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MO. PUBLIC SERVICE COMM

TITLE PAGE

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF
OF
FIDELITY NETWORKS, INC.

This tariff contains the regulations, rates and charges applicable to the provision of interexchange and non-switched local exchange telecommunications services by Fidelity Networks, Inc., within the state of Missouri, subject to the jurisdiction of the Missouri Public Service Commission ("Commission"). This tariff is on file with the Commission, and copies may be inspected, during normal business hours, at the main office of Fidelity Networks, Inc., located at 64 North Clark Street, Sullivan, Missouri 63080.

Fidelity Networks, Inc. is a competitive telecommunications company providing competitive telecommunications services within the state of Missouri.

Issued: April 26, 2000
Issued By:

John Colbert
Senior Vice President, Finance
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

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WAIVER OF RULES AND REGULATIONS

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The following statutes and rules have been waived for purposes of offering telecommunications services as set forth herein:

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COMMISSION RULES

- 4 CSR 240-10.020 - Depreciation and income
- 4 CSR 240-30.010(2)(C) - Posting of exchange rates at central operating offices
- 4 CSR 240-30.040 - Uniform system of accounts
- 4 CSR 240-33.030 - Minimum charge rules

STATUTES

- Section 392.210.2 - Establish uniform system of accounts for annual reports
- Section 392.240(1) - Rates – reasonable average return on investment
- Section 392.270 - Property valuation
- Section 392.280 - Depreciation rates
- Section 392.290 - Issuance of securities
- Section 392.300.2 - Acquisition of stock
- Section 392.310 - Issuance of stocks and debt
- Section 392.320 - Stock dividend payment
- Section 392.330 - Issuance of securities, debt, and notes
- Section 392.340 - Reorganization(s)

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SYMBOLS

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The following are the only symbols used for the purposes indicated below. MO. PUBLIC SERVICE COMM

- C - Change in regulation or rate structure.
- D - Delete or discontinue
- I - Increase in rate.
- M - Moved from another tariff location.
- N - New rate or regulation.
- R - Reduction in rate.
- T - Change in text or regulation but no change in rate or charge.

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TARIFF FORMAT

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- A. **Page Numbering** - Page numbers appear in the upper right corner of the sheet. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 34 and 35 would be page 34.1.
- B. **Page Revisions** - Revision numbers also appear in the upper right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, 4th Revised Page 34 cancels the 3rd Revised Page 34.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.

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

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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1.1 Definitions

Application for Service - a standard order form which includes all pertinent billing, technical and other descriptive information which will enable the carrier to provide the communication service.

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Authorization Code - a numerical code, one or more of which are assigned to a customer to enable a reseller to identify use of service on its account and to bill the customer accordingly for such service. Multiple authorization codes may be assigned to a customer to identify individual users or groups of users on its account.

Authorized User - a person, firm, corporation or other entity authorized by the customer to receive or send communications.

Automatic Dialing Device - an apparatus provided by the carrier which, when attached to customer's telephone equipment, dials the carrier's facilities, emits an authorization code, and forwards the called number to the carrier's facilities.

Bandwidth - the total frequency band allocated for a channel.

Busy Hour - the two consecutive half hours during which the greatest volume of traffic is handled.

Cancellation of Order - a customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

Carrier - Fidelity Networks, Inc., unless specifically stated otherwise.

Company - Fidelity Networks, Inc., sometimes referred to as "carrier."

Completed Calls - calls answered at the distant end. If a customer is charged for an incomplete call, the Company will issue a one minute credit upon the customer's request.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Contd.)

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1.1 Definitions, (Contd.)

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Custom Account Coding - key, legend or table created by the customer for a unique project or account numbers for its private use.

Customer - the person, firm, corporation or other entity that orders or uses service and is responsible for payment of the rates and charges under a contract or this tariff.

Customer Premises Equipment - communications equipment located at the customer's premises. Such equipment may be provided by the customer or by The Company.

Debit Account - An account which consists of a prepaid usage balance depleted on a real time basis during each debit service call.

Debit Card - A card issued by the Company which provides the Customer with a Personal Account code and instructions for accessing the Carrier's network.

Debit Service Call - A service accessed via a "1-800" or other access code dialing sequence whereby the Customer or Authorized User dials all of the digits necessary to route a call. Network usage for each call is deducted from the available balance on a Company-issued Debit Account.

Dedicated Port - a port on reseller's switch which is dedicated, at extra charge, to customer's exclusive use, and which is connected to the customer's premises by a private line furnished by the customer or the customer's serving local exchange company.

Delinquent or Delinquency - an account for which a bill or payment agreement for services or equipment has not been paid in full on or before the due date. Amounts due and unpaid after the due date may be subject to a late payment charge.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Contd.)

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1.1 Definitions, (Contd.)

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Disconnect - to render inoperable or to disable circuitry thus preventing outgoing and incoming toll communications service.

Excessive Call Attempt - a customer attempt to call over the carrier's network using an invalid authorization code during a measured 15 minute period, within which 10 or more incomplete call attempts are made by the customer from the same customer line, and where those attempts do not complete because the customer has not used a valid authorization code.

Holidays - for the purposes of this tariff recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas day.

Interexchange Utility - a utility, resale carrier or other entity that provides intrastate telecommunications services and facilities between exchanges within the state, without regard to how such traffic is carried. A local exchange utility that provides exchange service may also be considered an interexchange utility.

Local Distribution Area - metropolitan locations served by the Company which have been defined by the local exchange telephone company as a local calling area under its local exchange tariff.

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1.1 Definitions, (Contd.)

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Measured Use Service - the provision of long distance measured time communications telephone service to customers who access the carrier's services at its switching and call processing equipment by means of access facilities obtained from another carrier by the customer or otherwise provided at its own expense (the customer is responsible for arranging for the access line).

Message - a completed telephone call by a customer or end user.

Network Terminal - any location where the Company provides services described herein.

Normal Business Hours - the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

Physical Change - the modification of a circuit, dedicated access line, or port at the request of the customer requiring an actual material change.

Premises - the space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

Rate - money, charge, fee or other recurring assessment billed to customers for services or equipment.

Routing Function - terminating number for toll free service may be designated by time of day, day of the week, region of originating ANI or percentage of calls.

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1.1 Definitions, (Contd.)

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Suspension - temporary disconnection or impairment of service which disables either outgoing or incoming toll communications services provided by the Company.

Speed Number - a signaling arrangement by which a customer may elect to dial a pre-programmed four-digit number in place of a designated ten-digit number.

Terminal Equipment - telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system.

Toll Free Service - a service that provides long distance calling to a predesignated destination where charges are the responsibility of the call terminated party.

United States - the forty-eight contiguous United States and the District of Columbia.

Validated Account Codes - account codes that have restricted access.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Contd.)

