

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
4th Revised Sheet 1  
Replacing 3rd Revised Sheet 1

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES

The Telephone Company may, at the option of an IC or end user, provide Billing & Collection services as specified by contract. Such services may include:

- Recording Service
- Billing Service
- Billing Analysis Service
- Billing Information Service
- Account Maintenance

Unless otherwise stated in this section, the term IC includes an end user.

8.1 Recording Service

Recording Service is the recording of the details of an IC message, and when requested by the IC, the provision of those details to the IC.

8.1.1 Rates and Charges

The rates and charges for recording service for all contract lengths up through five (5) years are listed below.

(AT)		1 Year	More Than
(AT)		<u>Rate</u>	<u>One</u> <u>Year Rate</u>
(AT)	Recording Per Customer Message	\$0.0250	(NR) ICB
	Assembling & Editing Per Message	0.0050	
	Provision Of Message Detail-Per Message	0.0050	
	Per Tape Charge	45.0000	
	Data Transmission Sent or Received		
	Per Record using CMDS Network	0.0030	
	Data Transmission Sent or Received Per		
	Record Using Customer Provided Network	0.0010	
(AT)	Overnight Delivery of Mag Tape	90.0000	(NR) ICB

8.2 Billing Service

8.2.1 Message Processing Service

Message Processing Service is the transforming of the recorded IC call details into rated messages in preparation for billing.

8.2.2 Bill Processing Service

Bill Processing Service is the preparation of bills for message-billed service and bulk-billed service, mailing of statements of the amounts due for service received from the IC and the collection of the deposits and monies due from the End Users.

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Issued: May 11, 1994                      Effective: July 14, 1994  
 By M. H. SCHULTEIS, Division Manager-Regulatory & Industry Relations  
 Southwestern Bell Telephone Company  
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
3rd Revised Sheet 1  
Replacing 2nd Revised Sheet 1

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES

(AT) The Telephone Company may, at the option of an IC or end user, provide  
(AT) Billing & Collection services as specified by contract. Such services may include:

- Recording Service
- Billing Service
- Billing Analysis Service
- Billing Information Service
- Account Maintenance

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(AT) Unless otherwise stated in this section, the term IC includes an end user.

8.1 Recording Service

Recording Service is the recording of the details of an IC message, and when requested by the IC, the provision of those details to the IC.

8.1.1 Rates and Charges

The rates and charges for recording service for all contract lengths up through five (5) years are listed below.

	<u>Rate</u>
Recording Per Customer Message	\$0.0250
Assembling & Editing Per Message	0.0050
Provision Of Message Detail-Per Message	0.0050
Per Tape Charge	45.0000
Data Transmission Sent or Received	
Per Record using CMDS Network	0.0030
Data Transmission Sent or Received Per	
Record Using Customer Provided Network	0.0010
Overnight Delivery of Mag Tape	90.0000

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JUL 14 1994  
BY 4th R.S.#1  
Public Service Commission  
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8.2 Billing Service

8.2.1 Message Processing Service

Message Processing Service is the transforming of the recorded IC call details into rated messages in preparation for billing.

8.2.2 Bill Processing Service

Bill Processing Service is the preparation of bills for message-billed service and bulk-billed service, mailing of statements of the amounts due for service received from the IC and the collection of the deposits and monies due from the End Users.

Issued: SEP 09 1991

Effective: NOV 02 1991

FILED

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

NOV 2 1991

MO. PUBLIC SERVICE COMM.

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
2nd Revised Sheet 1  
Replacing 1st Revised Sheet 1  
and Original Sheet 1.01

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(CP) ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES

The Telephone Company may, at the option of an IC, provide Billing and Collection services. Such services may include:

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Public Service Commission**

- Recording Service
- Billing Service
- Billing Analysis Service
- Billing Information Service
- Account Maintenance

8.1 Recording Service

Recording Service is the recording of the details of an IC message, and when requested by the IC, the provision of those details to the IC.

8.1.1 Rates and Charges

The rates and charges for recording service for all contract lengths up through five (5) years are listed below.

**CANCELLED**

	<u>Rate</u>
Recording Per Customer Message	\$0.0250
Assembling & Editing Per Message	(CR) 0.0050
Provision Of Message Detail-Per Message	0.0050
Per Tape Charge	(CR) 45.0000
Data Transmission Sent or Received	
Per Record using CMDS Network	(NR) 0.0030
Data Transmission Sent or Received Per	
Record Using Customer Provided Network	0.0010
Overnight Delivery of Mag Tape	(NR) 90.0000

NOV 2 1991  
BY 3 M R.S. #1  
Public Service Commission  
MISSOURI

8.2 Billing Service

8.2.1 Message Processing Service

Message Processing Service is the transforming of the recorded IC call details into rated messages in preparation for billing.

8.2.2 Bill Processing Service

Bill Processing Service is the preparation of bills for message-billed service and bulk-billed service, mailing of statements of the amounts due for service received from the IC and the collection of the deposits and monies due from the End Users.

**FILED**

Issued: **DEC 1 1987**

Effective: **JAN 1 1988**

**JAN 1 1988**

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

87-95  
**Public Service Commission**

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 1  
Replacing Original Sheet 1

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES

The Telephone Company will, at the option of an IC, provide the following services:

- Recording Service
- Billing Service
- Billing Analysis Service
- Billing Information Service



8.1 Recording Service

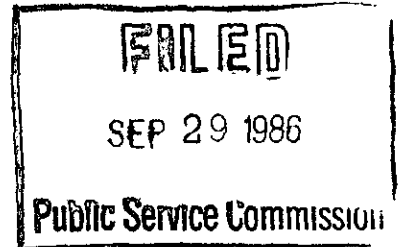
The Telephone Company will provide Recording Service in association with the offering of Feature Groups C and D Switched Access Service for IC messages that can be recorded by the Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company records the IC messages on manual tickets, the Telephone Company will provide Recording Service for the manual tickets.

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service is all the appropriately equipped offices in a state operating territory for which the IC has ordered Feature Group C or D Switched Access Service.

- (AT) For Feature Group C and D Switched Access Service, when answer supervision is provided by the IC premises, the term "IC message" used herein denotes a completed call originated by an IC's End User. An IC message begins when answer supervision from the premise of the ordering IC is received by Telephone Company recording equipment indicating that the called party has answered. A message ends when disconnect supervision is received by Telephone Company recording equipment from either the premise of the ordering IC or the IC's End User premise from which the call originated.
- (CT)
- (MT)

**CANCELLED**

JAN 1 1988  
BY 2nd R.S. #1  
Public Service Commission  
MISSOURI



Issued: AUG 29 1986

Effective: SEP 29 1986

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 1

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES

DEC 29 1983

The Telephone Company will, at the option of an IC, provide the following services:

- Recording Service
- Billing Service
- Billing Analysis Service
- Billing Information Service

Public Service Commission

8.1 Recording Service

The Telephone Company will provide Recording Service in association with the offering of Feature Groups C and D Switched Access Service for IC messages that can be recorded by the Telephone Company-provided automatic message accounting equipment. In addition, where the Telephone Company records the IC messages on manual tickets, the Telephone Company will provide Recording Service for the manual tickets.

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service is all the appropriately equipped offices in a state operating territory for which the IC has ordered Feature Group C or D Switched Access Service.

The term "IC message" used herein denotes a completed call originated by an IC's End User. An IC message begins when answer supervision from the IC terminal location is received by Telephone Company recording equipment indicating that the called party has answered. IC message ends when disconnect supervision is received by Telephone Company recording equipment from either the IC terminal location or the IC End User's premises from which the call originated.

BY 1st R.S.#1  
PUBLIC SERVICE COMMISSION

SEP 29 1986

8.1.1 General Description

Recording Service is the recording of the details of an IC message, and when requested by the IC, the provision of those details to the IC. Recording Service includes recording, assembly and editing and provision of recorded IC message detail.

Recording is the entering on magnetic tape or other acceptable media the details of IC messages originated through Switched Access Service for which appropriate answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

Assembly and editing is the aggregation of the recorded IC message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present. Assembly and editing is performed at least once a week.

JAN 1 1984  
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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 1.01

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)



(AT) For Feature Group D Switched Access Service when answer supervision is not provided by the IC premises, the term "IC message" used herein denotes a call originated by an IC's end user where a start time (the recorded time at which the Feature Group D entry switch receives the first wink supervisory signal forwarded from the IC's point of termination) and a disconnect time are received by Telephone Company recording equipment. For purposes of measurement, the message begins when the wink supervisory signal is received and ends when disconnect supervision is received by Telephone Company recording equipment from either the premises of the ordering IC or the IC's End User premises from which the call originated.

(AT) Feature Group C Switched Access Service calls where the IC premises does not provide answer supervision are not permitted.

(MT) 8.1.1 General Description

Recording Service is the recording of the details of an IC message, and when requested by the IC, the provision of those details to the IC. Recording Service includes recording, assembly and editing and provision of recorded IC message detail.

Recording is the entering on magnetic tape or other acceptable media the details of IC messages originated through Switched Access Service for which appropriate answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

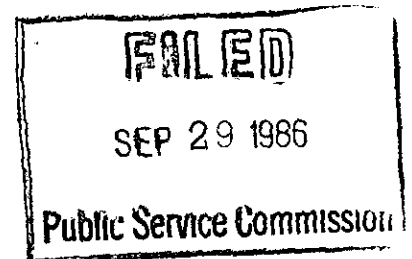
Assembly and editing is the aggregation of the recorded IC message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present. Assembly and editing is performed at least once a week.

**CANCELLED**

JAN 1 1988

BY 2nd R.S.#1

Public Service Commission  
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Issued: AUG 29 1986

Effective: SEP 29 1986

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
5th Revised Sheet 2  
Replacing 4th Revised Sheet 2

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Bill Processing Service-(Continued)

Treatment of accounts is the forwarding of notices of delinquent or unpaid End User's accounts, posting of credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's services and/or Local Telephone Exchange Services to an End User. Where Local Telephone Exchange Service access is denied, access to IC service will also be denied.

8.2.3 Rates and Charges

The rates and charges for billing service are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

(CT)	(CT)	<u>1 Yr. Rate</u>	More Than
		<u>1 Yr. Rate</u>	<u>1 Yr. Rate</u>
			(CR) ICB
	Message Rating Per Message	\$0.0050	
	Message Bill Processing Per Message	0.0300	
	Message Bill Processing -		
(CT)	Per Phrase Summary Records	0.0045	
	Bulk Bill Processing Per Message	0.0200	
	Message Bill Inquiry Per Message	0.0400	
	Bulk Bill Inquiry Per Message	0.0040	
	Private Line Bill Inquiry Per		
	Bill Rendered	0.3500	
	Bill Rendering - Message Bill	0.4500	
	Bill Rendering - Bulk Bill	0.4000	
	Bill Rendering - Private Line Bill	2.0000	
	Bill Phrase 5 Lines Per Phrase		
	Per Bill	0.0200	
	Bill Page Per Page Per Bill	0.0350	
	End User Adjustment Per Adjustment	2.5000	
	Post Bill Message Investigation		
	Per Case	3.0000	
	Program Development Charge Per Hour	60.0000	
	Data Transmission Sent or Received		
	Per Record Using CMDS Network	0.0030	
	Data Transmission Sent or Received		
	Per Record Using Customer Provided		
	Network	0.0010	
	Clerical Staff Utilization Per Hour	45.0000	
	CPU Utilization Per Hour	850.0000	
	Retention of Records Per Tape		
	Per Month	1.0000	(CR) ICB

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Issued: May 11, 1994      Effective: July 14, 1994  
 By M. H. SCHULTEIS, Division Manager-Regulatory & Industry Relations  
 Southwestern Bell Telephone Company  
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
4th Revised Sheet 2  
Replacing 3rd Revised Sheet 2

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Bill Processing Service-(Continued)

Treatment of accounts is the forwarding of notices of delinquent or unpaid End User's accounts, posting of credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's services and/or Local Telephone Exchange Services to an End User. Where Local Telephone Exchange Service access is denied, access to IC service will also be denied.

