.85
	(b) 51-100 lines, per line	85608	13.90
	(c) 101-200 lines, per line	51347	13.10

**CANCELLED**  
SEP 06 2003  
by STAS da  
Public Service Commission  
MISSOURI

\* In addition to the term line rates, Feature Series rates apply as specified in D.3.a. following.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

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JM-02-232  
Service Commission

**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESCENTREX SERVICE

## D. Rates and Charges (Cont'd)

## 1. Centrex Line Rates (Cont'd)

c. The following term rates have been limited to existing customers:\*

	<u>GSEC</u>	<u>Monthly Rate</u>
<u>60 Month Term</u>		
4-15 Lines, per line	CEN60G15/1	\$13.85
16-20 Lines, per line	CEN60G20/1	12.10
<u>84 Month Term</u>		
4-15 Lines, per line	CEN84G15/1	\$12.05
21-30 Lines, per line	CEN84G30/1	10.00

\* In addition to the above line rates, Feature Series rates apply as specified in D.2.a. following.

Issued: July 18, 2002

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Jeffrey Glover  
Vice President External Relations  
Monroe, LouisianaCANCELLED  
October 1, 2014  
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Service Commission  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.

a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<b>Schedules "A" and "C" <sup>(1)</sup></b>	<b>Schedule "B" <sup>(1)</sup></b>	
	<u>Monthly Rate</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	\$2.06	\$2.16	
Feature Package 2000, per line	3.05	3.20	
Feature Package 3000, per line	3.60	3.78	
CCLASS Feature Package <sup>(2)</sup>			
3 - 25 lines, per line	6.09	6.39	
26 - 50 lines, per line	5.46	5.73	
51+ lines, per line	4.88	5.12	

(T)  
(D)  
  
  
  
  
  
  
  
  
  
(D)

b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk **basis**.

(D)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<b>Schedules "A" and "C" <sup>(1)</sup></b>	<b>Schedule "B" <sup>(1)</sup></b>	
	<u>Monthly Rate</u>	<u>Monthly Rate</u>	
Additional Centrex network access, each trunk	\$17.01	\$17.86	

(T)  
(T)  
(D)  
  
(D)

<sup>(1)</sup> Exchanges applicable to each category are listed in **Section 4.A.2**.

(T)

<sup>(2)</sup> A system capacity maximum charge (CENFS CLASS SYSM) of \$400.00 applies per customer for CCLASS Feature Packages.

(T)

ISSUED:  
March 9, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
April 8, 2012

CANCELLED  
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Missouri Public  
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Service Commission  
JI-2012-0424

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.
- a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<u>IOSC</u>	Competitive "A" # Monthly Rate	Competitive "B" # Monthly Rate	(C)
Feature Package 1000, per line	74648	\$2.06	\$2.16	
Feature Package 2000, per line	51882	3.05	3.20	
Feature Package 3000, per line	74689	3.60	3.78	
CCLASS Feature Package(1)				
3 - 25 lines, per line	51754	6.09	6.39	
26 - 50 lines, per line	51757	5.46	5.73	
51+ lines, per line	85531	4.88	5.12	

- b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

- c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	Competitive "A" # Monthly Rate	Competitive "B" # Monthly Rate	(C)
Additional Centrex network access, each trunk	51689	\$17.01	\$17.86	

(1) A system capacity maximum charge (CENFS CLASS SYSM) of \$400.00 applies per customer for CCLASS Feature Packages.

# Exchanges applicable to each category are listed in Section 4, Sheet 1. (C)



GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.
- a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<u>IOSC</u>	Competitive (#) Monthly <u>Rate</u>	Noncompetitive Monthly <u>Rate</u>
Feature Package 1000, per line	74648	\$2.06 (l)	\$2.16 (l)
Feature Package 2000, per line	51882	3.05 (l)	3.20 (l)
Feature Package 3000, per line	74689	3.60 (l)	3.78 (l)
CCLASS Feature Package(1)			
3 - 25 lines, per line	51754	6.09 (l)	6.39 (l)
26 - 50 lines, per line	51757	5.46 (l)	5.73 (l)
51+ lines, per line	85531	4.88 (l)	5.12 (l)

- b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

- c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	Competitive (#) <u>Monthly Rate</u>	Noncompetitive <u>Monthly Rate</u>
Additional Centrex network access, each trunk	51689	\$17.01 (l)	\$17.86 (l)

(1) A system capacity maximum charge (CENFS CLASS SYSM) of \$400.00 applies per customer for CCLASS Feature Packages.  
 (#) Competitive Exchanges are listed in Section 4, Sheet 1.

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.
- a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<u>IOSC</u>	Competitive (#) <u>Monthly Rate</u>	Noncompetitive <u>Monthly Rate</u>	(C)
Feature Package 1000, per line	74648	\$1.97	\$2.06 (I)	
Feature Package 2000, per line	51882	2.91	3.05 (I)	
Feature Package 3000, per line	74689	3.43	3.60 (I)	
CCLASS Feature Package(1)				
3 - 25 lines, per line	51754	5.80	6.09 (I)	
26 - 50 lines, per line	51757	5.20	5.46 (I)	
51+ lines, per line	85531	4.65	4.88 (I)	(C)

- b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

- c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	Competitive (#) <u>Monthly Rate</u>	Noncompetitive <u>Monthly Rate</u>	(C)
Additional Centrex network access, each trunk	51689	\$16.20	\$17.01 (I)	(C)

(1) A system capacity maximum charge (CENFS CLASS SYSM) of \$400.00 applies per customer for CCLASS Feature Packages.