1.2 Abbreviations

- CPE** - Customer Premises Equipment
- LATA** - Local Access and Transport Area
- LDA** - Local Distribution Area
- LEC** - Local Exchange Carrier
- MTS** - Message Telecommunications Service
- NSF** - Non-sufficient funds
- PBX** - Private Branch Exchange
- SAL** - Special Access Line
- V&H** - Vertical and Horizontal Coordinates
- WATS**- Wide Area Telephone Service

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SECTION 2 - REGULATIONS

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2.1 Undertaking of the Company

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The Company provides long distance message telecommunications service to customers for their direct transmission of voice, data and other types of telecommunications.

Communications originate when the customer accesses the Company directly or through the facilities of another carrier via one or more access lines, equal access or on a dial-up basis. The Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangements.

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

2.2 Limitations on Service

2.2.1 Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

2.2.3 To the extent that any conflict arises between the terms and conditions of a service agreement or other contract and the terms and conditions of this tariff, the tariff shall prevail.

2.2.4 Title to all equipment provided by the Company under this tariff remains with the Company.

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SECTION 2 - REGULATIONS, (Contd.)

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2.2 Limitations on Service, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.2.5 The customer may not transfer or assign the use of service provided under this tariff except with the prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption in the use or location of the service, and all regulations and conditions contained in this tariff, as well as all conditions for service, shall apply to all such permitted assignees or transferees.

2.2.6 Customer may request Carrier to assign one or more sub-accounts for billing purposes, and to direct sub-account invoices to customer's affiliates or other designated entities for payment. Such requests shall not affect the liability of the customer, who shall remain solely liable to the Company for payment of all invoices for service requested and obtained by customer, whether invoiced by the Company to the customer, the customer's affiliates, or other designated entities.

2.3 Use of Service

Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by the customer, except where the customer is a duly authorized and regulated common carrier.

2.4 Limitation of Liability

2.4.1 In view of the fact that the customer has exclusive control of its communications over the facilities furnished by the Company, and other uses for which facilities may be furnished by the Company, and because of the unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the regulations and limitations specified herein.

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SECTION 2 - REGULATIONS, (Contd.)

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2.4 Limitation of Liability, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.4.2 The Company's failure to provide or maintain facilities under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's reasonable control, subject to the interruption allowance provisions under this tariff.

2.4.3 Defacement of premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's equipment or facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.

2.4.4 Indemnification - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit by a customer or by any others, the customer indemnifies and saves harmless the Company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from the use, placement or presence of the Company's equipment, facilities and associated wiring of the customer's premises and further the customer indemnifies and saves harmless the Company against claims for libel, slander, invasion of privacy or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the Company or the use thereof by the customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company and apparatus, equipment and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Company. No agents or employees of other carriers shall be deemed to be agents or employees of the Company.

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SECTION 2 - REGULATIONS, (Contd.)

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2.4 Limitation of Liability, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.4.5 The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omission, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, or authorized user, or joint user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

2.4.6 The Company shall not be liable for any damages, including usage charges, that the customer may incur as a result of the unauthorized use of authorization codes or communications equipment. The unauthorized use of communications equipment includes, but is not limited to, the placement of calls from the customer's premises, and the placement of calls through equipment controlled and/or provided by the customer, that are transmitted over the Company's network without the authorization of the customer. The customer shall be fully liable for all such usage charges.

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SECTION 2 - REGULATIONS, (Contd.)

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2.4 Limitation of Liability, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.4.7 The Company shall not be liable for any claim, loss, or refund as a result of loss or theft of Debit Cards or Account Codes issued for use with the Company's services. Nor will the Company be liable for any claim, loss, or refund on any unused balance remaining on a Debit Card provided to a Customer after the expiration date.

2.4.8 The Company shall not be liable for any claim, loss, or refund on any unused portion of the usage balance remaining in a Debit Account provided to a Customer before or after the expiration date assigned to each Debit Account.

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SECTION 2 - REGULATIONS, (Contd.)

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2.5 Interruption of Service

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2.5.1 If a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for two normal working hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be a pro rata part of the monthly recurring charges (but not for per minute or per call charges) for the period of hours and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for the service.

2.5.2 A credit allowance for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the customer, or to the failure of the channels, equipment, and/or communications systems provided by the customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the customer to notify the carrier of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by or within the customer's control and is not in wiring or equipment connected to the carrier terminal.

2.6 Restoration of Service

The use and restoration of service in emergencies shall be in accordance with the Part 64, Sub-part D of the Federal Communications Commission's rules and Regulations which specifies the priority system for such activities.

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2.7 Customer Responsibility

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2.7.1 All customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communication systems provided by others are connected to the Company's facilities, the customer assumes additional responsibilities. All customers are responsible for the following:

- A. The customer is responsible for placing orders for service, paying all charges for service rendered by the Company and complying with all of the Company's regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B. When placing an order for service, the customer must provide:
 - 1. The names and addresses of the persons responsible for the payment of service charges, and
 - 2. The names, telephone numbers, and addresses of the customer contact persons.
- C. The customer must pay the Company for the replacement or repair of the Company's equipment when the damage results from:
 - 1. The negligence or willful act of the customer or user;
 - 2. Improper use of service; and
 - 3. Any use of equipment or service provided by others.
- D. After receipt of payment for the damages, the Company will cooperate with the customer in prosecuting a claim against any third party causing damage.

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SECTION 2 - REGULATIONS, (Contd.)

2.7 Customer Responsibility, (Contd.)

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

2.7.3 Deposits (C)

A. The Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if:

- (1) The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
- (2) The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.

The Company may require a deposit or guarantee as a condition of new service based upon credit history and worthiness as determined by the Company.

B. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.

C. No deposit, guarantee, additional deposit or additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability, or geographical area of residence. (C)

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SECTION 2 - REGULATIONS, (Contd.)

APR 26 2000

2.7 Customer Responsibility, (Contd.)

MO. PUBLIC SERVICE COMMISSION

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

2.7.3 Deposits

Applicants or customers whose financial condition is not acceptable to the Company or is not a matter of general knowledge, may be required to make, at any time, a cash deposit up to an amount equaling two months actual or estimated charges for the purpose of guaranteeing final payment for service, in accordance with the rules of the Commission. Unlike a deposit or advance payment, a Debit Account balance is not held against future payment as all service is available for immediate consumption. Alternatively, toll service may be denied by the Company, if the customer is deemed to have bad credit history.

An interest of nine percent (9%) shall be credited annually upon the account of Customers with deposits. Upon satisfactory payment of all undisputed charges for a twelve month period, the customer's deposit with accrued interest will be refunded or credited against charges stated on subsequent bills.

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SECTION 2 - REGULATIONS, (Cont'd.)

2.7 Customer Responsibility, (Cont'd.)

2.7.3 Deposits, (Cont'd.)

D. Terms of Deposits:

- (1) Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
- (2) The deposit shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the *Wall Street Journal*. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the *Wall Street Journal* on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.
- (3) Upon discontinuance or termination of service, the deposit will be credited, with accrued interest, to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- (4) Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits with accrued interest will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.

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Service Commission

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By:

Dave Beier
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64 North Clark Street
Sullivan, Missouri 63080

SECTION 2 - REGULATIONS, (Cont'd.)