8.2.3 Rates and Charges

The rates and charges for billing service are listed below. BY elements charged on an hourly basis, the charges are done performed on an overtime basis.

	1 Yr. Rate	3 Yr. Rate	5 Yr. Rate
Message Rating Per Message	\$0.0050	\$0.0050	\$0.0050
Message Bill Processing Per Message	0.0300	0.0275	0.0250
Message Bill Processing -			
Per EMI Text Record	(NR)0.0045	(NR)0.0045	(NR)0.0045
Bulk Bill Processing Per Message	0.0200	0.0175	0.0150
Message Bill Inquiry Per Message	0.0400	0.0350	0.0300
Bulk Bill Inquiry Per Message	0.0040	0.0035	0.0030
Private Line Bill Inquiry Per			
Bill Rendered	0.3500	0.3000	0.2500
Bill Rendering - Message Bill	0.4500	0.4000	0.3500
Bill Rendering - Bulk Bill	0.4000	0.3500	0.3000
Bill Rendering - Private Line Bill	2.0000	1.5000	1.0000
Bill Phrase 5 Lines Per Phrase			
Per Bill	0.0200	0.0200	0.0200
Bill Page Per Page Per Bill	0.0350	0.0350	0.0350
End User Adjustment Per Adjustment	2.5000	2.5000	2.5000
Post Bill Message Investigation			
Per Case	3.0000	3.0000	3.0000
Program Development Charge Per Hour	60.0000	60.0000	60.0000
Data Transmission Sent or Received			
Per Record Using CMDS Network	0.0030	0.0030	0.0030
Data Transmission Sent or Received			
Per Record Using Customer Provided Network	0.0010	0.0010	0.0010
Clerical Staff Utilization Per Hour	45.0000	45.0000	45.0000
CPU Utilization Per Hour	850.0000	850.0000	850.0000
Retention of Records Per Tape			
Per Month	1.0000	1.0000	1.0000

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JUL 14 1994

5th R.S.#2  
Public Service Commission  
MISSOURI

(AT)  
(AT)

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Issued: NOV 12 1993 Effective: DEC 12 1993 DEC 12 1993

By M. H. SCHULTEIS, Division Manager-Regulatory & Industry Relations  
Southwestern Bell Telephone Company  
St. Louis, Missouri

MISSOURI  
Public Service Commission



No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
3rd Revised Sheet 2  
Replacing 2nd Revised Sheet 2

ACCESS SERVICES

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8. BILLING AND COLLECTION SERVICES-(Continued)

JAN 16 1990

8.2 Billing Service-(Continued)

MISSOURI

8.2.2 Bill Processing Service-(Continued)

Public Service Commission

Treatment of accounts is the forwarding of notices of delinquent or unpaid End User's accounts, posting of credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's services and/or Local Telephone Exchange Services to the End User. Where Local Telephone Exchange Service access is denied, access to IC service will also be denied.

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8.2.3 Rates and Charges

DEC 12 1993

The rates and charges for billing service are listed by elements charged on an hourly basis, the charges are performed on an overtime basis.

BY *4th R.S. #2*  
Public Service Commission  
MISSOURI

	1 Yr. Rate	3 Yr. Rate	5 Yr. Rate
Message Rating Per Message	\$0.0050	\$0.0050	\$0.0050
Message Bill Processing Per Message	0.0300	0.0275	0.0250
Bulk Bill Processing Per Message	0.0200	0.0175	0.0150
Message Bill Inquiry Per Message	0.0400	0.0350	0.0300
Bulk Bill Inquiry Per Message	0.0040	0.0035	0.0030
Private Line Bill Inquiry Per Bill Rendered	0.3500	0.3000	0.2500
Bill Rendering - Message Bill	0.4500	0.4000	0.3500
Bill Rendering - Bulk Bill	0.4000	0.3500	0.3000
Bill Rendering - Private Line Bill	2.0000	1.5000	1.0000
Bill Phrase 5 Lines Per Phrase Per Bill	0.0200	0.0200	0.0200
Bill Page Per Page Per Bill	(CR) 0.0350	(CR) 0.0350	(CR) 0.0350
End User Adjustment Per Adjustment	2.5000	2.5000	2.5000
Post Bill Message Investigation Per Case	3.0000	3.0000	3.0000
Program Development Charge Per Hour	60.0000	60.0000	60.0000
Data Transmission Sent or Received Per Record Using CMDS Network	0.0030	0.0030	0.0030
Data Transmission Sent or Received Per Record Using Customer Provided Network	0.0010	0.0010	0.0010
Clerical Staff Utilization Per Hour	45.0000	45.0000	45.0000
CPU Utilization Per Hour	850.0000	850.0000	850.0000
Retention of Records Per Tape Per Month	1.0000	1.0000	1.0000

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By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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FEB 17 1990

Public Service Commission

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
2nd Revised Sheet 2  
Replacing 1st Revised Sheet 2  
and Original Sheet 2.01

(CP) ACCESS SERVICES

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8. BILLING AND COLLECTION SERVICES--(Continued)

NOV 24 1987

8.2 Billing Service--(Continued)

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8.2.2 Bill Processing Service--(Continued)

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Treatment of accounts is the forwarding of notices of delinquent or unpaid End User's accounts, posting of credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's services and/or Local Telephone Exchange Service to an End User. Where Local Telephone Exchange Service access is denied, access to IC service will also be denied.

8.2.3 Rates and Charges

The rates and charges for billing service are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

	<u>1 Yr. Rate</u>	<u>3 Yr. Rate</u>	<u>5 Yr. Rate</u>
Message Rating Per Message	(NR) \$0.0050	(NR) \$0.0050	(NR) \$0.0050
Message Bill Processing Per Message	(CR) 0.0300	(CR) 0.0275	(CR) 0.0250
Bulk Bill Processing Per Message	0.0200	0.0175	0.0150
Message Bill Inquiry Per Message	0.0400	0.0350	0.0300
Bulk Bill Inquiry Per Message	0.0040	0.0035	0.0030
Private Line Bill Inquiry Per Bill Rendered	0.3500	0.3000	0.2500
Bill Rendering - Message Bill	0.4500	0.4000	0.3500
Bill Rendering - Bulk Bill	0.4000	0.3500	0.3000
Bill Rendering - Private Line Bill	(CR) 2.0000	(CR) 1.5000	(CR) 1.0000
Bill Phrase 5 Lines Per Phrase Per Bill	(NR) 0.0200	(NR) 0.0200	(NR) 0.0200
Bill Page Per Page Per Bill	(CR) 0.0500	(CR) 0.0500	(CR) 0.0500
End User Adjustment Per Adjustment	2.5000	2.5000	2.5000
Post Bill Message Investigation Per Case	3.0000	3.0000	3.0000
Program Development Charge Per Hour	60.0000	60.0000	60.0000
Data Transmission Sent or Received Per Record Using CMDS Network	(CR) 0.0030	(CR) 0.0030	(CR) 0.0030
Data Transmission Sent or Received Per Record Using Customer Provided Network	(NR) 0.0010	(NR) 0.0010	(NR) 0.0010
Clerical Staff Utilization Per Hour	45.0000	45.0000	45.0000
CPU Utilization Per Hour	850.0000	850.0000	850.0000
Retention of Records Per Tape Per Month	(NR) 1.0000	(NR) 1.0000	(NR) 1.0000

**CANCELLED**  
FEB 17 1990  
BY 328 R.S.#2  
Public Service Commission  
Missouri

**FILED**

Issued: **DEC 1 1987**

Effective: **JAN 1 1988**

**JAN 1 1988**

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

**Public Service Commission**  
87-95

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 2  
Replacing Original Sheet 2

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)

8.1.1 General Description-(Continued)

Provision of the recorded detail is the provision of magnetic tapes containing the assembled and edited IC message detail and, when requested by the IC, data-transmitting the assembled and edited IC message detail to the IC. Except for lost or damaged records, the recorded detail will be available to the IC not more than five business days after the date all the detail requested by the IC was processed by the Telephone Company.

8.1.2 Undertaking of the Telephone Company

- (AT) A. When answer supervision is provided by the IC premises, the Telephone Company will record all IC messages carried over Feature Groups C and D Switched Access Service that are available to Telephone Company-provided recording equipment or operators.
- (AT) When answer supervision is not provided by the IC premises, the Telephone Company will record Feature Group D Switched Access Service messages that are available to Telephone Company-provided recording equipment or operators. Special arrangements must be made to provide these recordings; therefore, the time necessary to implement the service and the charges to provide these recordings will be determined on an individual case basis. The Telephone Company will record IC messages carried over a Feature Group A Switched Access Service. Unavailable IC messages (i.e., certain Feature Group C operator and TSPS messages which are not accessible by Telephone Company-provided recording equipment or operators) will not be recorded. The recording equipment will be provided at locations selected by the Telephone Company. Assembly and editing will be performed on all IC messages recorded during the billing period established by the Telephone Company. Except as set forth in Paragraphs 8.1.2, F. and 8.1.3, following, recorded message detail from previous billing periods will not be recovered and made available to the IC.

- B. A standard format for the provision of the recorded IC message detail will be established by the Telephone Company and provided to the IC. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved parties six months prior to the change.

(MT)

*BY 2nd R.S. #2*  
Public Service Commission  
MISSOURI

**RECEIVED**  
AUG 28 1986  
MISSOURI  
Public Service Commission

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SEP 29 1986  
Public Service Commission

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Effective: SEP 29 1986

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 2

DEC 29 1983

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 29 1983

8.1 Recording Service-(Continued)

Public Service Commission

8.1.1 General Description-(Continued)

Provision of the recorded detail is the provision of magnetic tapes containing the assembled and edited IC message detail and, when requested by the IC, data-transmitting the assembled and edited IC message detail to the IC. Except for lost or damaged records, the recorded detail will be available to the IC not more than five business days after the date all the detail requested by the IC was processed by the Telephone Company.

8.1.2 Undertaking of the Telephone Company

- A. The Telephone Company will record all IC messages carried over Feature Groups C and D Switched Access Service that are available to Telephone Company-provided recording equipment or operators. Unavailable IC messages (i.e., certain Feature Group C operator and TSPS messages which are not accessible by Telephone Company-provided recording equipment or operators) will not be recorded. The recording equipment will be provided at locations selected by the Telephone Company. Assembly and editing will be performed on all IC messages recorded during the billing period established by the Telephone Company. Except as set forth in Paragraphs 8.1.2, F. and 8.1.3, following, recorded message detail from previous billing periods will not be recovered and made available to the IC.
- B. A standard format for the provision of the recorded IC message detail will be established by the Telephone Company and provided to the IC. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved IC's six months prior to the change.
- C. The recorded IC message detail provided to the IC will not be sorted to furnish detail by specific End Users, groups of End Users, by office or by location.
- D. Recorded IC message detail will be provided to an IC as set forth in Paragraph 8.1.2, E., following. The Telephone Company will determine the number of magnetic tapes or data files required to provide the recorded message detail to the IC.