(#) Competitive Exchanges are listed in Section 4, Sheet 1. (N)

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.

a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<u>IOSC</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	74648	\$1.97	(I)
Feature Package 2000, per line	51882	2.91	(I)
Feature Package 3000, per line	74689	3.43	(I)
CCLASS Feature Package(1)			
3 - 25 lines, per line	51754	5.80	
26 - 50 lines, per line	51757	5.20	
51+ lines, per line	85531	4.65	

b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network access, each trunk	51689	\$16.20

(1) A system capacity maximum charge (CENFS CLASS SYSM) of \$400.00 applies per customer for CCLASS Feature Packages.

Issued: July 22, 2004

Effective: September 5, 2004

Chantel Mosby  
 Manager, Tariffs and Compliance  
 Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 23 2003

CENTREX SERVICE

Service Commission

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.

a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<u>IOSC</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	74648	\$1.83	(1)
Feature Package 2000, per line	51882	2.70	(1)
Feature Package 3000, per line	74689	3.18	(1)
CCLASS Feature Package(1)			
3 - 25 lines, per line	51754	5.80	
26 - 50 lines, per line	51757	5.20	
51+ lines, per line	85531	4.65	

b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network access, each trunk	51689	\$16.20

**CANCELLED**

SEP 05 2004

By *20RS 23*  
 Public Service Commission  
 MISSOURI

(1) A system capacity maximum charge (CENFS CLASS 976M) of \$400.00 applies per customer for CCLASS Feature Packages.

Issued: July 23, 2003

Effective: September 6, 2003

Jeffrey Glover  
 Vice President External Relations  
 Monroe, Louisiana

Missouri Public  
 Service Commission

FILED SEP 06 2003

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

CENTREX SERVICE

Service Commission

D. Rates and Charges (Cont'd)

2. In addition to the contract rates as set forth in Section D.1, the following rates and charges apply to the provision of Centrex Service.

a. One of the following Feature Package rates apply per line for as long as the system is in service. The CCLASS Feature Package may be subscribed to as an optional package.

	<u>IOSC</u>	<u>Monthly Rate</u>
Feature Package 1000, per line	74648	\$1.70
Feature Package 2000, per line	51882	2.50
Feature Package 3000, per line	74689	2.95
CCLASS Feature Package(1)		
3 - 25 lines, per line	51754	5.80
26 - 50 lines, per line	51757	5.20
51+ lines, per line	85531	4.65

b. The following line to trunk ratio is implicit in the Centrex line rates as set forth in D.1.b. preceding. However, in accordance with C.10. preceding EAS charges are to be applied on a per trunk basis. (CEN EASC)

<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>	<u>Lines</u>	<u>Trunk Equivalency</u>
3-5	2	21-30	8	76-100	14
6-7	3	31-40	9	101-125	15
8-9	4	41-45	10	126-150	16
10-11	5	46-50	11	151-175	18
12-15	6	51-65	12	176-200	20
16-20	7	66-75	13		

c. Centrex network access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network access, each trunk	51689	\$16.20

**CANCELLED**  
SEP 06 2003  
by STAS23  
Public Service Commission  
MISSOURI

(1) A system capacity maximum charge (CENFS CLASS SYSM) of \$400.00 applies per customer for CCLASS Feature Packages.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

Missouri Public

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TM-02-232  
Service Commission

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## D. Rates and Charges (Cont'd)

## 2. (Cont'd)

- d. Centrex Service and features may be extended to PBX Trunk customers at the rate per trunk as listed below. This rate will be applied in addition to the Centrex line rates as set forth in D.1.b. preceding.

	<u>Monthly Rate</u>
(1) Centrex PBX Trunk add-on rate, per line (IOSC 85428)	\$ 5.80

- e. Appropriate Service Charges, excluding the Line Connection Charge, set forth in Section 5 of this Tariff apply to installation of Centrex Service system up to and including the Network Interface.
- f. All subsequent line and/or feature additions, deletions or changes will be subject to rates set forth in C.5.a. preceding or D.2.g. following.
- g. Centrex data base program changes resulting from customer requested work activities.

	<u>GSEC</u>	<u>Nonrecurring Charges</u>
When the change is made to:		
(1) establish a new line,		
(2) change the class of service mark for an existing line,		
(3) establish or change a line's dial call pickup group assignment or feature series or		
(4) for any other modification in service.		
(a) First line programmed or reprogrammed	NPCE2I	\$25.00*
(b) Each additional line programmed or reprogrammed	NPCE2A	2.50*

\* In addition, Service Charges, excluding the Line Connection Charge, as set forth in Section 5 of this Tariff will apply.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

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JI-2015-0066

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

E. Optional Centrex Services

1. Optional Features*	<u>GSEC/IOSC</u>	<u>MONTHLY RATE</u>
Authorization Codes (per group of 10).....	CEN ATHCDSM	\$ 0.05
Automatic Route Selection, per line.....	CEN ARSM	2.00
Code Call Access (1).....	CEN CCACCM	20.00
Conference Calling.....	CEN CONCLGM	90.00 per cust. group
Data Link Console Interface.....	CEN DLCIM	70.00
Dictation Access and Control (1).....	CEN DICALLM	20.00
Flexible Night Answer (6)(7).....	85262	0.21
FX Access.....	52383	6.45
Identification-Multiple Directory Numbers (6).....	CEN MLNM	0.10
Music-on-Hold Interface (1).....	CEN MOHM	20.00
Non-Data Link Console Interface (8).....	CEN NDLCIM	50.00
Paging/Public Address Access (1).....	CEN PGALLM	20.00
Pilot Number of Hunt Groups.....	CEN PNHGM	0.05
Predetermined Night Answer-Fixed (6).....	CEN PNAM	0.20
Preferential Hunting (2).....	CEN PRHNTGM	0.05
Priority Queuing (4).....	85443	1.08
Proprietary Set Interface.....	CEN PSIM	5.00
Pseudo Number Flat Rate Service(9).....	PSEUDOF	6.00
Recorded Announcement.....	85457	17.45
Speed Call 30 (System).....	CEN SC30SM	0.10
Stop Hunt (2)(3).....	85484	0.81
T-1 Access.....	CEN TIM	300.00
Terminal Make Busy (3).....	85491	0.54
Tie Facility Access.....	52401	6.48
Universal Night Answer (1)(5)(6).....	CEN UNAM	0.10
WATS Access.....	52406	1.08
800 Service Access.....	85504	1.08