2.7 Customer Responsibility, (Cont'd.)

2.7.3 Deposits, (Cont'd.)

D. Terms of Deposits: (Cont'd.)

- (5) The Company will maintain records of all pertinent information with regard to each deposit held.
- (6) The Company will provide within ten (10) days of a customer request, a receipt that contains information pertinent to that deposit.

(C)

(C)

By:

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SECTION 2 - REGULATIONS, (Contd.)

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2.7 Customer Responsibility, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.7.4 Credit Allowance

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided and billed for, by the Company.

- A. Credit allowances for failure of service or equipment starts when the customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify the customer.
- B. The customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by the customer or in wiring or equipment connected to the terminal.
- C. Only those portions of the service or equipment operation disabled will be credited. No credit allowances will be made for:
 - 1. Interruptions of service resulting from the Company performing routine maintenance;
 - 2. Interruptions of service for implementation of a customer order for a change in the service;
 - 3. Interruption caused by the negligence of the customer or an authorized user;
 - 4. Interruptions of service because of the failure of service or equipment due to the customer or authorized user provided facilities.

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Issued By:

John Colbert
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Sullivan, Missouri 63080

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SECTION 2 - REGULATIONS, (Contd.)

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2.7 Customer Responsibility, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.7.5 Cancellation by Customer

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels its order before the service begins, before a completion of the minimum period mutually agreed upon by the customer and the Company, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by the Company and not fully reimbursed by installation and monthly charges. If, based on such an order, any construction has either begun or been completed, but no such services provided, the non-recoverable cost of such construction shall be borne by the customer.

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SECTION 2 - REGULATIONS, (Contd.)

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2.7 Customer Responsibility, (Contd.)

APR 26 2000

2.7.6 Payment and Charges for Services

MO. PUBLIC SERVICE COMMISSION

Charges for service are applied on a recurring and nonrecurring basis. Service is provided and billed on a monthly basis. Service continues to be provided until disconnection is requested by the customer verbally or in writing, or until canceled by the Company pursuant to this tariff.

A. Payment of Charges

Payment will be due upon receipt of the statement. Residential Customers shall have at least twenty-one (21) days from the rendition of the bill to pay the charges stated thereon. A late payment charge of 1.5% applies to all non-residential overdue balances.

1. The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
2. Demand for payment of toll charges may be made on less than twenty-one (21) days notice in the event a Customer's service has been discontinued in accordance with this tariff within the last twelve (12) months or where the Customer incurs toll or other charges at any time during the billing period which are equal to at least 400% of the amount of the deposit or guarantee previously required. Such demand may be made by a telephone call to the Customer followed by written notification by first class mail.
3. Toll bills remaining unpaid ten (10) days after demand, shall be considered delinquent.

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John Colbert
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64 North Clark Street
Sullivan, Missouri 63080

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SECTION 2 - REGULATIONS, (Cont'd.)

2.7 Customer Responsibility, (Contd.)

2.7.6 Payment and Charges for Services, (contd.)

A. Payment of Charges, (contd.)

- 4. Toll charges are due monthly and payable any time during the twenty-one days following the presentation of the bill.
- 5. Toll service may be denied or discontinued by the Company for non-payment of past due or delinquent amounts due the Company. Disconnection may not occur before thirty (30) days from invoice and the Company will give ten (10) days written or verbal notice before any disconnection can occur.

5.1 Twenty-four hours prior to discontinuing service, the Company shall make reasonable efforts to contact the Customer concerning the proposed discontinuance of service, and to advise of the required steps to avoid such discontinuance.

(N)
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(N)

2.7.7 Application of Rates

The rates for service are those in effect for the period that service is furnished.

2.7.8 Customer Disputes

- A. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person, or by a telephone message directed to the Company during regular business hours. A dispute must be registered with the Company prior to the delinquent date of a charge for the customer to avoid discontinuance of service as provided by this tariff.
- B. When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time, and place the inquiry is made; investigate the matter promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- C. Failure of a customer to cooperate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service under this tariff.

(N)
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(N)

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Effective: November 17, 2000

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SECTION 2 - REGULATIONS, (Contd.)

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2.7 Customer Responsibility, (Contd.)

APR 26 2000

2.7.6 Payment and Charges for Services, (contd.)

MO. PUBLIC SERVICE COMMISSION

A. Payment of Charges, (contd.)

- 4. Toll charges are due monthly and payable any time during the twenty-one days following the presentation of the bill.
- 5. Toll service may be denied or discontinued by the Company for non-payment of past due or delinquent amounts due the Company. Disconnection may not occur before thirty (30) days from invoice and the Company will give ten (10) days written or verbal notice before any disconnection can occur.

2.7.7 Application of Rates

The rates for service are those in effect for the period that service is furnished.

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Issued: April 26, 2000
Issued By:

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Senior Vice President, Finance
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective Date: ~~████████████████████~~

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SECTION 2 - REGULATIONS, (Contd.)

APR 28 2000

2.8 Responsibility of the Company

MO. PUBLIC SERVICE COMMISSION

2.8.1 Calculation of Credit Allowance Under the limitations of section 2.7.4, when service is interrupted the credit allowance will be computed on the following basis.

- A. No credit shall be allowed for an interruption of less than two hours.
- B. The customer shall be credited for an interruption of two hours or major fraction thereof that the interruption continues.
- C. Where there has been an outage, and a minimum usage charge applies, and the customer fails to meet the minimum usage, a credit shall be applied against that minimum. The credit shall equal 1/360th of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues.

2.8.2 Cancellation of Credit

Where the Company cancels a service or the provision of equipment and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day the service was rendered or the equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

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SECTION 2 - REGULATIONS, (Contd.)

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2.8 Responsibility of the Company, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.8.3 Disconnection of Service by the Company

Upon ten (10) days written notice, the Company may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- A.** Non-payment of any sum due to the Company for service for more than thirty days beyond the date of rendition of the bill for such service;
- B.** Violation of any regulation governing the service under this tariff;
- C.** Violation of any law, rule, or regulation of an government authority having jurisdiction over the service; or
- D.** The Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction.
- E.** Customer uses equipment in such a manner as to adversely affect the Company's equipment or service to others.
- F.** When the Available Balance for Debit Account is depleted to a level insufficient to place a one-minute call to the location of least cost.
- G.** When the established expiration date of the Debit Account is reached.

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Issued By:

John Colbert
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SECTION 2 - REGULATIONS, (Contd.)

APR 28 2000

2.8 Responsibility of the Company, (Contd.)

MO. PUBLIC SERVICE COMMISSION

2.8.4 Fractional Charges

Charges for a fractional part of a month (which follows a full month) are calculated by counting the number of days remaining in the billing period after service is furnished or has been discontinued. The number of days remaining in the billing period are counted starting with the day after the service was furnished or discontinued. Divide that figure by thirty days. The resultant fraction is then multiplied by the monthly charge to arrive at the fractional monthly charge.

2.8.5 Insufficient Fund Checks

Customers will be charged \$20.00 on all checks issued to the Company which are returned due to insufficient funds. At the discretion of the Company, the insufficient funds check charge may be waived under appropriate circumstances (e.g., a bank error).