RECEIVED  
 SEP 29 1986  
 BY *RSJ*  
 PUBLIC SERVICE COMMISSION  
 OF MISSOURI  
 JAN 1 1984  
 83-253

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 2.01

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)

8.1.2 Undertaking of the Telephone Company-(Continued)

(MT)



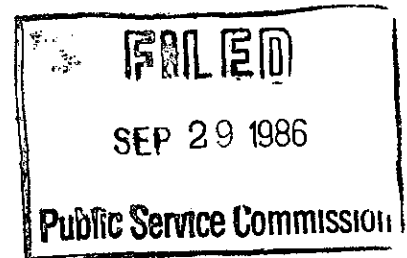
- C. The recorded IC message detail provided to the IC will not be sorted to furnish detail by specific End Users, groups of End Users, by office or by location.
- D. Recorded IC message detail will be provided to an IC as set forth in Paragraph 8.1.2, E., following. The Telephone Company will determine the number of magnetic tapes or data files required to provide the recorded message detail to the IC.

**CANCELLED**

JAN 1 1988

BY 2nd R.S. #1

Public Service Commission  
MISSOURI



Issued: AUG 29 1986

Effective: SEP 29 1986

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
3rd Revised Sheet 3  
Replacing 2nd Revised Sheet 3

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.3 Rates and Charges-(Continued)

(CT)		<u>1 Yr. Rate</u>	<u>More Than 1 Yr. Rate</u>
(CT)	Service Order:		
	Establishment of and Change to Calling Cards Per Order	\$25.0000	(CR) ICB
	Private Line End User Activity Per Order	40.0000	
	Bulk Billed End User Activity Per Order	40.0000	
	Other End User Order Activity	ICB	(CR) ICB

8.3 Billing Analysis Service

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

8.3.1 Rates and Charges

The rates and charges for billing analysis for all contract lengths up through five (5) years are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

(AT)		<u>Yr. Rate</u>	<u>More Than 1 Yr. Rate</u>
(AT)	30 Day Report for Detection Per Office	\$700.0000	(NR) ICB
	Continuous Scan Per Office Per Week	700.0000	
	Documentation Scan Per Line Per Case	700.0000	
	Hourly Rate *	75.0000	(NR) ICB

- \* To Include:
- Collection of Evidence
  - Preparation of Affidavits
  - Prosecution Summary
  - Assisting Law Enforcement
  - Expert Witness Analysis
  - Expert Witness Testimony
  - Coordination of Sources
  - Review Services
  - Identification Report Services
  - Preservation of Evidence

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Issued: May 11, 1994 Effective: July 14, 1994  
By M. H. SCHULTEIS, Division Manager-Regulatory & Industry Relations  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
2nd Revised Sheet 3  
Replacing 1st Revised Sheet 3

(CP) ACCESS SERVICES

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8. BILLING AND COLLECTION SERVICES--(Continued)

NOV 24 1987

8.2 Billing Service--(Continued)

8.2.3 Rates and Charges--(Continued)

**MISSOURI  
Public Service Commission**

	<u>1 Yr. Rate</u>	<u>3 Yr. Rate</u>	<u>5 Yr. Rate</u>
Service Order:			
Establishment of and Change to Calling Cards Per Order (NR)	\$25.0000	(NR)\$25.0000	(NR)\$25.0000
Private Line End User Activity Per Order	40.0000	40.0000	40.0000
Bulk Billed End User Activity Per Order	40.0000	40.0000	40.0000
Other End User Order Activity (NR)	ICB (NR)	ICB (NR)	ICB (NR)

8.3 Billing Analysis Service

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

8.3.1 Rates and Charges

The rates and charges for billing analysis for all contract lengths up through five (5) years are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

	<u>Rate</u>
30 Day Report for Detection Per Office (CR)	\$700.0000
Continuous Scan Per Office Per Week	700.0000
Documentation Scan Per Line Per Case	700.0000
Hourly Rate * (CR)	75.0000

- \* To Include:
- Collection of Evidence
- Preparation of Affidavits
- Prosecution Summary
- Assisting Law Enforcement
- Expert Witness Analysis
- Expert Witness Testimony
- Coordination of Sources
- Review Services
- Identification Report Services
- Preservation of Evidence

**CANCELLED**

JUL 14 1994  
BY 3rd R.S. #3  
Public Service Commission  
MISSOURI

**FILED**

JAN 1 1988

87-95  
**Public Service Commission**

Issued: DEC 1 1987

Effective: JAN 1 1988

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 3  
Replacing Original Sheet 3

ACCESS SERVICES

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MISSOURI  
Public Service Commission

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)

8.1.2 Undertaking of the Telephone Company-(Continued)

E. At the request of an IC, magnetic tapes containing the recorded IC message details will be provided to the IC as part of Recording Service. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Unless specified otherwise by the IC, the magnetic tapes will be sent to the IC via first-class U.S. Mail Service. However, the IC may pick up the magnetic tapes at a location designated by the Telephone Company or request that the detail on the magnetic tapes or in a data file be data-transmitted to the IC. When the IC message details are data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis. When the customer requests other means of transmission such as air express, the charges will be determined on an individual-case basis. When the IC does not wish to receive the recorded IC message details, and the Telephone Company receives notice from the IC at least two weeks prior to the date the details would be sent to the IC, the charge as set forth in Paragraph 8.1.7, following, does not apply.

(AT)

F. At the IC's request, the Telephone Company will make a reasonable effort to recover recorded IC message detail previously made available to the IC and make it available again for the IC. The charge as set forth in Paragraph 8.1.7, following, will apply for all such detail provided. When the IC message details are data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis. Such a request must be made within 30 days from the date the details were initially made available to the IC.

8.1.3 Liability of the Telephone Company

Notwithstanding Section 2, Paragraph 2.1.3, preceding, the Telephone Company's liability for Recording Service is as follows:

CANCELLED

JAN 1 1988

BY *2nd R.S.#3*

Public Service Commission  
MISSOURI

Issued:

Effective: MAY 20 1985

APR 19 1985

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

FILED  
MAY 20 1985  
Public Service Commission



No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 3

ACCESS SERVICES

DEC 2 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)

Public Service Commission

8.1.2 Undertaking of the Telephone Company-(Continued)

E. At the request of an IC, magnetic tapes containing the recorded IC message details will be provided to the IC as part of Recording Service. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Unless specified otherwise by the IC, the magnetic tapes will be sent to the IC via first-class U.S. Mail Service. However, the IC may pick up the magnetic tapes at a location designated by the Telephone Company or request that the detail on the magnetic tapes or in a data file be data-transmitted to the IC. When the IC message details are data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis. When the IC does not wish to receive the recorded IC message details, and the Telephone Company receives notice from the IC at least two weeks prior to the date the details would be sent to the IC, the charge as set forth in Paragraph 8.1.7, following, does not apply.

F. At the IC's request, the Telephone Company will make a reasonable effort to recover recorded IC message detail previously made available to the IC and make it available again for the IC. The charge as set forth in Paragraph 8.1.7, following, will apply for all such detail provided. When the IC message details are data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis. Such a request must be made within 30 days from the date the details were initially made available to the IC.

8.1.3 Liability of the Telephone Company

Notwithstanding Section 2, Paragraph 2.1.3, preceding, the Telephone Company's liability for Recording Service is as follows:

**CANCELLED**

MAY 20 1985  
BY Lat RS 3  
PUBLIC SERVICE COMMISSION  
OF MISSOURI

FILED  
JAN 1 1984  
83 - 253

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
4th Revised Sheet 4  
Replacing 3rd Revised Sheet 4

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.4 Billing Information Service

Billing Information Service is the provision of information to the IC from Telephone Company record systems labeled as Customer Records Information System (CRIS) and Customer Name and Address Bureau (CNA).

8.4.1 Rates and Charges

Rates and charges for Billing Information Service for all contract lengths up through five (5) years are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

	<u>1 Year Rate</u>	<u>More Than 1 Yr. Rate</u>
Program Development Charge Per Hour	\$60.0000	ICB
Data Transmission Sent or Received Per Record Using CMDS Network	0.0030	
Data Transmission Sent or Received Per Record Using Customer Provided Network	0.0010	
Clerical Staff Utilization Per Hour	45.0000	
CPU Utilization Per Hour	850.0000	
Standard SWBT CRIS Billing Information Per Record	0.0006	
CNA Information Per Request	1.5000	
CNA Info Written Confirmation Per Request	0.7500	
Overnight Delivery of Mag Tape	90.0000	
(AT) Billing Name and Address (BNA), per request (CR)	8000	
(RT) (DR)		ICB

8.5 Account Maintenance

Account Maintenance is the provision of customer information to update the IC's data base, for example, billing name and address changes, number changes, etc.

8.5.1 Rates and Charges

Rates and charges will be determined on an Individual Case Basis (ICB).

8.6 Liability of the Telephone Company

If detailed information required to provide Billing and Collection Service is not available because the Telephone Company lost or damaged records or tapes or incurred system outages, the Telephone Company will attempt to

Issued: December 20, 1994 Effective: January 20, 1995

By HORACE WILKINS, JR., President-Missouri

Southwestern Bell Telephone  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
3rd Revised Sheet 4  
Replacing 2nd Revised Sheet 4

ACCESS SERVICES

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8. BILLING AND COLLECTION SERVICES--(Continued)

MAY 10 1994

8.4 Billing Information Service

MISSOURI  
Public Service Commission

Billing Information Service is the provision of information to the IC from Telephone Company record systems labeled as Customer Records Information System (CRIS) and Customer Name and Address Bureau (CNA).

8.4.1 Rates and Charges

Rates and charges for Billing Information Service for all contract lengths up through five (5) years are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

(AT)	1 Year	More Than
(AT)	<u>Rate</u>	<u>1 Yr. Rate</u>
Program Development Charge Per Hour	\$60.0000	(NR) ICB
Data Transmission Sent or Received Per Record Using CMDS Network	0.0030	
Data Transmission Sent or Received Per Record Using Customer Provided Network	0.0010	
Clerical Staff Utilization Per Hour	45.0000	
CPU Utilization Per Hour	850.0000	
Standard SWBT CRIS Billing Information Per Record	0.0000	
CNA Information Per Request	1.3000	
CNA Info Written Confirmation Per Request	0.7500	
Overnight Delivery of Mag Tape	90.0000	
Billing Name and Address		
- mechanized, per request	0.3000	
- mechanical, per request	1.0000	(NR) ICB

**CANCELLED**  
JAN 20 1995  
BY 4th R.S. # 4  
Public Service Commission  
MISSOURI

8.5 Account Maintenance

Account Maintenance is the provision of customer information to update the IC's data base, for example, billing name and address changes, number changes, etc.

8.5.1 Rates and Charges

Rates and charges will be determined on an Individual Case Basis (ICB).

8.6 Liability of the Telephone Company

If detailed information required to provide Billing and Collection Service is not available because the Telephone Company lost or damaged records or tapes or incurred system outages, the Telephone Company will attempt to

**FILED**

Issued: **MAY 11 1994**

Effective: ~~JUN 11 1994~~ **JUL 14 1994**

By M. H. SCHULTEIS, Division Manager-Regulatory & Industry Relations  
Southwestern Bell Telephone Company  
St. Louis, Missouri

MISSOURI  
Public Service Commission

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
2nd Revised Sheet 4  
Replacing 1st Revised Sheet 4

ACCESS SERVICES

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JAN 25 1989

8. BILLING AND COLLECTION SERVICES--(Continued)

8.4 Billing Information Service

Billing Information Service is the provision of information to the IC from Telephone Company record systems labeled as Customer Records Information System (CRIS) and Customer Name and Address Bureau (CNA).