- (\*) The charges apply to initial and subsequent additions of Optional Features.
- (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
- (2) Requires one or more hunt groups.
- (3) May require additional hardware.
- (4) Requires off-hook queuing.
- (5) Requires listed directory number.
- (6) Requires data-link console.
- (7) Requires PNA and UNA
- (8) Requires multi-line appearances normally assigned to a rotary hunt group.
- (9) Appropriate Feature Series rate applies per Pseudo Number.

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

**CANCELLED**  
October 1, 2014  
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Service Commission  
JI-2015-0066

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

E. Optional Centrex Services (Cont'd)

1. Optional Features<sup>(1)</sup> (Cont'd)

	<b>Schedules "A" and "C" <sup>(2)</sup> Monthly Rate</b>	<b>Schedule "B" <sup>(2)</sup> Monthly Rate</b>	
Caller ID – Number <sup>(3)</sup>			(D)
3 – 25 lines, per line	\$ 6.30	\$ 6.61	
26 – 50 lines, per line	4.72	4.95	
51+ lines, per line	2.10	2.20	
3 – 25 lines, per customer group	10.50	11.02	
26 – 50 lines, per customer group	21.00	22.05	
51+ lines, per customer group	42.00	44.10	
Caller ID – Name and Number			
3 – 25 lines, per customer group	26.25	27.56	
26 – 50 lines, per customer group	47.25	49.61	
51+ lines, per customer group	89.25	93.71	
Call Tracing Service	3.50	3.50	
VIP Alert	4.00	4.00	(D)

2. Centrex System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Centrex system. Each interface requires a separate Centrex line. Data base program change charges as set forth in D.2.h. preceding apply per line programmed.

3.

	<u>Term Period<sup>(4)</sup></u>		
	<u>36 Month</u>	<u>60 Month</u>	
Attendant Console Interface, per interface	\$170.00	\$125.00	(D)

(1) The charges apply to initial and subsequent additions of Optional Features. (T)  
(2) Exchanges applicable to each category are listed in **Section 4.A.2.**  
(3) There is no charge for Selective Blocking (per call) or Complete Blocking (per line).  
(4) The term commitment period for the Centrex System Interface is based upon the initial term period for the Centrex system. Subsequent Interface additions will be rated under a new term or an addendum to an existing term commitment based upon the remaining period of the initial term. (T)

ISSUED:  
March 9, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
April 8, 2012

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
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Service Commission  
JI-2012-0424



GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

E. Optional Centrex Services (Cont'd)

1. Optional Features(1) (Cont'd)

	<u>IOSC</u>	Competitive "A" # Monthly <u>Rate</u>	Competitive "B" # Monthly <u>Rate</u>	(C)
Caller ID – Number(2)				
3 – 25 lines, per line.....	85239	\$ 6.30	\$ 6.61	
26 – 50 lines, per line.....	85240	4.72	4.95	
51+ lines, per line .....	85236	2.10	2.20	
3 – 25 lines, per customer group.....	53127	10.50	11.02	
26 – 50 lines, per customer group.....	53128	21.00	22.05	
51+ lines, per customer group.....	53129	42.00	44.10	
Caller ID – Name and Number				
3 – 25 lines, per customer group.....	53131	26.25	27.56	
26 – 50 lines, per customer group.....	53132	47.25	49.61	
51+ lines, per customer group.....	51843	89.25	93.71	
Call Tracing Service.....		3.50	3.50	
VIP Alert .....	50025	4.00	4.00	

2. Centrex System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Centrex system. Each interface requires a separate Centrex line. Data base program change charges as set forth in D.2.h. preceding apply per line programmed.

3.

	<u>Term Period(3)</u>	
	<u>36 Month</u>	<u>60 Month</u>
Attendant Console Interface, per interface (CEN ACI 36, CEN ACI 60)	\$170.00	\$125.00

(1) The charges apply to initial and subsequent additions of Optional Features.  
 (2) There is no charge for Selective Blocking (per call) or Complete Blocking (per line).  
 (3) The term commitment period for the Centrex System Interface is based upon the initial term period for the Centrex system. Subsequent Interface additions will be rated under a new term or an addendum to an existing term commitment based upon the remaining period of the initial term.  
 # Exchanges applicable to each category are listed in Section 4, Sheet 1.

(C)

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

E. Optional Centrex Services (Cont'd)

1. Optional Features(1) (Cont'd)

	<u>IOSC</u>	Competitive (#) <u>Monthly</u> <u>Rate</u>	Noncompetitive <u>Monthly</u> <u>Rate</u>	
Caller ID – Number(2)				
3 – 25 lines, per line .....	85239	\$ 6.30	\$ 6.61	(I)
26 – 50 lines, per line .....	85240	4.72	4.95	
51+ lines, per line .....	85236	2.10	2.20	
3 – 25 lines, per customer group.....	53127	10.50	11.02	
26 – 50 lines, per customer group.....	53128	21.00	22.05	
51+ lines, per customer group .....	53129	42.00	44.10	
Caller ID – Name and Number				
3 – 25 lines, per customer group.....	53131	26.25	27.56	
26 – 50 lines, per customer group.....	53132	47.25	49.61	
51+ lines, per customer group .....	51843	89.25	93.71	(I)
Call Tracing Service.....		3.50	3.50	
VIP Alert .....	50025	4.00	4.00	

2. Centrex System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Centrex system. Each interface requires a separate Centrex line. Data base program change charges as set forth in D.2.h. preceding apply per line programmed.