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Issued By:

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SECTION 2 - REGULATIONS, (Contd.)

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APR 26 2000

2.9 Taxes and Fees

- 2.9.1 For Debit Card calls, state and local taxes are included in the stated rates in this tariff. The prepaid calling card service rates does not include state and local taxes which are required to be paid at the point of sale. The tariffed rate does include federal, state and local taxes, which are required to be paid on usage of the underlying telecommunications service when that service originates and terminates within a particular jurisdiction. The total consumed cost for each call, which includes the applicable non-point of sales taxes, is deducted from the remaining balance on the Customer's debit card account. For all other calls, state and local taxes (*e.g.*, gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this tariff.
- 2.9.2 To the extent that a municipality, other political subdivision or local agency of government, or commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.9.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

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Issued: April 26, 2000
Issued By:

John Colbert
Senior Vice President, Finance
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XD-2020-0176

SECTION 2 – REGULATIONS, (Contd.)

2.9 Taxes and Fees, (Contd.)

2.9.4 The Company may adjust its rates or impose additional rates on its customer to recover amounts it is required by the governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephone service providers for the use of their pay telephones to access the Company’s services. Except for taxes and interstate fees, all other fees will be filed in this tariff for prior approval by the Commission.

2.9.5 Missouri Universal Service Fund surcharge

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

2.6.6 Carrier Cost Recovery Charge

A monthly service charge of \$1.50, referred to as a Carrier Cost Recovery Charge, will be applied to each residential or business line presubscribed to the company’s long distance service. The charge applies to all plans regardless of other billable charges, and it does not contribute towards any applicable minimum monthly charge.

(N)
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(N)

Issued: September 15, 2009

Effective: October 15, 2009

Issued By:

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Missouri Public
Service Commission
JX-2010-0193

SECTION 2 – REGULATIONS, (Contd.)

2.9 Taxes and Fees, (Contd.)

2.9.4 The Company may adjust its rates or impose additional rates on its customer to recover amounts it is required by the governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephone service providers for the use of their pay telephones to access the Company’s services. Except for taxes and interstate fees, all other fees will be filed in this tariff for prior approval by the Commission.

2.9.5 Missouri Universal Service Fund surcharge

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

(N)
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Issued: March 21, 2005
Issued By:

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Effective: May 1, 2005

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SECTION 2 - REGULATIONS, (Contd.)

APR 26 2000

2.9 Taxes and Fees, (Contd.)

MO. PUBLIC SERVICE COMM

2.9.4 The Company may adjust its rates or impose additional rates on its customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services. Except for taxes and interstate fees, all other fees will be filed in this tariff for prior approval by the Commission.

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Issued By:

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64 North Clark Street
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SECTION 3 - DESCRIPTION OF SERVICES

APR 26 2000

3.1 Timing of Calls

MO. PUBLIC SERVICE COMM

3.1.1 The customer's monthly usage charges for the Company service are based upon the total number of minutes the customer uses and the service options to which the customer subscribes. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when the either party hangs up. If the called station hangs up but the calling station does not, chargeable time ends when the connection is released by automatic timing equipment within the telecommunications network.

3.1.2 No charges apply if a call is not completed.

3.2 Start of Billing

For billing purposes, the start of service is the day following acceptance by the customer of the Company's service or equipment. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation as described in Section 2 of this tariff.

Issued: April 26, 2000
Issued By:

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SECTION 3 - DESCRIPTION OF SERVICES, (Contd.)

APR 26 2000

3.3 Interconnection

MO. PUBLIC SERVICE COMM

Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the Company.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of other carriers' tariffs. The customer is responsible for taking all necessary legal steps for inter connecting its customer-provided terminal equipment or communications systems with the Company's. The customer shall secure all licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

3.4 Terminal Equipment

The Company's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinter, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the customer, except as otherwise provided. The customer is responsible for all costs at its premises, including customer personnel, wiring, electrical power, and the like incurred in its use of the Company's service.

The customer shall ensure that its terminal facilities are of the proper mode, band-width, power, data, speed, and signal level for the intended use of the customer, and that the signals do not damage the Company's equipment, injure personnel or degrade service to other customers.

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John Colbert
Senior Vice President, Finance
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Sullivan, Missouri 63080

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SECTION 3 - DESCRIPTION OF SERVICES, (Contd.)

APR 26 2000

3.4 Terminal Equipment, (Contd.)

MO. PUBLIC SERVICE COMM

If the customer fails to maintain and operate its terminal equipment properly, resulting in the occurrence or possibility of harm to the Company's equipment or personnel, or impairment to the quality of service to other customers, the Company may, upon written notice, require the use of protective equipment at the customer's expense. If this fails to produce satisfactory quality and safety of service, the Company may, upon written notice, terminate the customer's service.

3.5 Minimum Call Completion Rate

The customer can expect a call completion rate of 99% per 100 calls attempted during peak use periods for all Feature Group D (1+) services. The Company will engineer its switching systems on the basis that ninety-nine percent (99%) of the customers accessing their system will be served during the busy hour.

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Issued By:

John Colbert
Senior Vice President, Finance
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

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Missouri Public
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SECTION 4 - RATES AND CHARGES

APR 26 2000

4.1 Pay Telephone (Payphone) Surcharge

MO. PUBLIC SERVICE COMM

A surcharge shall be assessed for each call made from a pay telephone using the Company's long distance service, when the pay telephone provider is not otherwise compensated for the use of the instrument. This charge is to compensate the Company for the Federal Communications Commission assessment which is paid by the Company to pay telephone service providers for the use of their pay telephone instruments.

Per Call Charge: \$0.35

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February 15, 2020
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Service Commission
XD-2020-0176

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.2 Direct Dial Service

Direct Dial Service is an outbound calling service designed for use from standard Customer-provided switched access lines. This service is available where technically feasible. The following rates apply when the person originating the call dials the telephone number desired and completes the call, and the call is billed to the calling station. Service is billed in sixty (60) second increments with an initial minimum period of one (1) minute. Where applicable, only one Monthly Charge or Minimum Monthly Usage Charge applies for both interstate and intrastate usage using the Company's service.

4.2.1 Long Distance Plan 1

Monthly Charge	\$4.95
Rate Per Minute	\$0.13

4.2.2 Long Distance Plan 2

Rate Per Minute	\$0.18
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4.2.3 Long Distance Plan 3

For Customers who select this option, a volume discount is applied based on the guaranteed monthly intrastate and interstate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$15.00
Rate Per Minute	\$0.10

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 By:

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Effective: October 1, 2011

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 Service Commission
 XD-2020-0176

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.2 Direct Dial Service

Direct Dial Service is an outbound calling service designed for use from standard Customer-provided switched access lines. This service is available where technically feasible. The following rates apply when the person originating the call dials the telephone number desired and completes the call, and the call is billed to the calling station. Service is billed in sixty (60) second increments with an initial minimum period of one (1) minute. Where applicable, only one Monthly Charge or Minimum Monthly Usage Charge applies for both interstate and intrastate usage using the Company's service.