MISSOURI  
Public Service Commission

8.4.1 Rates and Charges

Rates and charges for Billing Information Service for all contract lengths up through five (5) years are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

	<u>Rate</u>
Program Development Charge Per Hour	\$60.0000
Data Transmission Sent or Received Per Record Using CMDS Network	0.0030
Data Transmission Sent or Received Per Record Using Customer Provided Network	0.0010
Clerical Staff Utilization Per Hour	45.0000
CPU Utilization Per Hour	850.0000
Standard SWBT CRIS Billing Information Per Record	0.0006
CNA Information Per Request	1.5000
CNA Info Written Confirmation Per Request	0.7500
Overnight Delivery of Mag Tape	90.0000
Billing Name and Address	
- mechanized, per request	0.3000
- mechanical, per request	1.0000

CANCELLED

JUL 14 1994  
BY *2nd R.S. #4*  
Public Service Commission  
MISSOURI

(NR)  
|  
(NR)

8.5 Account Maintenance

Account Maintenance is the provision of customer information to update the IC's data base, for example, billing name and address changes, number changes, etc.

8.5.1 Rates and Charges

Rates and charges will be determined on an Individual Case Basis (ICB).

8.6 Liability of the Telephone Company

If detailed information required to provide Billing and Collection Service is not available because the Telephone Company lost or damaged records or tapes or incurred system outages, the Telephone Company will attempt to

FILED

Issued: JAN 27 1989

Effective: FEB 26 1989

FEB 26 1989

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company Public Service Commission  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 4  
Replacing Original Sheet 4

(CP) ACCESS SERVICES

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8. BILLING AND COLLECTION SERVICES--(Continued)

NOV 24 1987

8.4 Billing Information Service

**MISSOURI  
Public Service Commission**

Billing Information Service is the provision of information to the IC from Telephone Company record systems labeled as Customer Records Information System (CRIS) and Customer Name and Address Bureau (CNA).

8.4.1 Rates and Charges

Rates and charges for Billing Information Service for all contract lengths up through five (5) years are listed below. For rate elements charged on an hourly basis, the charges are doubled if performed on an overtime basis.

		<u>Rate</u>
Program Development Charge Per Hour	(CR)	\$60.0000
Data Transmission Sent or Received Per Record Using CMDS Network	(NR)	0.0030
Data Transmission Sent or Received Per Record Using Customer Provided Network	(NR)	0.0010
Clerical Staff Utilization Per Hour		45.0000
CPU Utilization Per Hour	(NR)	850.0000
Standard SWBT CRIS Billing Information Per Record	(CR)	0.0006
CNA Information Per Request		1.5000
CNA Info Written Confirmation Per Request	(CR)	.0.7500
Overnight Delivery of Mag Tape	(NR)	90.0000

**CANCELLED**

FEB 26 1989

BY 2<sup>nd</sup> R.S.#4

**Public Service Commission**

8.5 Account Maintenance

Account Maintenance is the provision of customer information to the IC's data base, for example, billing name and address changes, number changes, etc.

8.5.1 Rates and Charges

Rates and charges will be determined on an Individual Case Basis (ICB).

8.6 Liability of the Telephone Company

If detailed information required to provide Billing and Collection Service is not available because the Telephone Company lost or damaged records or tapes or incurred system outages, the Telephone Company will attempt to

**FILED**

Issued: DEC 1 1987

Effective: JAN 1 1988

JAN 1 1988

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

87-95  
**Public Service Commission**

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 4

ACCESS SERVICES

DEC 20 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

Public Service Commission

8.1 Recording Service-(Continued)

8.1.3 Liability of the Telephone Company-(Continued)

- A. If IC message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost IC messages and associated revenue based on previously known values. This estimated IC message volume will be included along with the IC message detail provided to the IC and/or provided for Message Processing Service. In such events, the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the IC amounts due to account for the unbillable revenue.
- B. When the Telephone Company is notified that, due to error or omission, incomplete data have been provided to an IC, the Telephone Company will make a reasonable effort to locate and/or recover the data and provide new magnetic tapes to the IC at no additional charge. Such request to recover the data must be made within 30 days from the date the details were initially made available to the IC. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in Paragraph 8.1.3, A., preceding.
- C. In the absence of willful misconduct, no liability for damages to the IC or other person or entity other than that as set forth in Paragraphs 8.1.3, A. and B., preceding, shall attach to the Telephone Company for its action or the conduct of its employees in providing Recording Service.

**CANCELLED**

8.1.4 Obligations of the IC

- A. The IC shall order Recording Service under a Special Order for each state where the service is desired.

JAN 1 1988  
BY Lat R.S. #4

The IC shall order Recording Service at least one month prior to the date when the IC message detail is to be recorded.

Public Service Commission  
MISSOURI

- B. The IC shall order provision of recorded IC message detail at least one month prior to the date when it wishes to receive the recorded message detail. However, the IC may wish to receive magnetic tapes of the recorded detail or have the recorded detail data-transmitted to an IC location at some times and not at others. Therefore, change in the provision of recorded IC message detail to the IC will be accommodated provided the IC gives two weeks' advance written notification to the Telephone Company.

JAN 1 1988  
83-258

Public Service Commission

Issued: DEC 29 1983

Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
2nd Revised Sheet 5  
Replacing 1st Revised Sheet 5

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.6 Liability of the Telephone Company-(Continued)

recover the lost IC detail or will estimate the lost volume of messages. In such events, the extent of the Telephone Company's liability for damages shall be limited as provided in the contract between the Telephone Company and the IC.

When the Telephone Company is notified that, due to its error or omission, incomplete detail has been provided to an IC, the Telephone Company will make every reasonable effort to recover the detail at no additional charge to the IC. Such requests to recover the detail must be made within 30 days from the date the details were initially made available to the IC. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as provided in the contract.

In the absence of willful misconduct, no liability for damages to the IC or other person or entity other than that set forth in the preceding paragraphs, shall attach to the Telephone Company for its actions or the conduct of its employees in providing Billing and Collection Services.

Any additional provisions limiting the liability of the Telephone Company shall be provided for in the contract.

8.7 General Regulations

Each Billing and Collection Services contract signed by an IC will specify the specific Rates and Regulations, as well as appropriate methods, practices and procedures that will apply to the IC. Major changes to the service arrangement made by the customer will require review by the Telephone Company and may result in changes of rates or provisions in the contract and may require regulatory approval.

At the conclusion of the contract, the customer must elect one of the following options:

- Renew the contract at the terms, conditions and rates that are tariffed or otherwise available at the time.
- Discontinue the service.

(AT) When the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be determined on an Individual Case Basis (ICB). Such charges will be made available to similarly situated customers on a nondiscriminatory basis. ICB Rates will be structured to recover the Company's cost of providing the services. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission upon request on a proprietary basis.

Issued: May 11, 1994

Effective: July 14, 1994

By M. H. SCHULTEIS, Division Manager-Regulatory & Industry Relations  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 5  
Replacing Original Sheet 5

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8. BILLING AND COLLECTION SERVICES--(Continued)

NOV 24 1987

8.6 Liability of the Telephone Company--(Continued)

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**Public Service Commission**

recover the lost IC detail or will estimate the lost value of the detail. In such events, the extent of the Telephone Company's liability for damages shall be limited as provided in the contract between the Telephone Company and the IC.

When the Telephone Company is notified that, due to its error or omission, incomplete detail has been provided to an IC, the Telephone Company will make every reasonable effort to recover the detail at no additional charge to the IC. Such requests to recover the detail must be made within 30 days from the date the details were initially made available to the IC. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as provided in the contract.

In the absence of willful misconduct, no liability for damages to the IC or other person or entity other than that set forth in the preceding paragraphs, shall attach to the Telephone Company for its actions or the conduct of its employees in providing Billing and Collection Services.

Any additional provisions limiting the liability of the Telephone Company shall be provided for in the contract.

8.7 General Regulations

Each Billing and Collection Services contract signed by an IC will specify the specific Rates and Regulations, as well as appropriate methods, practices and procedures that will apply to the IC. Major changes to the service arrangement made by the customer will require review by the Telephone Company and may result in changes of rates or provisions in the contract and may require regulatory approval.

At the conclusion of the contract, the customer must elect one of the following options:

- Renew the contract at the terms, conditions and rates that are tariffed or otherwise available at the time.
- Discontinue the service.

**CANCELLED**

**FILED**

JUL 14 1994  
BY 2nd R.S. #5  
Public Service Commission  
MISSOURI  
Public Service Commission  
JAN 1 1988  
87-95  
Public Service Commission

Issued: DEC 1 1987

Effective: JAN 1 1988

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri



No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 5

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 29 1983

8.1 Recording Service-(Continued)

8.1.4 Obligations of the IC-(Continued)

Public Service Commission

C. The IC's terminal location shall provide such signals as may be required for the proper operation of the Telephone Company's automatic message accounting equipment used to perform the detail recordings.

8.1.5 Payment Arrangements and Audit Provision

A. Audit Provision

Upon reasonable written notice by the IC to the Telephone Company, the IC shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the recording of messages for which amounts may be payable to the IC. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

All information received or reviewed by the IC or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

**CANCELLED**

JAN 1 1988  
BY lat R.S. #5  
Public Service Commission  
MISSOURI

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JAN - 1 1988  
83 - 253  
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Effective: JAN 01 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
1st Revised Sheet 6  
Replacing Original Sheet 6  
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Original Sheet 20.01  
Original Sheet 20.02  
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1st Revised Sheet 31  
1st Revised Sheet 32  
1st Revised Sheet 33  
1st Revised Sheet 34  
1st Revised Sheet 35  
Original Sheet 36  
1st Revised Sheet 37  
Original Sheet 37.01  
1st Revised Sheet 38  
Original Sheet 39  
Original Sheet 40  
2nd Revised Sheet 41  
Original Sheet 41.01  
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Original Sheet 43  
Original Sheet 44  
Original Sheet 45  
Original Sheet 46  
Original Sheet 47  
Original Sheet 48  
Original Sheet 49  
Original Sheet 50  
Original Sheet 51

Issued: December 1, 1987 Effective: January 1, 1988

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 6

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 29 1983

8.1 Recording Service-(Continued)

8.1.5 Payment Arrangements and Audit Provision-(Continued) Public Service Commission

B. Minimum Period and Minimum Monthly Charge

The minimum period for which Recording Service is provided and for which charges apply is one month for each state in which the service is ordered.

The minimum monthly charges are the charges for IC messages recorded, IC message assembled and edited (except when Message Processing Service is ordered for the same monthly period) and when ordered by the IC, provision of the IC message detail on magnetic tape or data file. If the service is cancelled or discontinued prior to entering the detail on a magnetic tape or data file, the minimum monthly charge will be the charge for all IC messages recorded, assembled and edited for a 30-day period. The Telephone Company will use the most recent 30-day period for which data is available to determine the minimum charge.

C. Cancellation of a Special Order

An IC may cancel a Special Order for Recording Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within ten days. The service date for Recording Service is the date the IC requests the recordings to start.

**CANCELLED**

When an IC cancels a Special Order for Recording Service after the order date but prior to the start of service, the minimum monthly charges will apply.

BY Let. R.S. #6

D. Changes to Special Orders Public Service Commission  
**MISSOURI**

When an IC requests changes to a pending Special Order for Recording Service, the pending Special Order will be cancelled, and the requested changes will be undertaken if they can be accommodated by the Telephone Company under a new Special Order. All cancellation charges as set forth in Paragraph 8.1.5, C., preceding, will apply for the cancelled Special Order.