3.

	<u>Term Period(3)</u>	
	<u>36 Month</u>	<u>60 Month</u>
Attendant Console Interface, per interface (CEN ACI 36, CEN ACI 60)	\$170.00	\$125.00

- (1) The charges apply to initial and subsequent additions of Optional Features.
- (2) There is no charge for Selective Blocking (per call) or Complete Blocking (per line).
- (3) The term commitment period for the Centrex System Interface is based upon the initial term period for the Centrex system. Subsequent Interface additions will be rated under a new term or an addendum to an existing term commitment based upon the remaining period of the initial term.
- (#) Competitive Exchanges are listed in Section 4, Sheet 1.

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Chantel Mosby  
 Director, Tariffs and Compliance  
 Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

E. Optional Centrex Services (Cont'd)

1. Optional Features(1) (Cont'd)

	<u>IOSC</u>	Competitive (#) Monthly <u>Rate</u>	Noncompetitive Monthly <u>Rate</u>	(C)
Caller ID – Number(2)				
3 – 25 lines, per line .....	85239	\$ 6.00	\$ 6.30 (I)	
26 – 50 lines, per line .....	85240	4.50	4.72 (I)	
51+ lines, per line .....	85236	2.00	2.10 (I)	
3 – 25 lines, per customer group.....	53127	10.00	10.50 (I)	
26 – 50 lines, per customer group.....	53128	20.00	21.00 (I)	
51+ lines, per customer group .....	53129	40.00	42.00 (I)	
Caller ID – Name and Number				
3 – 25 lines, per customer group.....	53131	25.00	26.25 (I)	
26 – 50 lines, per customer group.....	53132	45.00	47.25 (I)	
51+ lines, per customer group .....	51843	85.00	89.25 (I)	
Call Tracing Service.....		3.50	3.50	
VIP Alert .....	50025	4.00	4.00	(C)

2. Centrex System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Centrex system. Each interface requires a separate Centrex line. Data base program change charges as set forth in D.2.h. preceding apply per line programmed.

3.

	<u>Term Period(3)</u>	
	<u>36 Month</u>	<u>60 Month</u>
Attendant Console Interface, per interface (CEN ACI 36, CEN ACI 60)	\$170.00	\$125.00

- (1) The charges apply to initial and subsequent additions of Optional Features.
- (2) There is no charge for Selective Blocking (per call) or Complete Blocking (per line).
- (3) The term commitment period for the Centrex System Interface is based upon the initial term period for the Centrex system. Subsequent Interface additions will be rated under a new term or an addendum to an existing term commitment based upon the remaining period of the initial term.
- (#) Competitive Exchanges are listed in Section 4, Sheet 1. (N)

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

E. Optional Centrex Services (Cont'd)

1. Optional Features(1) (Cont'd)

	<u>IOSC</u>	<u>Monthly Rate</u>
Caller ID – Number(2)		
3 – 25 lines, per line .....	85239	\$ 6.00
26 – 50 lines, per line .....	85240	4.50
51+ lines, per line.....	85236	2.00
3 – 25 lines, per customer group.....	53127	10.00
26 – 50 lines, per customer group.....	53128	20.00
51+ lines, per customer group.....	53129	40.00
Caller ID – Name and Number		
3 – 25 lines, per customer group.....	53131	25.00
26 – 50 lines, per customer group.....	53132	45.00
51+ lines, per customer group.....	51843	85.00
Call Tracing Service .....		3.50
VIP Alert.....	50025	4.00

2. Centrex System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Centrex system. Each interface requires a separate Centrex line. Data base program change charges as set forth in D.2.h. preceding apply per line programmed.

3.

	<u>Term Period(3)</u>	
	<u>36 Month</u>	<u>60 Month</u>
Attendant Console Interface, per interface (CEN ACI 36, CEN ACI 60)	\$170.00	\$125.00

- (1) The charges apply to initial and subsequent additions of Optional Features.
- (2) There is no charge for Selective Blocking (per call) or Complete Blocking (per line).
- (3) The term commitment period for the Centrex System Interface is based upon the initial term period for the Centrex system. Subsequent Interface additions will be rated under a new term or an addendum to an existing term commitment based upon the remaining period of the initial term.

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Jeffrey Glover  
 Vice President External Relations  
 Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## F. Centrex Custom Service

## 1. Scope of the Plan

- a. Centrex Custom Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Centrex features. The Centrex features are set forth in A.4. preceding.
- b. Centrex Custom Service arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities, and the purchase of new office equipment or any combination thereof. These arrangements will be provided only when, in the judgment of the Company, it is practicable and will not be detrimental to any other service furnished by the Company. Centrex Custom Service arrangements are intended for use by customers with more than 500 lines.
- c. Centrex Custom Service arrangements will be provided pursuant to the terms and conditions as set forth in B. and C. preceding. Customer specific requirements will be set forth in the Centrex Custom Service agreement.

## 2. Public Service Commission Notification

- a. Upon request, the Company will provide to the PSC Staff Information related to the provision of customer specific arrangements.