4.2.1 Long Distance Plan 1

Monthly Charge	\$4.95
Rate Per Minute	\$0.13

4.2.2 Long Distance Plan 2

Rate Per Minute	\$0.14
-----------------	--------

4.2.3 Long Distance Plan 3

For Customers who select this option, a volume discount is applied based on the guaranteed monthly intrastate and interstate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$15.00	
Rate Per Minute	\$0.10	(R)

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 By:

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 Service Commission
 JX-2012-0106

Dave Beier
 Fidelity Networks, Inc.
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Effective: March 1, 2005

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SECTION 4 - RATES AND CHARGES, (Contd.)

APR 26 2000

4.2 Direct Dial Service

MO. PUBLIC SERVICE COMM

Direct Dial Service is an outbound calling service designed for use from standard Customer-provided switched access lines. This service is available where technically feasible. The following rates apply when the person originating the call dials the telephone number desired and completes the call, and the call is billed to the calling station. Service is billed in sixty (60) second increments with an initial minimum period of one (1) minute. Where applicable, only one Monthly Charge or Minimum Monthly Usage Charge applies for both interstate and intrastate usage using the Company's service.

4.2.1 Long Distance Plan 1

Monthly Charge	\$4.95
Rate Per Minute	\$0.13

4.2.2 Long Distance Plan 2

Rate Per Minute	\$0.14
-----------------	--------

4.2.3 Long Distance Plan 3

For Customers who select this option, a volume discount is applied based on the guaranteed monthly intrastate and interstate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge Applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$15.00
Rate Per Minute	\$0.13

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Public Service Commission

SECTION 4-RATES AND CHANGES, (Cont'd)

4.2.4 Long Distance Plan 4

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00
Rate Per Minute	\$0.09

4.2.5 Long Distance Plan 5

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$500.00	(C)
Rate Per Minute	\$0.07	

4.2.6 Long Distance Plan 6

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below. A 1-year service term commitment is also required.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$2,000.00
Rate Per Minute	<u>\$0.029</u> 1-Year Term Commitment

ISSUED: April 10, 2006

EFFECTIVE: April 17, 2006

Dave Beier
 Vice President-Regulatory
 64 North Clark
 Sullivan, Missouri 63080

CANCELLED
 February 15, 2020
 Missouri Public
 Service Commission
 XD-2020-0176

Filed
 Missouri Public
 Service Commission

SECTION 4-RATES AND CHANGES, (Cont'd)**4.2.4 Long Distance Plan 4**

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00
Rate Per Minute	\$0.09

4.2.5 Long Distance Plan 5

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$5,000.00	
Rate Per Minute	\$0.07	(N)

4.2.6 Long Distance Plan 6

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below. A 1-year service term commitment is also required.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$2,000.00
Rate Per Minute	<u>\$0.029</u> 1-Year Term Commitment

ISSUED: August 25, 2004

EFFECTIVE: September 1, 2004

Dave Beier
Vice President-Regulatory
64 North Clark
Sullivan, Missouri 63080

Cancelled

April 17, 2006

Missouri Public
Service Commission**Filed**Missouri Public
Service Commission

SECTION 4-RATES AND CHANGES, (Cont'd)

Missouri Public

REC'D MAR 24 2004

4.2.4 Long Distance Plan 4

Service Commission

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00
Rate Per Minute	\$0.09

CANCELLED

SEP 01 2004

5025 34

Public Service Commission
MISSOURI

4.2.5 Long Distance Plan 5

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$5,000.00
Rate Per Minute	\$0.08

4.2.6 Long Distance Plan 6

(N)

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below. A 1-year service term commitment is also required.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$2,000.00
Rate Per Minute	<u>\$0.029</u>
	1-Year Term Commitment

(N)

ISSUED: March 24, 2004

EFFECTIVE: April 23, 2004

Dave Beier
Vice President-Regulatory
64 North Clark
Sullivan, Missouri 63080

Missouri Public
Service Commission

FILED APR 23 2004

SECTION 4-RATES AND CHANGES, (Cont'd.)

**Missouri Public
Service Commission**

4.2.4 Long Distance Plan 4

REC'D JUN 05 2003

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00
Rate Per Minute	\$0.09

4.2.5 Long Distance Plan 5

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage. (T)

Minimum Monthly Usage Charge	\$5,000.00
Rate Per Minute	\$0.08

(T)

(R)

CANCELLED

APR 23 2004
By *440534*
Public Service Commission
MISSOURI

ISSUED: June 5, 2003
By:

Dave Beier
Vice President – Regulatory
64 North Clark
Sullivan, Missouri 63080

EFFECTIVE: July 5, 2003
**Missouri Public
Service Commission**

FILED JUL 05 2003

SECTION 4-RATES AND CHANGES, (Cont'd.)

**Missouri Public
Service Commission**

4.2.4 Long Distance Plan 4

RFCT) APR 08 2003

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00	
Rate Per Minute	\$0.09	(R)

4.2.5 Long Distance Plan 5

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$5,000.00
Rate Per Minute	\$0.095

CANCELLED
JUL 05 2003
3rd R534
Missouri Public Service Commission
MISSOURI

ISSUED: April 8, 2003
By:

EFFECTIVE: April 15, 2003

Dave Beier
Vice President – Regulatory
64 North Clark
Sullivan, Missouri 63080

**Missouri Public
Service Commission**

FILED APR 15 2003

Missouri Public

SECTION 4 - RATES AND CHARGES, (Cont'd.)

REC'D SEP 26 2002

4.2.4 Long Distance Plan 4

Service Commission

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00
Rate Per Minute	\$0.12

4.2.5 Long Distance Plan 5

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$5,000.00
Rate Per Minute	\$0.095

(N)

(N)

CANCELLED

APR 15 2003
2nd RS 34
Public Service Commission
MISSOURI

ISSUED: September 26, 2002

By:

Dave Beier
Fidelity Networks, Inc.
64 N. Clark
Sullivan, Missouri 63080

EFFECTIVE: November 1, 2002

Missouri Public

FILED NOV 01 2002

Service Commission

SECTION 4 - RATES AND CHARGES, (Contd.)

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APR 26 2000

4.2.4 Long Distance Plan 4

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below.

MO. PUBLIC SERVICE COMMISSION

For each month in which the Customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage.

Minimum Monthly Usage Charge	\$50.00
Rate Per Minute	\$0.12

CANCELLED

NOV 01 2002
By ISRS 34
Public Service Commission
MISSOURI

Issued: April 26, 2000
Issued By:

John Colbert
Senior Vice President, Finance
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective [REDACTED]

JUN 01 2000
FILED

JUN 01 2000
00-685

MISSOURI
Public Service Commission

SECTION 4 – RATES AND CHARGES (CONT'D)

4.2.7 Long Distance Plan 7 (“Talk 250”)

Monthly Charge: \$20.00 for up to 250 intrastate or interstate Domestic minutes.

Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 250 will be billed at \$.10 per minute.