JAN 1 1984

83 - 253

Public Service Commission

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Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No Supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
 Section 8  
 2nd Revised Sheet 7  
 Replacing 1st Revised Sheet 7  
 Original Sheet 52  
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 1st Revised Sheet 83  
 Original Sheet 84  
 1st Revised Sheet 85  
 1st Revised Sheet 86  
 Original Sheet 87

Issued: December 1, 1987

Effective: January 1, 1988

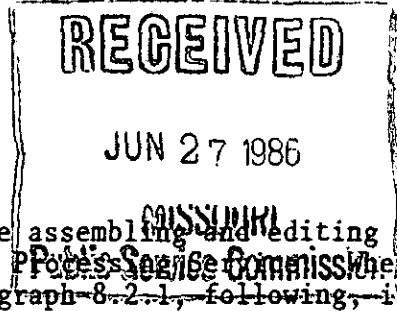
By R. D. BARRON, President-Missouri Division  
 Southwestern Bell Telephone Company  
 St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 7  
Replacing Original Sheet 7

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)



8.1 Recording Service-(Continued)

8.1.6 Rate Regulations

- A. For each message recorded, the recording and the assembling and editing charges apply except when the IC orders Message Processing Service as set forth in Paragraph 8.2.1, following, is ordered for the same state and month that Recording Service is ordered, the assembling and editing charge does not apply per IC message.

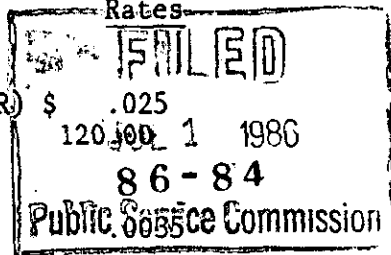
The charges for recording and for assembly and editing apply per message recorded and per message assembled and edited whether or not the IC's schedule of rates specifies billing on a per-message basis or any other basis.

- B. The per-Special-Order Charge applies for each Special Order accepted by the Telephone Company for Recording Service.
- C. When message detail, with or without sorting and/or name and address information is entered on a data file or magnetic tape for provision of message detail to an IC, the per-tape charge applies for each data file or magnetic tape prepared, and the per-record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process information and load the magnetic tapes or data file, whichever number of records is higher.

8.1.7 Rates and Charges **CANCELLED**

The rates and charges are: JAN 1 1988

	BY <u>and R.S.#7</u>	USOC
	Public Service Commission	
Recording,	MISSOURI	
per IC message . . . . .	BARR+	(CR) \$ .025
per Special Order. . . . .	BARR+	120.00 1 1986
		86-84
Assembling and Editing,		Public Service Commission
per IC message(1). . . . .	BARA+	



(1) Not applicable when Message Processing Service as set forth in Paragraph 8.2.1, following, is provided to the IC, except as set forth in Paragraphs 8.2.1, B.1.c. and B.2.d., following.

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Effective: JUL 1 1986

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 7

ACCESS SERVICES

DEC 29 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

Public Service Commission

8.1 Recording Service-(Continued)

8.1.6 Rate Regulations

A. For each message recorded, the recording and the assembling and editing charges apply except when the IC orders Message Processing Service. When Message Processing Service as set forth in Paragraph 8.2.1, following, is ordered for the same state and month that Recording Service is ordered, the assembling and editing charge does not apply per IC message.

The charges for recording and for assembly and editing apply per message recorded and per message assembled and edited whether or not the IC's schedule of rates specifies billing on a per-message basis or any other basis.

B. The per-Special-Order Charge applies for each Special Order accepted by the Telephone Company for Recording Service.

C. When message detail is entered on a data file or magnetic tape for provision of message detail to an IC, the per-tape charge applies for each data file or magnetic tape prepared, and the per-record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process information and load the magnetic tapes or data file, whichever number of records is higher.

8.1.7 Rates and Charges

CANCELLED

The rates and charges are JUL 1 1986

Recording,	
per IC message . . . . .	
per Special Order. . . . .	
Assembling and Editing,	
per IC message(1). . . . .	

BY RS.#7  
PUBLIC SERVICE COMMISSION  
OF MISSOURI

USOC	Rates
BARR+	JAN - 1 1984
BARR+	\$ .007
	8130-253
BARA+	.0035

(1) Not applicable when Message Processing Service as set forth in Paragraph 8.2.1, following, is provided to the IC, except as set forth in Paragraphs 8.2.1, B.1.c. and B.2.d., following.

Issued: DEC 29 1983 Effective: JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

ACCESS SERVICES

Access Services Tariff  
Section 8  
1st Revised Sheet 8  
Replacing Original Sheet 8

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APR 15 1985  
MISSOURI  
Public Service Commission

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)

8.1.7 Rates and Charges-(Continued)

The rates and charges are:-(Continued)

Provision of Message Detail,  
per record processed . . . . .  
per tape or data file. . . . .

Data Transmission to an IC Location,  
per record transmitted . . . . .

Other transmission to a customer location,  
per tape or data file. . . . .

FID  
PRMD

\$ .0035  
58.00

BOD DT

ICB rates  
and charges  
apply.

ICB rates  
and charges  
apply.

CANCELLED  
JAN 1 1988  
BY 1ST P56  
Public Service Commission  
MISSOURI

(NR)

8.2 Billing Service

At the request of an IC, the Telephone Company with reasonable notice and reasonable effort will provide Billing Service.

The Telephone Company will provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its state operating territory when the Telephone Company supplies the input records at the IC's request. When the IC supplies the input records, the Telephone Company will process the input records supplied by the IC as set forth in Paragraphs 8.2.1 and 8.2.2, following.

The Telephone Company will provide two types of Billing Service: (1) Message Billing Service as set forth in Paragraph 8.2.1 and (2) Private Line Billing Service as set forth in Paragraph 8.2.2, following.

The Telephone Company will provide Bill Processing Service, Private Line Billing Service only on the condition that it purchase the accounts receivable, if any, from the IC as set forth in Paragraph 8.2.3, following.

The Telephone Company will not render bills under this Tariff for the provision and/or delivery of telegrams, flowers, gifts, wine or other like services that an IC offers.

8.2.1 Message Billing Service

Message Billing Service consists of Message Processing Service and Bill Processing Service. An IC may order Message Processing Service or Bill Processing Service or both services.

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Effective: MAY 20 1985

APR 19 1985

By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

FILED  
MAY 20 1985  
Public Service Commission

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 8

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.1 Recording Service-(Continued)

8.1.7 Rates and Charges-(Continued)

The rates and charges are:-(Continued)

FID	Rates
PRMD	\$ .0035
	58.00
BOD DT	ICB rates and charges apply

Provision of Message Detail,  
per record processed . . . . .  
per tape or date file. . . . .

Data Transmission to an IC Location,  
per record transmitted . . . . .

**CANCELLED**  
MAY 20 1985  
BY lot RS 8  
PUBLIC SERVICE COMMISSION  
OF MISSOURI

8.2 Billing Service

At the request of an IC, the Telephone Company with reasonable notice and reasonable effort will provide Billing Service.

The Telephone Company will provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its state operating territory when the Telephone Company supplies the input records at the IC's request. When the IC supplies the input records, the Telephone Company will process the input records supplied by the IC as set forth in Paragraphs 8.2.1 and 8.2.2, following.

The Telephone Company will provide two types of Billing Service: (1) Message Billing Service as set forth in Paragraph 8.2.1 and (2) Private Line Billing Service as set forth in Paragraph 8.2.2, following.

The Telephone Company will provide Bill Processing Service, Private Line Billing Service only on the condition that it purchase the accounts receivable, if any, from the IC as set forth in Paragraph 8.2.3, following.

The Telephone Company will not render bills under this Tariff for the provision and/or delivery of telegrams, flowers, gifts, wine or other like services that an IC offers.

8.2.1 Message Billing Service

Message Billing Service consists of Message Processing Service and Bill Processing Service. An IC may order Message Processing Service or Bill Processing Service or both services.

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83 - 253

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Southwestern Bell Telephone Company  
St. Louis, Missouri



No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 9

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

A. General Description

1. Message Processing Service

Message Processing Service is the transforming of the recorded IC call details into rated messages in preparation for billing. Message Processing Service includes initial data entry and rating of messages.

Initial data entry is the assembly of recorded IC call details into IC messages. This function includes editing and verification of recorded details to assure that the data required for rating are present.

Rating of IC messages is the computing of applicable charges for each IC message based on the IC-provided schedule of rates. Rating also includes the preparation of IC message detail for input to Bill Processing Service, the IC or other entities.

Further, rating is always performed and editing may be performed coincident with the implementation of a change in the IC's schedule of rates.

2. Bill Processing Service

Bill Processing Service is the preparation of bills for message-billed service and bulk-billed service, mailing of statements of the amounts due for service received from the IC and the collection of the deposits and monies due from the End Users. Bill Processing Service includes message-billed (when necessary) and bulk-billed account establishment, posting of rated messages and rate elements, rendering of bills, collection of deposits, receiving payments, maintenance of accounts, treatment of accounts, message investigation and inquiry (when ordered by the IC).

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BY 1st R56

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 10

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

A. General Description-(Continued)

2. Bill Processing Service-(Continued)

Bulk-billed service is a billing service for an End User's account with a Dedicated Access Line (DAL) Service to the End User's premises where individual IC messages are not posted to the account and are not listed on the bill rendered to the End User.

Message-billed service is a billing service for an End User's account with an End User's common line where individual IC messages are posted to the account and are listed on the bill rendered to the End User. Message-billed service is also a billing service for an IC credit card End User's account without an End User's common line or Dedicated Access Line Service where individual messages or groups of messages are posted to the account and listed on the bill rendered to the End User.

Account establishment is the preparation of an IC End User's record so that a bill can be sent to that End User.

Posting of rated messages is the processing for billing of rated messages. Posting also is the examination and identification of all the rateable elements specified by the IC to be billed to an End User. Application of appropriate IC rates and charges to all such rate elements is also included when requested by the IC. The rating may be performed by the Telephone Company, another entity or the IC. Editing and rating of rate elements is performed when IC services are established or changed. Rating is always performed and editing may be performed coincident with the implementation of a change in the IC's schedule of rates.

**CANCELLED**

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MISSOURI

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 11

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 20 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

A. General Description-(Continued)

2. Bill Processing Service-(Continued)

Rendering of bills is the preparation and mailing of statements of the deposits and amounts due from the End User for IC message-billed and bulk-billed services. These statements may, at the Telephone Company's choice, be included as part of the regular monthly bill for Local Telephone Exchange Service mailed to the End User.

Receiving payment and maintenance of accounts is the collecting of monies from End Users for services furnished by the IC and maintenance of records of all transactions.

Treatment of accounts is the forwarding of notices of delinquent or unpaid End User's accounts, posting of credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's services and/or Local Telephone Exchange Services to an End User. Where Local Telephone Exchange Service access is denied, access to IC service will also be denied.

Message investigation is that activity undertaken by the Telephone Company to secure, or attempt to secure, proper billing information for IC messages.

Inquiry is the answering of End User's questions about charges billed for IC services and application of credits and adjustments to End User's accounts and review of IC messages removed from an End User's bill.