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Vice President External Relations  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

CENTREX SERVICE

F. Centrex Custom Service (Cont'd)

3. Rates

a. Rates for Centrex Custom Service arrangements will be based on the incremental costs, contribution level, payment plan, and term option selected. These factors will vary with each Centrex Custom Service arrangement and will, therefore, reflect varying rates for individual arrangements. At no time, will the contribution level be less than 5 percent above Incremental Costs.

b. Economic Cost Studies

An incremental cost study will be performed for each Centrex Custom Service arrangement. The study will conform to accepted economic principles and will be provided to the Commission Staff.

c. Payment Options

The method of payment will be specified in the Centrex Custom Service agreement.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/Management Information System

## 1. General

Centrex Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to available agents. Distribution of the calls are determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading and answering time frames.

ACD associates directory numbers (DN) with groups of answering positions rather than lines. ACD then provides equitable allocation of the workload by distributing calls to customer agents who have been available for the longest period of time.

Queuing capability of ACD allows specific call types to be directed to designated workgroups. In addition, the fluctuation of incoming calls is averaged out by holding callers in queue until the traffic load lightens. The queue reduces the total number of customer operators needed to handle peak traffic loads by holding calls until they can be equally distributed.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multibutton telephone set that allows for feature activation or for directory numbers. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

CENTREX SERVICE

G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

2. Conditions

- a. Centrex ACD Service is available only to Centrex customers and subject to the available facilities from central offices equipped with DMS-100 switches.
- b. The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent.
- c. Agent Positions may be equipped with customer-provided electronic and/or nonelectronic telephone sets within the same system and group.
- d. Centrex ACD/MIS Service is subject to all general regulations applicable to the provision of service by the Telephone Company as specified in other sections of this Tariff.
- e. A private line intraexchange data circuit is required between the customer's Management Information System and the Telephone Company serving central office.
- f. The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package or Optional Features.
- g. Customers subscribing to Secondary Directory Numbers must subscribe to a Centrex Feature Package for functionality.



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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 3. Definitions

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups.

ACD Overflow of Enqueued Calls - Provides for calls that have been in queue, for a customer determined amount of time, to queue against another group as well as the original queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business (LOB).

ACD Node - Individual customer ACD group(s) served from the same Telephone Company central office.

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

ACD Walkaway/Closed - Allows agents to enter a three digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

Additional Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 3. Definitions (Cont'd)

Agent Login/Logout - Ensures only assigned agents are able to login to an ACD group. Two options are available to control improper login: 1) partitioning agent login identification numbers into various groups, or 2) requiring an agent login password.

Agent Queue - Places available answering agent positions in a queue determined by a first-in, first-out basis. The position waiting for a call the longest will receive the first incoming call.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents.

Attendant Console to ACD - Allows operator consoles to be used to answer and to route incoming calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer.

Call Agent - Permits a supervisor to directly call an agent without having to dial the agents secondary directory number.

Call Center Manager - is a call center management information service that provides call center managers with the ability to monitor and control both their calls and their agents. The functions of Call Center Manager are:

- a. Real-time display and monitoring of agent and call activity. Monitoring and display capabilities are provided in conjunction with customer provided premises equipment. This includes variable display categories, user configurable screens, agent monitor groups, and visual threshold alerts.

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

CENTREX SERVICE

G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

3. Definitions (Cont'd)

Call Center Manager - (Continued)

- b. Data collection and storage for historical or real-time report generation.
- c. Real-time or scheduled call routing control and resource availability control. This load management capability includes the ability to dynamically change the ACD configurations of the call center in response to real-time calling patterns.

Within the same CentraNet customer group the customer may monitor and control multiple ACD groups through a single Call Center Manager MIS Link.

The use of an additional MIS Link allows the customer to have multiple supervisory terminals supporting the same CentraNet ACD groups.

Call Center Reporting - automatically sends basic ACD reports to a customer designated fax machine. The structure and parameters of the reports are predefined by the Company and contain statistics relating to agent and group performance. The Customer provides the fax machine and appropriate telephone line.

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents; a short burst of tone alerts the agent of the incoming call. Ordinarily the agent presses a release key upon conclusion of a call and then presses an "in-calls" key to receive another call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 3. Definitions (Cont'd)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility, e.g. calls from within the same customer's group, the agent's extension number is displayed; calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Provides a key for quick access to the supervisor.

Controlled Interflow - Provides the supervisor position the capability to temporarily divert a group's new incoming calls. The calls are diverted to a route defined by the customer.

Delay Treatment - Allows one of two treatments based on anticipated waiting time; either a ring-back or recorded announcement.

Directory Number - Incoming local access numbers assigned to the customer Automatic Call Distribution groups.

Distinctive Ringing - Enables agents to distinguish ACD calls from non-ACD calls.

Display Agents Summary - Key activated function enables the supervisor position to display a status summary of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 3. Definitions (Cont'd)

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
  - number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Emergency Alerting - Enables the agent to confer immediately with the supervisor or to automatically connect a customer provided tape recorder to a call.

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by providing the ACD agent with a single key to simultaneously add a supervisor and a recording device to a call.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

Incoming Call Queue - Allows a customer to prioritize calls based on the number dialed. Calls of a higher priority get answered before calls of a lower priority.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 3. Definitions (Cont'd)

Make Set Busy - Blocks non-ACD calls to the position.

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS Interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

This feature also includes the following:

- Remote ACD Load Management - Provides the capability of the supervisory position to reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- Variable Wrap-Up Time - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - Connects callers in queue to a customer provided music source while waiting for an available agent.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 3. Definitions (Cont'd)

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering.

Not Ready - When activated the agent position cannot receive any ACD calls allowing the agent to complete follow up transactions or originate out going calls on a secondary directory number.