To be eligible for this Plan, the customer must be a new or existing residential customer.

(D)

(D)

Issued: March 3, 2006
Issued by:

Dave Beier
Vice President, Regulatory
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective: March 10, 2006

SECTION 4 – RATES AND CHARGES (CONT'D)**4.2.7 Long Distance Plan 7 (“Talk 250”)**

Monthly Charge: \$20.00 for up to 250 intrastate or interstate Domestic minutes.

Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 250 will be billed at \$.10 per minute.

To be eligible for this Plan, the customer must be a new or existing residential customer, who must also subscribe to one of the three following bundled packages offered by affiliates of Fidelity Networks, Inc., in the Rolla exchange:

- 1). The “Just Perfect” package, which contains one residential phone line, a Smart Deluxe features package and Voicemail provided by Fidelity Communications Services I, Inc. (an affiliated CLEC); Cable Modem Internet service provided by Fidelity Networks, Inc.; and Digital Cable TV service and a premium movie channel provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).
- 2). The “Nearly Perfect” package, which contains one residential phone line, a Smart Deluxe features package and Voicemail provided by Fidelity Communications Services I, Inc. (an affiliated CLEC); Unlimited Dial-Up Internet service provided by Fidelity Networks, Inc.; and Digital Cable TV service and a premium movie channel provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).
- 3). The “Advantage” package, which contains one residential phone line provided by Fidelity Communications Services I, Inc. (an affiliated CLEC), Cable Modem Internet service provided by Fidelity Networks, Inc. and Extended Basic Cable TV service provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).

Customers who cancel their packages, or any part of the packages, shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribe to the Company will be moved to the rates under Long Distance Plan 2.

Issued: June 1, 2004

Issued by:

Dave Beier
Vice President, Regulatory
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective: July 1, 2004

SECTION 4 – RATES AND CHARGES (CONT'D)

4.2.8 Long Distance Plan 8 (“Talk 500”)

Monthly Charge: \$30.00 for up to 500 intrastate or interstate Domestic minutes.

Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 500 will be billed at \$.10 per minute.

To be eligible for this Plan, the customer must be a new or existing residential customer.

(D)

(D)

Issued: March 3, 2006
Issued by:

Dave Beier
Vice President, Regulatory
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective: March 10, 2006

SECTION 4 – RATES AND CHARGES (CONT'D)**4.2.8 Long Distance Plan 8 (“Talk 500”)**

Monthly Charge: \$30.00 for up to 500 intrastate or interstate Domestic minutes.

Unused monthly minutes are not eligible for credit or carryover to future months. Additional monthly minutes above 500 will be billed at \$.10 per minute.

To be eligible for this Plan, the customer must be a new or existing residential customer, who must also subscribe to one of the three following bundled packages offered by affiliates of Fidelity Networks, Inc., in the Rolla exchange:

- 1). The “Just Perfect” package, which contains one residential phone line, a Smart Deluxe features package and Voicemail provided by Fidelity Communications Services I, Inc. (an affiliated CLEC); Cable Modem Internet service provided by Fidelity Networks, Inc.; and Digital Cable TV service and a premium movie channel provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).
- 2). The “Nearly Perfect” package, which contains one residential phone line, a Smart Deluxe features package and Voicemail provided by Fidelity Communications Services I, Inc. (an affiliated CLEC); Unlimited Dial-Up Internet service provided by Fidelity Networks, Inc.; and Digital Cable TV service and a premium movie channel provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).
- 3). The “Advantage” package, which contains one residential phone line provided by Fidelity Communications Services I, Inc. (an affiliated CLEC), Cable Modem Internet service provided by Fidelity Networks, Inc. and Extended Basic Cable TV service provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).

Customers who cancel their packages, or any part of the packages, shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribe to the Company will be moved to the rates under Long Distance Plan 2.

Issued: June 1, 2004
Issued by:

Dave Beier
Vice President, Regulatory
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective: July 1, 2004

SECTION 4 – RATES AND CHARGES (CONT'D)

4.2.9 Long Distance Plan 9 (“Unlimited”)

Monthly Charge: \$23.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line.

To be eligible for this Plan, the customer must be a new or existing residential customer. (T)

The “Unlimited” plan is available to residential phone customers only, and it covers residential direct dialed interstate and intrastate calls only. The “Unlimited” plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing or other non-residential purposes. (D)

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribe to the Company will be moved to the rates under Long Distance Plan 2. (T)

Issued: April 26, 2011

Issued By:

CANCELLED
February 15, 2020
Missouri Public
Service Commission
XD-2020-0176

Dave Beier
Vice President-Regulatory
64 N. Clark St.
Sullivan, MO 63080

Effective: May 26, 2011

FILED
Missouri Public
Service Commission
JX-2011-0536

SECTION 4 – RATES AND CHARGES (CONT'D)**4.2.9 Long Distance Plan 9 (“Unlimited”)**

Monthly Charge: \$23.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line. (I)

To be eligible for this Plan, the customer must be a new or existing residential customer, who must also subscribe to one of the following bundled packages offered by affiliates of Fidelity Networks, Inc., in the Rolla exchange:

- 1). The “Just Perfect” package, which contains one residential phone line, a Smart Deluxe features package and Voicemail provided by Fidelity Communications Services I, Inc. (an affiliated CLEC); Cable Modem Internet service provided by Fidelity Networks, Inc.; and Digital Cable TV service and a premium movie channel provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).
- 2). The “Advantage” package, which contains one residential phone line provided by Fidelity Communications Services I, Inc. (an affiliated CLEC), Cable Modem Internet service provided by Fidelity Networks, Inc. and Extended Basic Cable TV service provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).

The “Unlimited” plan is available to residential phone customers only, and it covers residential direct dialed interstate and intrastate calls only. The “Unlimited” plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing or other non-residential purposes.

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes or who cancel their packages (or any part of the packages) shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribe to the Company will be moved to the rates under Long Distance Plan 2.

Issued: January 19, 2009

Issued By:

CANCELED
May 26, 2011
Missouri Public
Service Commission
JX-2011-0536

Dave Beier
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Sullivan, MO 63080

Effective: February 18, 2009

Filed
Missouri Public
Service Commission
JX-2009-0522

SECTION 4 – RATES AND CHARGES (CONT'D)

4.2.9 Long Distance Plan 9 (“Unlimited”)

Monthly Charge: \$20.00 for unlimited direct dialed intrastate or interstate Domestic minutes per access line.

To be eligible for this Plan, the customer must be a new or existing residential customer, who must also subscribe to one of the following bundled packages offered by affiliates of Fidelity Networks, Inc., in the Rolla exchange:

- 1). The “Just Perfect” package, which contains one residential phone line, a Smart Deluxe features package and Voicemail provided by Fidelity Communications Services I, Inc. (an affiliated CLEC); Cable Modem Internet service provided by Fidelity Networks, Inc.; and Digital Cable TV service and a premium movie channel provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).
- 2). The “Advantage” package, which contains one residential phone line provided by Fidelity Communications Services I, Inc. (an affiliated CLEC), Cable Modem Internet service provided by Fidelity Networks, Inc. and Extended Basic Cable TV service provided by Fidelity Cablevision, Inc. (an affiliated Cable TV provider).