**CANCELLED**

JAN 1 1988

BY KA ASG

Public Service Commission  
MISSOURI

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 12

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company

1. Message Processing Service

- a. When Message Processing is ordered by an IC, the Telephone Company will process all of the IC messages it possesses in a state as set forth in Paragraph 8.2.1, B.1.b.through 1., following, at rates and charges set forth in Paragraph 8.2.1, G., following.
- b. The Telephone Company will provide Message Processing Service only for IC messages originating or recorded within the operating territory of the Telephone Company. The IC messages which the Telephone Company will process may be IC messages from Recording Service as set forth in Paragraph 8.1, preceding, or at the direction of the IC, other IC messages which are chargeable in accordance with the rate schedule furnished by the IC. Any sent-paid coin IC messages provided as input by the IC will be processed unless the IC specifies in writing that such IC messages are not to be processed. When such IC messages are processed, message processing charges will apply. When such messages are not processed, they will not be included in any IC message detail provided to the IC.
- c. A record of IC call details is required to provide Message Processing Service. Where an IC subscribes to Recording Service as set forth in Paragraph 8.1, preceding, those recorded details may be used as the input. Where the IC provides the call details, the records must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. The charges as set forth in Paragraph 8.2.1, G.12., following, will apply if the IC data transmits its call details to the Telephone Company. If the IC-provided records must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charges as set forth in Paragraph 8.1.7, preceding, applies in addition to all other charges for all such details converted by the Telephone Company. The

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By R. D. BARRON, President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

83-253

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 13

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

1. Message Processing Service-(Continued)

c. (Continued)

Telephone Company will provide to the IC the precise details of the required standard format. If, in the course of Telephone Company business, it is necessary to change the standard format, the Telephone Company will provide notification to the involved IC's six months prior to the change. If the IC requests the IC-provided call details be reprocessed by the Telephone Company because of an IC error, the Telephone Company will reprocess the IC-provided call details and the appropriate charges as set forth in Paragraph 8.2.1, G., following, will apply.

- d. The Telephone Company will develop the IC's schedule of rates into a rating program. Program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs.
- e. Upon acceptance by the Telephone Company of a Special order for Message Processing Service from an IC, the Telephone Company will determine the period of time to implement such service on an individual-order basis.
- f. Changes in the rate levels of IC charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the IC requesting such changes. Such changes will require modifications of the rating program. Program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary program changes. If any IC message detail must be reprocessed in order to apply the rate changes, the appropriate message-processing charges as set forth in Paragraphs 8.2.1, G.1 and 2., following, apply for all IC messages reprocessed.

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Public Service Commission  
MISSOURI

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 14

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

1. Message Processing Service-(Continued)

- g. Changes in the rate structure for IC services to be billed also require a change in the rating program. When the Telephone Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual-order basis. Program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary program changes. If any IC message detail must be reprocessed in order to apply the rate structure changes, the appropriate message processing charges as set forth in Paragraphs 8.2.1, G.1. and 2., following, apply for all IC messages reprocessed.
- h. Where the Telephone Company has rated IC messages which are to be billed to an End User by another exchange telephone company, the Telephone Company will enter the IC messages on a magnetic tape or data file which can be used for data transmission of the details. When the IC has so arranged with an involved exchange telephone company, the Telephone Company will transmit the rated IC message details to such other exchange telephone companies for billing to End Users in their operating territories. When the IC does not have billing arrangements with an exchange telephone company, rated IC messages for such an exchange telephone company will be delivered to the IC. The charges as set forth in Paragraph 8.2.1, G.4., following, apply to rated IC messages that are data-transmitted to the other exchange telephone companies. The charges as set forth in Paragraph 8.2.1, G.5., following, apply to rated IC messages that are delivered to the IC. When the IC message details are data-transmitted to the IC location, the data transmission charges will be determined on an individual-case basis. Program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs.

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Public Service Commission

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Public Service Commission  
Missouri  
JAN 0 1 1984

By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 15

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

1. Message Processing Service-(Continued)

- i. Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the IC, keep such records as may be required to make any adjustments to the End Users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual-case basis.
- j. The Telephone Company will, upon request, provide the IC the rated IC message detail.

The rated IC message detail will be provided on a request-by-request basis in a format similar to that used by the Telephone Company as input to Bill Processing Service. All rated IC message detail available to the Telephone Company will be provided to the IC. The rated IC message detail will not be sorted to furnish detail by specific End Users, groups of End Users, by office or by location.

The Telephone Company will provide the IC detail on a magnetic tape. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs. When a magnetic tape is provided, the charges as set forth in Paragraph 8.2.1, G.5., following, will apply.

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BY LSA AS6  
Public Service Commission  
MISSOURI

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 16  
Replacing Original Sheet 16

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

1. Message Processing Service-(Continued)

j. (Continued)

Unless specified otherwise by the IC, the magnetic tapes will be sent to the IC using first-class U.S. Mail Service. However, the IC may pick up the magnetic tapes at a location designated by the Telephone Company or request the information on the magnetic tapes be data-transmitted to the IC. When the information is data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis. When the customer requests other means of transmission such as air express, the charges will be determined on an individual-case basis.

(AT)

k. If the IC makes a request within 30 days of the date the IC details were initially made available to the IC, the Telephone Company will make every reasonable effort to recover the IC detail and make it available again to the IC and the charges as set forth in Paragraph 8.2.1G.5., will apply for all such IC detail provided. When the IC details are data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis.

l. IC messages which the Telephone Company processes that cannot be rated in accordance with the IC rate schedule will be reviewed by Telephone Company message investigation groups. Upon completion of the review, rated IC messages will be delivered to the IC when the IC orders such service or to Bill Processing Service when the IC orders such service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the IC. At the request of the IC, the unrated IC messages will be reviewed for unauthorized use of the IC service by Telephone Company message investigation groups for a period of up to 90 days after the IC message was processed. The appropriate charges as set forth in Paragraph 8.2.1G.5., following, or Paragraphs 8.2.1G.7. and 8., following, will apply.

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JAN 1 1988

BY LSA AS 6  
Public Service Commission

MAY 20 1985

Issued:

APR 19 1985

By R. D. BARRON, President - Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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MAY 20 1985  
Public Service Commission



No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 16

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

1. Message Processing Service-(Continued)

j. (Continued)

Unless specified otherwise by the IC, the magnetic tapes will be sent to the IC using first-class U.S. Mail Service. However, the IC may pick up the magnetic tapes at a location designated by the Telephone Company or request the information on the magnetic tapes be data-transmitted to the IC. When the information is data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis.

k. If the IC makes a request within 30 days of the date the IC details were initially made available to the IC, the Telephone Company will make every reasonable effort to recover the IC detail and make it available again to the IC and the charges as set forth in Paragraph 8.2.1, G.5., will apply for all such IC detail provided. When the IC details are data-transmitted to an IC location, the data transmission charges will be determined on an individual-case basis.

1. IC messages which the Telephone Company processes that cannot be rated in accordance with the IC rate schedule will be reviewed by Telephone Company message investigation groups. Upon completion of the review, rated IC messages will be delivered to the IC when the IC orders such service or to Bill Processing Service when the IC orders such service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the IC. At the request of the IC, the unrated IC messages will be reviewed for unauthorized use of the IC service by Telephone Company message investigation groups for a period of up to 90 days after the IC message was processed. The appropriate charges as set forth in Paragraph 8.2.1, G.5., following, or Paragraphs 8.2.1, G.7. and 8., following, will apply.

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 17

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service

- a. When Bill Processing Service is ordered by an IC, the Telephone Company will establish and maintain End User's accounts and prepare and render bills for all IC messages, bulk-billed messages and related rate elements it possesses for a state as set forth in Paragraphs 8.2.1, B.2.b. through m., following, at rates and charges as set forth in Paragraph 8.2.1, G., following. The Telephone Company will not establish an End User's account with any IC balance due.

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the End User for the IC service. The Telephone Company will, when necessary, in accordance with the Telephone Company deposit regulations, determine and collect the service deposit for new or established End User's accounts or for established accounts when the first message is posted to the End User's account. The Telephone Company will, when necessary, in accordance with the Telephone Company deposit regulations, maintain a service deposit balance for each End User's account. Service Deposits will not be maintained by individual IC accounts, but will be maintained for the End User's account in general. The Telephone Company will provide the IC a copy of its deposit regulations upon request from the IC.

- b. The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to End User's accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated IC messages into a message-billed group and a bulk-billed group for application of rates as set forth in Paragraph 8.2.1, G., following.
- c. At the request of the IC, the Telephone Company will prepare and distribute IC credit cards by first-class U.S. Mail Service. The Telephone Company will assign the credit card number and will mark its records and files to show that an End User has been issued an IC credit card. The Telephone Company will specify the information it requires to issue a credit card and the format to be used by the

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

c. (Continued)

IC in furnishing such information. The charges as set forth in Paragraph 8.2.1, G.13., following, apply. Plastic-coated paper cards will be distributed unless the IC requests another type of card be provided. Charges to prepare and distribute other such cards will be developed on an individual-case basis. When it becomes necessary, as determined by the Telephone Company, to change the credit-card number or to discontinue the billing of credit-card calls to an End User's account because of nonpayment of charges or unauthorized use of Telephone Company and IC service offerings, the Telephone Company will notify the IC. The Telephone Company will provide the IC the credit-card number, associated End User's account name and billing address for the credit-card number change or billing discontinued. All charges for calls associated with such a discontinued credit card after the IC has been notified will become the responsibility of the IC. End User's questions concerning the issuing of IC credit cards will not be handled by the Telephone Company.

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d. Rated IC messages are required to provide Bill Processing Service. If the IC subscribes to Message Processing Service as set forth in Paragraph 8.2.1, B.1., preceding, the rated IC messages may be used as the input. If the IC provides the rated IC messages, those IC messages must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. The charges as set forth in Paragraph 8.2.1, G.12., following, apply if the IC data transmits its rated message data to the Telephone Company. Such IC-provided rated message data must identify the End User's account to be billed. If the IC-provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth Paragraph 8.2.2, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge as set forth in Paragraph 8.1.7, preceding, applies in addition to all other charges

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Access Services Tariff  
Section 8  
1st Revised Sheet 19  
Replacing Original Sheet 19

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

d. (Continued)

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for all such related IC messages converted by the Telephone Company. The Telephone Company will provide to the IC the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved IC's six months prior to the change. If the IC requests the IC-provided rated IC messages be reprocessed by the Telephone Company because of an IC error, the Telephone Company will reprocess the IC-provided rated IC messages, and the appropriate charges, as set forth in Paragraph 8.2.1, G., following, will apply

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e. For End User's accounts in its operating territory where the IC has ordered Bill Processing Service, the Telephone Company will bill all rated IC messages provided by the IC. The bill format will be determined by the Telephone Company. However, subject to availability of the necessary equipment, the IC may request up to five (5) lines of informational or promotional wording on each of the IC's End User bills based on written instructions provided by the IC. Program development charges, as set forth in 8.2.1, G., following, apply for the hours required to change, design, develop, test and maintain the necessary programs to include such lines in the bill format. In addition, charges for Bill Page Information, as set forth in 8.2.1, G., following, will also apply. Any informational or promotional wording submitted by an IC for inclusion on End User bills is subject to approval by the Telephone Company.

f. Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from an IC, the Telephone Company will determine the conditions and the period of time to implement such service on an individual-order basis. Program development charges as set forth in Paragraph 8.2.1, G., following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the IC services.

g. The Telephone Company will provide Bill Processing Service only on the condition that it purchase the accounts receivable from the IC as set forth in Paragraph 8.2.3, following.

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By R. D. BARRON, Director, Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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BY 137 ASB

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Access Services Tariff  
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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

d. (Continued)

for all such related IC messages converted by the Telephone Company. The Telephone Company will provide to the IC the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved IC's six months prior to the change. If the IC requests the IC-provided rated IC messages be reprocessed by the Telephone Company because of an IC error, the Telephone Company will reprocess the IC-provided rated IC messages, and the appropriate charges as set forth in Paragraph 8.2.1, G., following, will apply.