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

Observe Agent From 2500 Set - Allows the supervisor position to monitor agents' calls. Extends monitoring capability from a 2500 set.

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/Management Information System (Cont'd)

## 3. Definitions (Cont'd)

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented.

Standard Announcements - Recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Telephone Company central office.

Supergroups - Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system.

Three-Way Calling/Call Transfer to ACD - Allows an agent to transfer calls to another ACD directory number within the same customer group. This feature allows the originator to transfer a call with or without consultation with the called agent or to establish the call to involve all three parties.

Transfer to In-Calls Key - Enables the agent to transfer an incoming ACD call directly to another agent's In-Calls key within the same customer group.



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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 4. Feature Packages

Centrex ACD is available in the following packages:

## a. Basic Agent Feature Package

- Abandoned Call Clearing
- Agent Login/Logout
- Agent Queue
- Attendant Console to ACD
- Automatic Overflow
- Call Forcing
- Delay Treatment
- Incoming Call Queue (equal to number of agents)
- Music on Delay
- Night Treatment
- Not Ready
- Overflow Enhancement
- Ring Threshold
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

## b. Advanced Agent Feature Package

- ACD Overflow of Enqueued Calls
- ACD Multiple Line of Business Codes
- Call Transfer with Time
- Emergency Alerting
- Emergency Alerting Enhanced
- Transfer to In-Calls Key
- Available with Display Sets
- ACD Walkaway/Closed
- Called Name/Number Display
- Call Source ID
- Call Supervisor
- Multistage-Queue Status Display

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESCENTREX SERVICE

- G. Centrex Automatic Call Distribution Service/MIS (Cont'd)
4. Feature Packages (Cont'd)
- c. ACD on Single-Line Telephone Sets
- Abandoned Call Clearing
  - Automatic Overflow
  - Distinctive Ringing
  - Incoming Call Queue (equal to number of agents)
  - Login/Logout
  - Make Set Busy
  - Music on Delay
  - Night Treatment
  - Observe Agent from 2500 Set
  - Overflow Enhancement
  - Ring Threshold
  - Set Not Ready
  - Standard Announcements
  - Three-Way Calling/Call Transfer to ACD
- d. Supervisor Feature Package
- Answer Agent
  - Call Agent
  - Controlled Interflow
  - Emergency Answer
  - Emergency Answer Backup
  - Forced Agent Availability
  - Observe Agent
  - Supervisor Control of Night Service
  - Three-Way Calling/Call Transfer to ACD
  - Available with Display Sets
  - Called Name/Number Display
- Call Source ID
  - Display Agents Summary
  - Display Queue Status

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Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

CENTREX SERVICE

G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

4. Feature Packages (Cont'd)

e. Optional Features

- ACD Secondary Directory Number(s)
- MIS Data Stream Interface, which includes:
  - Remote ACD Load Management
  - Variable Wrap-Up Time
- Additional Queue Slots (for queue slots greater than the number of access positions)
- Supergroups
- Call Center Manager
- Call Center Reporting

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

5. Rates and Charges

	<u>GSEC</u>	Non- Recurring Charge(1)	<u>GSEC</u>	<u>Monthly Rate</u>
a. Packages				
1) Basic Agent Feature Pkg per ACD group per ACD line	CENACDBNRC	\$ 55.00	CENACDB	\$ 24.00
2) Advanced Agent Feature Pkg per ACD group per ACD line	CENACDADVNR	25.00	CENACDADV	5.00
3) ACD on Single-Line Sets per ACD line	CENACD2500NR	10.00	CENACD2500	22.50
4) Supervisor Feature Pkg per ACD line	CENACDSVNR	50.00	CENACDSV	26.00

(1) Does not include appropriate service charges from this Tariff.

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESCENTREX SERVICE

## G. Centrex Automatic Call Distribution Service/MIS (Cont'd)

## 5. Rates and Charges

b. Optional Features	<u>GSEC</u>	Non- Recurring Charge(1)	<u>GSEC</u>	Monthly Rate
	1) Secondary Directory Number		\$ 0.00	CENACDSN
2) MIS Data Stream Interface per interface	CENACDMISDSNRC	100.00	CENACDMISDS	100.00
3) Additional Queue Slots per system per slot	CENACDQSNRC	25.00	CENACDQS	2.50
4) Supergroups	CENACDSGNRC	50.00	CENACDSG	25.00
5) Call Center Manager				
1st CCM	ACDCLCNTR1	75.00	ACDCLCNTR1-IC	200.00
2nd CCM	ACDCLCNTR2	75.00	ACDCLCNTR2-IC	150.00
3rd & Subsequent CCM	ACDCLCNTRSUB	75.00	ACDCLCNTRSUB-IC	125.00
6) Call Center Reporting(2)	ACDCALLREPT	100.00	ACDCALLREPT-IC	15.00/ agent

(1) Does not include appropriate service charges from this Tariff.

(2) Subject to the availability of equipment.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General

## 1. Definition

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The 9-1-1 Service, including non-regulated components, may be provided from any one of the following three categories:
  - 1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.
  - 2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
  - 3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the 9-1-1 Customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D AUG 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General

1. Definition

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, including non-regulated components, may be provided from any one of the following three categories:
  - 1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.
  - 2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
  - 3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 2. Definition of Terms

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location. (T)

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 9-1-1 Customer, may include additional information about that location. (T)

Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Company - CenturyTel of Missouri, LLC (N)

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service.

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Manager, Tariffs and Compliance  
Monroe, Louisiana



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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

2. Definition of Terms

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's CENTURYTEL ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service.