The “Unlimited” plan is available to residential phone customers only, and it covers residential direct dialed interstate and intrastate calls only. The “Unlimited” plan does not include International calls (rates vary based on country called), calling card calls, directory assistance or operator services. This plan is not to be used for toll access to the Internet, commercial, telemarketing or other non-residential purposes.

Furthermore, the Monthly Charge can only be applied to one phone line (if a residential customer wants the plan to apply to a second line, he must pay a second Monthly Charge).

Customers who use this plan for non-residential purposes or who cancel their packages (or any part of the packages) shall forfeit eligibility for rates under this plan, and those customers continuing to presubscribe to the Company will be moved to the rates under Long Distance Plan 2.

Issued: November 10, 2005

Issued By:

Dave Beier
Vice President-Regulatory
64 N. Clark St.
Sullivan, MO 63080

Effective: December 10, 2005

SECTION 4 – RATES AND CHARGES (Cont'd.)

4.2.10 Long Distance Plan 10

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below. A 3-year service commitment is also required.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$1000.00
Rate Per Minute	\$0.05

4.2.11 Long Distance Plan 11 (“Unlimited Business”)

Monthly Charge: \$15.00 for unlimited direct dialed intrastate or interstate domestic minutes per access line.

To be eligible for this plan, the customer must be a new or existing business customer, who is located in the exchanges of Lebanon or Salem. The plan does not include International calls, calling card calls, directory assistance or operator services, and it’s not to be used for toll access to the Internet or telemarketing purposes. The Monthly Charge will be applied to all business access lines on the customer account.

(T)

4.2.12 Long Distance Plan 12

Rate per Minute: \$.05

This plan is available to business customers, who are located in the exchanges of Lebanon, Salem, St. Robert or Waynesville and who make a one year service term commitment.

4.2.13 Long Distance Plan 13 (“Unlimited Business”)

Monthly Charge: \$25.00 for unlimited direct dialed intrastate or interstate domestic minutes per access line.

To be eligible for this plan, the customer must be a new or existing business customer, who is located in the exchanges of St. Robert, Waynesville, Ft. Leonard Wood, Dixon, Richland or Newburg. The plan does not include International calls, calling card calls, directory assistance or operator services, and it’s not to be used for toll access to the Internet or telemarketing purposes. The Monthly Charge will be applied to all business access lines on the customer account.

(N)

(N)

Issued: March 5, 2013

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Issued by:

CANCELLED
February 15, 2020
Missouri Public
Service Commission
XD-2020-0176

Jason L. Ross
Vice President - Legal
64 N. Clark
Sullivan, MO 63080

FILED
Missouri Public
Service Commission
JX-2013-0378

SECTION 4 – RATES AND CHARGES (Cont’d.)

4.2.10 Long Distance Plan 10

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below. A 3-year service commitment is also required.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$1000.00
Rate Per Minute	\$0.05

4.2.11 Long Distance Plan 11 (“Unlimited Business”)

Monthly Charge: \$15.00 for unlimited direct dialed intrastate or interstate domestic minutes per access line.

To be eligible for this plan, the customer must be a new or existing business customer, who is located in the exchanges of Lebanon, Salem, St. Robert or Waynesville. The plan does not include International calls, calling card calls, directory assistance or operator services, and it’s not to be used for toll access to the Internet or telemarketing purposes. The Monthly Charge will be applied to all business access lines on the customer account.

4.2.12 Long Distance Plan 12

Rate per Minute: \$.05

This plan is available to business customers, who are located in the exchanges of Lebanon, Salem, St. Robert or Waynesville and who make a one year service term commitment.

(N)

(N)

SECTION 4 – RATES AND CHARGES (Cont'd.)**4.2.10 Long Distance Plan 10**

For Customers who select this option, a volume discount is applied based on the guaranteed monthly interstate and intrastate usage as shown below. A 3-year service commitment is also required.

For each month in which the customer fails to achieve the minimum commitment, a Minimum Monthly Usage Charge as specified below will apply. Only one Minimum Monthly Usage Charge applies for both intrastate and interstate usage, including toll free usage.

Minimum Monthly Usage Charge	\$1000.00
Rate Per Minute	\$0.05

Issued: March 2, 2007

Effective: April 1, 2007

Issued by:
CANCELLED
June 11, 2010
Missouri Public
Service Commission
JX-2010-0650

Dave Beier
Vice President-Regulatory
64 N. Clark
Sullivan, MO 63080

Filed
Missouri Public
Service Commission

SECTION 4-RATES AND CHANGES, (Cont'd.)**4.4 Toll Free (8xx) Service**

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any interstate location, where service is available, over an 8XX number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than to the originating caller. Calls are billed in full minute increments. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 8XX telephone number desired and completes the call, and the call is billed to the called station.

4.4.1 Business Rates

Monthly Service Fee:	\$ 5.00 per line	(N)
Business Usage Rates:	\$.09/minute	

4.4.2 Residential Rates

Monthly Service Fee:	\$ 5.00 per line	(N)
Residential Usage Rates:	\$ 0.15 per minute	

ISSUED: May 23, 2003

By:

CANCELLED
February 15, 2020
Missouri Public
Service Commission
XD-2020-0176

Dave Beier
Vice President-Regulatory
64 N. Clark
Sullivan, Missouri 63080

EFFECTIVE: June 22, 2003

REC'D SEP 26 2002

SECTION 4 - RATES AND CHARGES, (Cont'd.)

Service Commission

4.4 Toll Free (8XX) Service

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any interstate location, where service is available, over an 8XX number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than to the originating caller. Calls are billed in full minute increments. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 8XX telephone number desired and completes the call, and the call is billed to the called station.

Monthly Service Fee:	\$5.00 per line	
Usage Rates:	\$0.15 per minute	(N)
Usage rate with a monthly minimum volume commitment of \$5,000 for all Direct Dialed and Toll Free interstate and intrastate services:	\$0.095 per minute	(N)

CANCELLED

JUN 22 2003
2003
Public Service Commission
MISSOURI

ISSUED: September 26, 2002
By:

Dave Beier
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

EFFECTIVE: November 1, 2002

Missouri Public

FILED NOV 01 2002

Service Commission

RECEIVED

SECTION 4 - RATES AND CHARGES, (Contd.)

APR 26 2000

4.4 Toll Free (8XX) Service

MO. PUBLIC SERVICE COMM

Toll Free Service is available to business and residential Customers for incoming calls. Calls originate from any intrastate location, where service is available, over an 8XX number and terminate to a Customer-provided residential or business switched access line. Call charges are billed to the Customer rather than to the originating caller. Calls are billed in full minute increments. A monthly service charge applies per inbound line.

Toll Free Service rates apply when the person originating the call dials the 8XX telephone number desired and completes the call, and the call is billed to the called station.