- e. For End User's accounts in its operating territory where the IC has ordered Bill Processing Service, the Telephone Company will bill all rated IC messages provided by the IC. The bill format will be determined by the Telephone Company.
- f. Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from an IC, the Telephone Company will determine the conditions and the period of time to implement such service on an individual-order basis. Program development charges as set forth in Paragraph 8.2.1, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the IC services.
- g. The Telephone Company will provide Bill Processing Service only on the condition that it purchase the accounts receivable from the IC as set forth in Paragraph 8.2.3, following.

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Access Services Tariff  
Section 8  
1st Revised Sheet 20  
Replacing Original Sheet 20

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

- h. The Telephone Company will not provide any information related to Bill Processing Service accounts under this Section of the Tariff. Bill Processing Services information may be obtained as set forth in Paragraph 8.4, following.
- i. The Telephone Company will, at the option of the IC, provide message-billed Bill Processing Service with or without inquiry and bulk-billed Bill Processing Service with or without inquiry. In addition, the Telephone Company will, at the option of the IC, investigate End User message bill charges. Such services will be provided as follows:

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(FC)

- (1) When the Telephone Company provides inquiry, the Telephone Company will be responsible for contacts and arrangements with the IC's End Users concerning the billing, collecting crediting and adjusting of the IC service charges, except prior IC balances due from End Users, in accordance with written instructions furnished by the IC. At the request of the IC, when the IC has ordered inquiry, the billed IC messages which are removed from an End User's bill in accordance with IC inquiry instructions will be reviewed for unauthorized use of IC service by Telephone Company message investigation groups for a period of up to ninety (90) days after the billed IC message has been removed from an End User's bill. For any billed IC messages removed from an End User's bill in accordance with IC inquiry instructions, the Telephone Company will make appropriate adjustments to the IC's accounts receivable. Inquiry will only be provided when the IC is provided Bill Processing Service at the same time for the same state operating area

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By R. D. BARRON, President-Missouri Division  
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St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 20

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

- h. The Telephone Company will not provide any information related to Bill Processing Service accounts under this Section of the Tariff. Bill Processing Services information may be obtained as set forth in Paragraph 8.4, following.
- i. The Telephone Company will, at the option of the IC, provide message-billed Bill Processing Service with or without inquiry and bulk-billed Bill Processing Service with or without inquiry. When the Telephone Company provides inquiry, the Telephone Company will be responsible for contacts and arrangements with the IC's End Users concerning the billing, collecting, crediting and adjusting of the IC service charges, except prior IC balances due from End Users, in accordance with written instructions furnished by the IC. At the request of the IC, when the IC has ordered inquiry, the billed IC messages which are removed from an End User's bill in accordance with IC inquiry instructions will be reviewed for unauthorized use of IC service by Telephone Company message investigation groups for a period of up to 90 days after the billed IC message has been removed from an End User's bill. For any billed IC messages removed from an End User's bill in accordance with IC inquiry instructions, the Telephone Company will make appropriate adjustments to the IC's accounts receivable. When the Telephone Company provides Bill Processing Service without inquiry, all contacts from IC End Users concerning the IC-billed amounts will be referred to the IC, and the Telephone Company will only be responsible for contacts with IC's End Users concerning the collection of IC service deposits and charges, except prior IC balances due from End Users. Inquiry will only be provided when the IC has ordered Bill Processing Service for the same state operating area.
- j. The Telephone Company will accept IC gift certificates for payment from End Users if the IC agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

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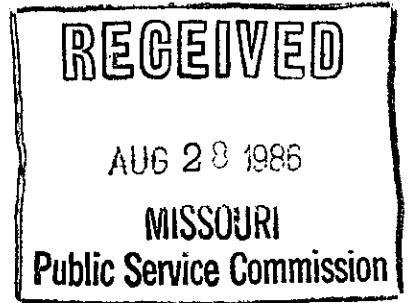
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Access Services Tariff  
Section 8  
Original Sheet 20.01



ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

i. (Continued)

(FC)

(2) When the Telephone Company provides Bill Processing Service without inquiry, all contacts from IC End Users concerning the IC-billed amounts will be referred to the IC, and the Telephone Company will only be responsible for contacts with IC's End Users concerning the collection of IC service deposits and charges, except prior IC balances due from End Users. Inquiry will only be provided when the IC has ordered Bill Processing Service for the same state operating area.

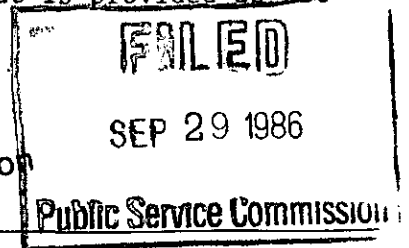
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(3) Investigation of End User message bill charges is a Telephone Company review of charges billed to an IC's End User which the IC proposes to remove from the End User bill or has removed from the End User bill. The review will be provided based on a written order from the IC. The review will include an investigation to determine the proper party to be billed for the IC designated messages.

Investigation also includes the review of a billed IC message removed from an End User bill at the IC's request for a period of up to ninety (90) days after the billed IC message has been removed from an End User's bill. The review is provided to identify suspected unauthorized use of the IC's service.

Investigation to determine if unauthorized use has occurred is not provided under this section, but is provided as set forth in 8.3 following.

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Section 8  
Original Sheet 20.02

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

i. (Continued)

(AT) (3) (Continued)

The Telephone Company will select the personnel to make the review, and the response will be provided by telephone to the IC. The rates as set forth in 8.2.1, G., following, will apply to each request received from the IC. If adjustments are to be made to the End User account, they will be made in accordance with the IC's order and the appropriate charges as set forth in 8.2.1, F., following, will apply.

(MT) j. The Telephone Company will accept IC gift certificates for payment from End Users if the IC agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

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Access Services Tariff  
Section 8  
Original Sheet 21

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

k. Rated IC messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges as set forth in Paragraphs 8.2.1, G.7. and 8., following, will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the IC. At the request of the IC, the rated IC messages which cannot be billed to an End User will be reviewed for unauthorized use of IC service by Telephone Company message investigation groups for a period of up to 90 days after the rated IC message was processed.

l. The Telephone Company will post rated IC messages to the appropriate End User's account when it identifies an IC message to be billed to an End User and will mark the appropriate End User's account when an IC credit card is issued to an End User. The Telephone Company will bill to an End User other IC message-billed service charges, such as provision of a credit card, issuing of a credit card, blocking of third-number billing, time and rate charges and subscription charges when it receives an order for such services from an IC. Other IC message-related charges, such as Directory Assistance and DIAL-IT charges, will be billed to the End User based on IC message data received from Message Processing Service or from the IC. The Telephone Company will make adjustments to End User's balances due to account for application of credits authorized by IC inquiry instructions and IC-furnished statements.

m. The Telephone Company will establish an End User's account for IC bulk-billed service when it receives an order from an IC to perform such activity for a specific End User and will bill IC bulk-billed charges to the End User. The Telephone Company will bill other IC bulk-billed rate elements, such as provision of a bulk-billed service access line, installation of an access line and provision of an access line extension when it receives an order for such services from an IC. Other IC message-related charges

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Access Services Tariff  
Section 8  
1st Revised Sheet 22  
Replacing Original Sheet 22

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

2. Bill Processing Service-(Continued)

m. (Continued)

for bulk-billed service, such as Directory Assistance and DIAL-IT charges, will be billed to the End User based on IC message data received from Message Processing Service or from the IC. The Telephone Company will make adjustments to End User's balances due to account for application of credits authorized by IC inquiry instructions and IC-furnished statements.

n. Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the IC, keep such records as may be required to make any adjustments to End Users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual-case basis.

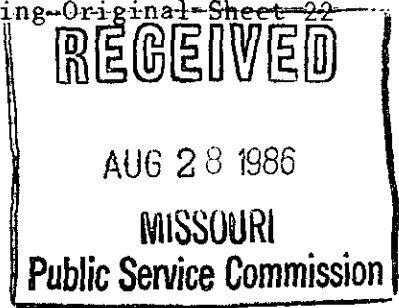
3. Message Billing Service Ordering

a. The Telephone Company will provide Message Billing Services under a Special Order. For all Message Billing Service establishment of or changes to End User's account data (including credit card data), establishment of or changes to End User's account rate elements, changes to End User's balances due and Bill Page Information, the Message Billing Service Special Order Charge as set forth in Paragraph 8.2.1, G., following, will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.

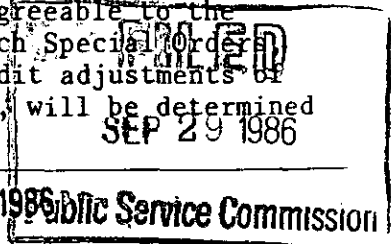
b. The Telephone Company will arrange with the IC to accept under a Special Order, End User's account information to establish and change End User's account data (including credit card data), establish and change an End User's account rate elements and change End User's balances due. The methods, procedures and manner in which the End User's account data and changes are forwarded to the Telephone Company must be agreeable to the Telephone Company. The charges to handle such Special Orders except Special Orders for application of credit adjustments of IC charges that change End User balances due, will be determined on an individual-case basis.

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BY [Signature]  
Public Service Commission  
Missouri



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By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 22

## ACCESS SERVICES

## 8. BILLING AND COLLECTION SERVICES-(Continued)

## 8.2 Billing Service-(Continued)

## 8.2.1 Message Billing Service-(Continued)

## B. Undertaking of the Telephone Company-(Continued)

## 2. Bill Processing Service-(Continued)

## m. (Continued)

for bulk-billed service, such as Directory Assistance and DIAL-IT charges, will be billed to the End User based on IC message data received from Message Processing Service or from the IC. The Telephone Company will make adjustments to End User's balances due to account for application of credits authorized by IC inquiry instructions and IC-furnished statements.

- n. Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, The Telephone Company will, upon written request from the IC, keep such records as may be required to make any adjustments to End Users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual-case basis.

## 3. Message Billing Service Ordering

- a. The Telephone Company will provide Message Billing Services under a Special Order. For all Message Billing Service, other than establishment of or changes to End User's account data (including credit card data), establishment of or changes to End User's account rate elements and changes to End User's balances due, the Message Billing Service Special Order Charge as set forth in Paragraph 8.2.1, G.14., following, will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.
- b. The Telephone Company will arrange with the IC to accept under a Special Order, End User's account information to establish and change End User's account data (including credit card data), establish and change an End User's account rate elements and change End User's balances due. The methods, procedures and manner in which the End User's account data and changes are forwarded to the Telephone Company must be agreeable to the Telephone Company. The charges to handle such Special Orders will be determined on an individual-case basis.