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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 2. Definition of Terms (Cont'd)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Response Agency - For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

Emergency Service Number - An Emergency Service Number (ESN) is assigned by the 9-1-1 Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP. (T)

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

Company's PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Response Agency - For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

Emergency Service Number - An Emergency Service Number (ESN) is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 2. Definition of Terms (Cont'd)

Company's PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol. (C)

Host Provider - The telephone company that serves exchanges within the 9-1-1 Customer's serving area and provides 9-1-1 service to the 9-1-1 Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the 9-1-1 Customer's serving area. (T)  
(T)

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

2. Definition of Terms (Cont'd)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

Host Provider - The telephone company that serves exchanges within the customer's serving area and provides 9-1-1 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

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Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

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Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Private Switch (PS)\* - A private telephone switch serving a particular organization or business usually located on a Customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX. (T)

Private Switch ALI Service Trunk\* - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller. (T)

Private Switch End User (PSEU)\* - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual. (T)

Private Switch Provider (PSP) or PS Provider\* - A private entity that provides telephone service to end users via a private switch. (T)

PS ALI Entry Interface Service\* - Establishes a telecommunications port accessible from the public switched network on the Company's PS ALI Gateway to receive PSEU records from a third party private witch database service and processing those records in the same manner as for the Company's PS ALI Entry software customer. (T)

\* In addition to third parties who provide the service utilizing private telephone switches, Private Switch (PS) terms, conditions, and rates apply to any third party, including public switch providers, utilizing the service; provided, however, that these terms, conditions and rates do not apply to third parties, including public switch providers, that are a party to an interconnection agreement with the Telephone Company that specifically governs 911/E911 arrangements between the companies, except to the extent that such agreement expressly incorporates such terms, conditions and rates. (N)

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX. (T)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) or PS Provider - A private entity that provides telephone service to end users via a private switch. (C)

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the Company's PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Company's PS ALI Entry software customer. (C)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the CENTURYTEL PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the CENTURYTEL PS ALI Entry software customer.

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Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 2. Definition of Terms (Cont'd)

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the Company's PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the Company's ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location. (C)

PSAP – the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response. (N)

Primary PSAP - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis. (T)

Secondary PSAP - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call. (T)

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration.

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

2. Definition of Terms (Cont'd)

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the CENTURYTEL PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the CENTURYTEL ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

Public Safety Answering Point (PSAP) - Primary - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

Public Safety Answering Point (PSAP) - Secondary - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration.

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Vice President External Relations  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Sublocation Information - Information of originating station location (end user) in PS ALI applications. (N)  
(N)

Subscriber - A person or business that orders access line service from a telephone company.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the Host Provider.

Third Party Frame Relay Access Device (FRAD) Access - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this tariff.

3. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only.
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises. (T)  
(T)
- c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity. (T)

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Manager, Tariffs and Compliance  
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GENERAL AND LOCAL EXCHANGE TARIFF

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Subscriber - A person or business that orders access line service from a telephone company.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the host provider.

Third Party Frame Relay Access Device (FRAD) Access - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

3. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only.
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- c. 9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 3. Conditions (Cont'd)

- d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer. (T)
- e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
- h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

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Manager, Tariffs and Compliance  
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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

3. Conditions (Cont'd)

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- g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
- h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

**CANCELLED**

JAN 12 2005

By *hRS 34*  
Public Service Commission  
MISSOURI

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Vice President External Relations  
Monroe, Louisiana

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Service Commission

**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 3. Conditions (Cont'd)

- j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the 9-1-1 Customer for inclusion in the E9-1-1 database. (T)
- k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- l. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALL database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations. (T)
- m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly. (T)
- n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.
- o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit.

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

3. Conditions (Cont'd)

- j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in CENTURYTEL standard format to the customer for inclusion in the E9-1-1 database.
- k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- i. Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the customer must obtain them directly.
- n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized.
- o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit.

**CANCELLED**

JAN 12 2005  
By *lcrs 35*  
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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 4. Customer Obligation

- a. Application for 9-1-1 Service must be executed in writing by each 9-1-1 Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 9-1-1 Customer. (T)
- b. The 9-1-1 Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available. (T)
- c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
- 1) The 9-1-1 Customer shall have the sole responsibility for determining which public agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP. (T)
  - 2) The primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis. (T)
  - 3) Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

4. Customer Obligation

- a. Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- b. The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
- c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
  - 1) The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the PSAP.
  - 2) The primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
  - 3) Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

**CANCELLED**

JAN 12 2005  
By *lars 36*  
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Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

- A. General (Cont'd)
4. Customer Obligation (Cont'd)
- c. (Cont'd) (C)
- 4) Each primary PSAP shall and each secondary PSAP may subscribe to at least three lines as follows: (C)
- a) At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.
  - b) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.
  - c) At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.
- 5) If a Selective Router is not used each primary PSAP must subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.
- d. The 9-1-1 Customer shall promptly notify the Company in the event any part of the system associated with 9-1-1 service is not functioning properly. (C)  
(C)

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

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October 1, 2014  
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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

4. Customer Obligation (Cont'd)

c. (Cont'd)

4) Each primary PSAP shall and each secondary PSAP should subscribe to at least three lines as follows:

- a) At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.
- b) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.
- c) At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

5) If a Selective Router is not used each primary PSAP must subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

d. The customer shall promptly notify the Company in the event the system is not functioning properly.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation (Cont'd)

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all points served by central offices within the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction. (T)

f. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company information while acting as the System Integrator of 9-1-1 service to the 9-1-1 Customer which purchases Company services under this Tariff must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to: (T)

1) Maintenance of a log which will record all 9-1-1 calls placed to a 9-1-1 Customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the 9-1-1 system database. The 9-1-1 Customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval. (T)