Monthly Service Fee	\$5.00 per line
Usage Rates	\$0.15 per minute

CANCELLED

NOV 01 2002

KSRS 35

**Public Service Commission
MISSOURI**

Issued: April 26, 2000

Issued By:

John Colbert
Senior Vice President, Finance
Fidelity Networks, Inc.
64 North Clark Street
Sullivan, Missouri 63080

Effective

JUN 01 2000

FILED

JUN 01 2000

00-685

MISSOURI

Public Service Commission

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.5 Reserved for future use.

(D)

(D)

4.5 Fidelity Debit Card Service

Fidelity Debit Card Service allows Customers to place direct dialed calls between locations within the United States served by the Company. Customers access the Company's network by dialing a toll-free number or other access dialing sequence and entering a Personal Account Code. The Company's system informs the Customer of the Available Usage Balance remaining in his/her Debit Account and prompts the Customer to place a call by entering a destination telephone number. Network usage for calls placed is deducted from the Available Usage Balance on the Customer's account on a real time basis as the call progresses.

Customers purchase a Debit Card which assigns each Customer a Debit Account, provides each Customer with a Personal Account Code and lists instructions for accessing and using Carrier's service. Debit cards are available in varying denominations.

Issued: November 1, 2011

Effective: December 8, 2011

By:

Dave Beier
64 North Clark Street
Sullivan, Missouri 63080

FILED
Missouri Public
Service Commission
JX-2012-0203

CANCELLED
February 15, 2020
Missouri Public
Service Commission
XD-2020-0176

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.5 Travel Card Service

Travel Card Service provides a billing alternative for interstate calls to business and residential Customers. Calls are originated by dialing a Company provided toll-free number, followed by the terminating telephone number and Personal Account Number. Calls may originate from standard residential, business, PBX (hotel), or pay telephone access lines. Calls are billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute. Call charges include per minute usage charges and a per call service charge.

4.5.1 Travel Card Service- Rates

Per minute rate: \$0.25
Per call surcharge: \$0.75

4.5.2 Customers on Long Distance Plan 10 are eligible to receive a travel card rate of (N)
\$.14 per minute with no per call surcharge. (N)

4.5 Fidelity Debit Card Service

Fidelity Debit Card Service allows Customers to place direct dialed calls between locations within the United States served by the Company. Customers access the Company's network by dialing a toll-free number or other access dialing sequence and entering a Personal Account Code. The Company's system informs the Customer of the Available Usage Balance remaining in his/her Debit Account and prompts the Customer to place a call by entering a destination telephone number. Network usage for calls placed is deducted from the Available Usage Balance on the Customer's account on a real time basis as the call progresses.

Customers purchase a Debit Card which assigns each Customer a Debit Account, provides each Customer with a Personal Account Code and lists instructions for accessing and using Carrier's service. Debit cards are available in varying denominations.

Issued: January 27, 2011

Effective: February 26, 2011

By:

Dave Beier

CANCELED
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Sullivan, Missouri 63080

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SECTION 4 - RATES AND CHARGES, (Contd.)

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4.5 Travel Card Service

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Travel Card Service provides a billing alternative for intrastate calls to business and residential Customers. Calls are originated by dialing a Company-provided toll-free number, followed by the terminating telephone number and Personal Account Number. Calls may originate from standard residential, business, PBX (hotel), or pay telephone access lines. Calls are billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute. Call charges include per minute usage charges and a per call service charge.

4.5.1 Travel Card Service - Rates

Per minute rate	\$0.25
Per call surcharge	\$0.75

4.6 Fidelity Debit Card Service

Fidelity Debit Card Service allows Customers to place direct dialed calls between locations within the United States serviced by the Company. Customers access the Company's network by dialing a toll-free number or other access dialing sequence and entering a Personal Account Code. The Company's system informs the Customer of the Available Usage Balance remaining in his/her Debit Account and prompts the Customer to place a call by entering a destination telephone number. Network usage for calls placed is deducted from the Available Usage Balance on the Customer's account on a real time basis as the call progresses.

Customers purchase a Debit Card which assigns each Customer a Debit Account, provides each Customer with a Personal Account Code, and lists instructions for accessing and using Carrier's service. Debit Cards are available in varying denominations.

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Fidelity Networks, Inc.
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SECTION 4 - RATES AND CHARGES, (Contd.)

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4.6 Fidelity Debit Card Service, (Contd.)

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Purchase of a Debit Card entitles the Customer to use the Company's network for a number of minutes equivalent to the card denomination divided by the effective per minute rate. The Customer's right to utilize network usage within a given Debit Account associated with that Debit Account number. No minimum service period applies.

Payment for Retail Debit Cards and Available Usage in a Customer's Debit Account is non-refundable.

Retail Debit Card service rates are not distance or time-of-day sensitive in nature. Holiday discounts do not apply.

Network usage for Debit Card Calls is deducted from the Available Usage Balance in Customer's Debit Account in full minute increments. For debiting purposes, the minimum call usage is one (1) minute.

Per Minute Rate: \$.25

4.6.1 Debit Card Sponsor Program

The Debit Card Sponsor Program, where available, is offered to organizations or commercial entities for distribution to their members, patrons, or customers. The marketing vehicle and expiration period is selected by the Sponsor upon joint agreement between the Company and the Sponsor. The Sponsor is responsible for obtaining all necessary permissions for the use of any trade mark, trade name, service mark, or other image on the card. The Sponsor may distribute the Company's Prepaid card accounts at reduced rates or free of charge to end users. At the option of the Sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Company's trade mark, trade name, service mark, or other image on the card.

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SECTION 4 - RATES AND CHARGES, (Contd.)

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4.7 Directory Assistance Calls

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A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator. No call allowance applies.

4.7.1 Directory Assistance Charge

Directory Assistance, per request \$0.65

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SECTION 4 – RATES AND CHARGES, (Contd.)**4.8 PROMOTIONS**

4.8.1 General

From time to time, the Company may elect to offer special promotions to its customers. These promotions will generally consist of a reduced price, a free service with a purchase of another service or a free giveaway.

Any promotional waiver or discounted rate will apply only one time per customer for each service during the course of the promotional period, subject to prior notification and approval by the Missouri Public Service Commission.

The Company will provide written notice to the Commission no less than ten (10) days prior to the beginning of each promotion period identifying the promotion. If facilities permit, all residence and/or business customers will be offered the same opportunity in which to subscribe to residence or business services.

4.8.2 Specific Promotions

1. From January 20, 2008 through July 19, 2008, the Company will offer an unlimited long distance plan for new or existing business customers in the Salem exchange with a monthly charge of \$30.00 for unlimited direct dialed intrastate and interstate domestic minutes.

To qualify for this promotion, the customer must have business class service with our CLEC affiliate, Fidelity Communications Service I, Inc., and the promotion is limited to one access line per customer. The unlimited plan is to be used for voice conversation only and not to be used for telemarketing, internet access or facsimile service. Service abuse is subject to suspension or disconnection. Also, the unlimited plan does not include international calls, calling card calls, directory assistance or operator services. Those calls are subject to their appropriate tariffed rates.

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