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

4. Customer Obligation (Cont'd)

- e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all points served by central offices within the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- f. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing CENTURYTEL information while acting as the host provider of 9-1-1 service to the customer which purchases CENTURYTEL services under this Tariff must agree to abide by the terms and conditions which relate to the protection of CENTURYTEL provided information. The customer of any connecting company purchasing CENTURYTEL information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:
  - 1) Maintenance of a log which will record all 9-1-1 calls placed to a customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the 9-1-1 system database. The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

**CANCELLED**

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By *BSRS 38*  
Public Service Commission  
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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation (Cont'd)

f. (Cont'd)

- 2) The 9-1-1 Customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel. (T)
- 3) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information. (T)
- 4) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by a person arising out of or relating to the 9-1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service. (T)

g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company. (T)

h. Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the 9-1-1 Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer. (T)

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

4. Customer Obligation (Cont'd)

f. (Cont'd)

- 2) The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.
- 3) All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.
- 4) The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.

g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

h. Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability

- a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer. (T)
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 service other than Company acts or omission constituting reckless, willful and wanton misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer. (C)
- c. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 service for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 service. (T)

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 Manager, Tariffs and Compliance  
 Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

5. Liability

- a. The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.
- c. The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including unpublished or unlisted information in connection with the provision of the 9-1-1 service.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## A. General (Cont'd)

## 5. Liability (Cont'd)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential punitive, special or exemplary damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines. (C)
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company-standard format for inclusion in a 9-1-1 ALI database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company. (C)  
(C)  
(C)
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential punitive, special or exemplary damages associated with the provision of any aspect of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a 9-1-1 Customer to Company facilities. The 9-1-1 Customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations. (C)  
(T)

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SPECIALIZED SERVICES

REC'D JUL 15 2002

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

5. Liability (Cont'd)

- d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over CentraNet lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities or otherwise affect its telephone operations.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability (Cont'd)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service. (C)  
(C)
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area, or for calls originating from voice over internet protocol, or mobile/cellular telephones. (T)  
(T)  
(C)  
(T)
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment. (T)

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

Service Commission

A. General (Cont'd)

5. Liability (Cont'd)

- g. The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service

1. B9-1-1 (Basic 9-1-1 Service)

- a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
- b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
- c. The following rate elements apply to a typical B9-1-1 arrangement:
  - 1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
  - 2) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.
- d. Additional 9-1-1 Features, as described in this Tariff, are available with 9-1-1 Service where conditions permit.

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

- 1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
- 2) 9-1-1 Network Service - Same as B9-1-1 Service.

- b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with C9-1-1 Service.
- e. Additional 9-1-1 Features, as described in this Tariff, are available with C9-1-1 Service where conditions permit.



**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## B. Description of Service (Cont'd)

## 3. E9-1-1 (Enhanced 9-1-1)

## a. The following rate elements apply to a typical E9-1-1 arrangement:

- 1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.
- 2) 9-1-1 Network Service - Same as C9-1-1 Service.
- 3) Automatic Location Identification (ALI) Database - Recurring and non-recurring charges -An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:
  - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association. (C)
  - b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments. (C)
- 4) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components. (T)
  - a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The third Party record provider must provide the 56k circuit. (T)
  - b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

- 1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.
- 2) 9-1-1 Network Service - Same as C9-1-1 Service.

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4) Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When CENTURYTEL is not responsible for the system's ALI database, a per record charge will apply to all CENTURYTEL records provided to the ALI database manager. The customer is responsible for the following:

- a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

5) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

- a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the Customer requiring service. The third Party record provider must provide the 56k circuit.
- b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.

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Vice President External Relations  
Monroe, Louisiana

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EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

- b. In the event that the 9-1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction. (T)  
(C)
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with E9-1-1 Service.
- e. Optional 9-1-1 Features, as described in this Tariff, are available with E9-1-1 Service where conditions permit.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

- b. In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance will apply from the beginning of construction.
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with E9-1-1 Service.
- e. Optional 9-1-1 Features, as described in this Tariff, are available with E9-1-1 Service where conditions permit.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing

- 1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The 9-1-1 Customer is responsible for the following:
  - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
  - b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
  - c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

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4. Optional Services

a. Selective Routing

- 1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:
  - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
  - b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
  - c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

- a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure. (C)
- b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database. (C)
- c) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls. (C)

(D)

(D)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

- a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure. This service is limited to existing customers.
- b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database. This service is limited to existing customers.
- c) Analog Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

- d) Analog Selective Router Interface - A component of a Selective Routing System consisting of interface cards that enable a 9-1-1 trunk or a central office to be able to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## B. Description of Service (Cont'd)

## 4. Optional Services (Cont'd)

## a. Selective Routing (Cont'd)

## 2) The following rate elements apply to Selective Routing:

- d) Database Selective Routing - Rates and charges per access line to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN). (C)

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

- e) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit. (T)

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

d) Digital Selective Routing - Rates and charges per 1000 access lines to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

e) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

4. Optional Services

b. Alternate Network Routing (ANR)

- 1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio or full duplex radios such as microwaves. The components offered in this tariff include terminating telephone network equipment and cellular radio transceivers. (C)  
(C)
- 2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 91-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

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4. Optional Services

b. Alternate Network Routing (ANR)

- 1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio. The components offered in this tariff include terminating telephone network equipment and cellular radio transceivers.
- 2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## B. Description of Services (Cont'd)

## 4. Optional Services (Cont'd)

## b. Alternate Network Routing (ANR) (Cont'd)

- 3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

- 4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:
- a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 Customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

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B. Description of Services (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR) (Cont'd)

- 3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Tellone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

- 4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

- a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

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