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Access Services Tariff  
Section 8  
Original Sheet 23

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 29 1988

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

C. Liability of the Telephone Company

Notwithstanding Section 2, Paragraph 2.1.3, preceding, the Telephone Company liability for Message Billing Service is as follows:

1. If Bill Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost IC detail. If the lost IC detail cannot be recovered and the Telephone Company recorded the details, the IC detail and the extent of the Telephone Company's liability for damages will be as set forth in Paragraph 8.1.3, A., preceding. If the lost IC detail cannot be recovered and the IC provided the detail, the IC will be requested to resupply the detail. If the IC cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be as set forth in Paragraph 8.1.3, A., preceding. This recovered detail will be included in message detail provided to the IC when the IC orders such service and any recovered IC messages will be billed.
2. When the Telephone Company is notified that, due to its error or omission, incomplete IC detail has been provided to an IC as set forth in Paragraph 8.2.1, B.1.j., preceding, and/or Paragraph 8.4, following, to an IC, the Telephone Company will make every reasonable effort to recover and provide the IC detail to the IC at no additional charge. Such request to recover the IC detail must be made within 30 days from the date the IC detail was initially made available to the IC. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in Paragraph 8.1.3, A., preceding.
3. If the Telephone Company finds it is notified of an error in billing to an End User, it will correct the error and bill the appropriate End User within the limits permitted by laws of the state in which it provides the service. If the error is caused by the Telephone Company and the Telephone Company cannot timely bill the proper End User, the extent of the Telephone Company's liability for damages will be the known amount misbilled or when the amount misbilled is unknown, limited as set forth in Paragraph 8.1.3, A., preceding.
4. In the absence of willful misconduct, no liability for damages to the IC or other person other than that as set forth in Paragraphs 8.2.1, C.1., 2. and 3., preceding, shall attach to the Telephone Company for its action or the conduct of its employees in providing Message Billing Service.

CANCELLED  
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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 2 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

D. Obligations of the IC

- 1. The IC shall order Message Billing Services under a Special Order for each state where service is desired. The IC shall be responsible for all balances due from End Users that exist prior to ordering Bill Processing Service.

At the time Message Processing Service and/or Bill Processing Service is initially ordered, the IC shall order the service for one, three or five years. Thereafter, upon six months' written notice, additional service may be ordered for one, three or five years at the rates and charges as set forth in Paragraph 8.2.1, G., following. The IC may order inquiry for a service period that is different from that for Bill Processing. However, the IC shall not order inquiry unless it also has ordered Bill Processing Service for the same period and the same state operating area. Not later than six months prior to the end of an order period, the IC shall notify the Telephone Company in writing if service is to be discontinued at the end of the period. If no notice is received from the IC, the Telephone Company will automatically extend the services for another year, using the most recent 12 months of capacity provided. The IC will be notified by the Telephone Company when such an extension is made. All appropriate charges as set forth in Paragraph 8.2.1, G., following, for another year will apply, and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

- 2. When Message Processing Service is ordered, the IC shall furnish the Telephone Company, for each state and for each year in the order, an estimate of the number of messages (message capacity), including those messages which will be bulk-billed to be processed.

In addition, when Bill Processing Service is ordered, the IC shall furnish the Telephone Company, for each state and for each year in the order, an estimate of the number of message-billed and/or bulk-billed messages (bill capacity) for which billing is to be provided. Separate estimates shall be furnished by the IC for message-billed messages and bulk-billed messages. The capacity estimate for inquiry for each state and each year shall be the same as that for message-billed and/or bulk-billed messages.

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Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 25

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 20 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

D. Obligations of the IC-(Continued)

- 3. The IC shall furnish all information necessary for the Telephone Company to provide the Message Billing Service, including any per-month service charges applicable to an End User, and an affidavit that states whether the IC service is subject to any federal and/or state taxes. When IC messages are to be billed by an entity other than the Telephone Company, the IC shall furnish written instructions as to how the rated IC messages are to be provided to that other entity. If the IC does not furnish complete instructions, all resulting unbillable messages will be delivered to the IC. The information shall be furnished by the IC in a timely manner.
- 4. The IC shall furnish to the Telephone Company a written schedule of its rates and charges in sufficient time to allow the Telephone Company to establish a rating program. The IC's rate structure must be consistent with established Telephone Company rating methodologies. The interval required to establish a rating program must be mutually agreeable to the Telephone Company and the IC.
- 5. When the IC orders Bill Processing Service, it shall authorize the Telephone Company in writing to deny service to End Users for non-payment. If that authorization is not received, Bill Processing Service will not be provided.
- 6. The IC shall be responsible for all contacts and arrangements, including prior IC balances due from End Users, with its End Users concerning the provision and maintenance of the IC's service.
- 7. When the IC orders message-billed or bulk-billed Bill Processing Service with inquiry, the IC shall furnish to the Telephone Company written instructions, which are agreeable to the Telephone Company, for the handling of End User's questions about bills.

JAN 1 1984

When the IC orders message-billed or bulk-billed Bill Processing Service without inquiry, the IC shall furnish the Telephone Company with written instructions as to where inquiries are to be referred.

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Southwestern Bell Telephone Company  
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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 29 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

D. Obligations of the IC-(Continued)

Public Service Commission

7. (Continued)

When the IC does not order inquiry service and desires credit adjustments be made to the End User's balance due, the IC shall furnish a statement for each End User's account where the credit is desired. These statements shall show the IC message, the date the IC message was billed and the amount of the credit. These statements shall be furnished to the Telephone Company under a Special Order as set forth in Paragraph 8.2.1, B.3.b., preceding.

The IC shall notify its End Users through its tariff or other appropriate means when the IC handles the bill inquiries. The IC shall furnish the Telephone Company in writing all End User's bill adjustment statements.

- 8. The IC will immediately redeem all IC gift certificates the Telephone Company receives in payment for any End User's charges. The IC agrees to use a gift certificate format which is agreeable to the Telephone Company.
- 9. The IC agrees to permit the Telephone Company to determine in accordance with Telephone Company regulations, bill and collect IC service deposits from all End Users of the IC's services for which the Telephone Company provides billing for the IC. The IC will notify its End Users through its tariffs or other means that the Telephone Company will, when necessary, in accordance with Telephone Company deposit regulations, determine and collect IC service deposits. The IC will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to determine and collect End User's service deposits.
- 10. When the IC desires that a credit card be issued by the Telephone Company for an End User, the IC shall furnish the credit card information as specified by the Telephone Company. The information shall include a statement from the IC that the End User has requested the credit card. When the IC is notified by the Telephone Company that an IC credit card billing is discontinued, the IC shall notify the appropriate End User. The IC also agrees to be responsible for all charges to the discontinued credit card after receipt of notice of discontinuance, and all charges to an IC credit card where the End User states in writing to the Telephone Company that the End User did not request the credit card.

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

D. Obligations of the IC-(Continued)

11. When the IC furnishes recorded IC detail for Message Processing Service and/or rated IC message detail for Bill Processing Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company, and it shall retain a copy of the detail furnished for at least 90 days.

E. Payment Arrangements and Audit Provision

1. Audit Provision

Upon written notice by the IC to the Telephone Company, the IC shall have the right, through its authorized representative to examine and audit during normal business hours and at reasonable intervals determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the amount payable to the IC. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

Any information received or reviewed by the IC or its authorized representative during the audit is to be considered confidential and not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

2. Minimum Period

The minimum period for which Message Billing Service is provided and for which charges apply is one year. If the IC orders Message Processing Service and/or Bill Processing Service for three or five years, then the minimum period and the period for which charges apply is that period ordered by the IC. A minimum period of one, three or five years, as ordered by the IC, applies for each additional period of service ordered.

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Access Services Tariff  
Section 8  
1st Revised Sheet 28  
Replacing Original Sheet 28  
**RECEIVED**  
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MISSOURI  
Public Service Commission

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

2. Minimum Period-(Continued)

If the service is discontinued prior to the end of the period ordered, monthly charges apply for each remaining month and fraction of a month. The monthly charge will be 1/12 of the minimum yearly charge.

3. Minimum Order Capacities and Minimum Yearly Charges

Message Billing Service is subject to minimum order capacities and minimum yearly charges. The minimum order capacities are the message capacity and bill capacity as specified in Paragraph 8.2.1, E.3.a., following. The minimum yearly charge as specified in Paragraphs 8.2.1, E.3.b. or c., following, whichever is higher, shall apply.

- a. The message capacity ordered by the IC for any year in a three- to five-year order for Message Processing Service shall not be lower than 25 percent of the largest message capacity ordered for any year in a three- or five-year order. The bill capacity ordered by the IC for any year in a three- or five-year order for Bill Processing Service shall not be lower than 25 percent of the largest bill capacity ordered for any year in a three- or five-year order. The minimum yearly bill capacity for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in Paragraph 8.2.1, D.2., preceding. The minimum yearly capacity ordered for each year for inquiry shall be the same as that for message-billed and/or bulk-billed messages.

- b. For Message Processing Service, the minimum yearly charge is the product of the message capacity per year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a, preceding, and the appropriate Message Processing Service rate times 0.7. The appropriate Message Processing Service rate as set forth in Paragraph 8.2.1, G.1., following, for the specific year-period ordered.

(CP)

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Access Services Tariff  
Section 8  
Original Sheet 28

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

2. Minimum Period-(Continued)

If the service is discontinued prior to the end of the period ordered, monthly charges apply for each remaining month and fraction of a month. The monthly charge will be 1/12 of the minimum yearly charge.

3. Minimum Order Capacities and Minimum Yearly Charges

Message Billing Service is subject to minimum order capacities and minimum yearly charges. The minimum order capacities are the message capacity and bill capacity as specified in Paragraph 8.2.1, E.3.a., following. The minimum yearly charge as specified in Paragraphs 8.2.1, E.3.b. or c., following, whichever is higher, shall apply.

- a. The message capacity ordered by the IC for any year in a three- to five-year order for Message Processing Service shall not be lower than 25 percent of the largest message capacity ordered for any year in a three- or five-year order. The bill capacity ordered by the IC for any year in a three- or five-year order for Bill Processing Service shall not be lower than 25 percent of the largest bill capacity ordered for any year in a three- or five-year order. The minimum yearly bill capacity for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in Paragraph 8.2.1, D.2., preceding. The minimum yearly capacity ordered for each year for inquiry shall be the same as that for message-billed and/or bulk-billed messages.
- b. For Message Processing Service the minimum yearly charge is the product of the message capacity per year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the appropriate Message Processing Service rate times the appropriate Message Processing Service rate as set forth in Paragraph 8.2.1, G.1., following, for any year period ordered.

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JAN 1 1984  
8:30-9:25  
BY [Signature]  
PUBLIC SERVICE COMMISSION  
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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff

Section 8  
1st Revised Sheet 29  
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MISSOURI  
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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

3. Minimum Order Capacities and Minimum Yearly Charges-(Continued)

b. (Continued)

(CP)

For Bill Processing Service, the minimum yearly charge is the product of the message-billed bill capacity and/or bulk-billed bill capacity per year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the appropriate Bill Processing Service message-billed and/or bulk-billed rate times 0.7. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rates as set forth in Paragraph 8.2.1, G.7., following, for the specific message-billed service year-period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in Paragraph 8.2.1, G.7., following, for the specific bulk-billed service year-period ordered.

(CP)

For inquiry, the minimum yearly charge for message-billed inquiry and bulk-billed inquiry will be determined separately. For message-inquiry, the minimum yearly charge is the product of the message-billed bill capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a, preceding, and the appropriate message-billed inquiry rate times 0.7. For bulk-billed inquiry, the minimum yearly charge is the product of the bulk-billed bill capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a, preceding, and the appropriate bulk-billed inquiry rate times 0.7. The appropriate message-billed inquiry rate is the average of the message-billed inquiry rates as set forth in Paragraph 8.2.1, G.7., following, for the year-period ordered. The appropriate bulk-billed inquiry rate is the bulk-billed inquiry rate as set forth in Paragraph 8.2.1, G.7., following, for the year-period ordered.

(CP)

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Southwestern Bell Telephone Company  
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Access Services Tariff  
Section 8  
Original Sheet 29

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ACCESS SERVICES

DEC 29 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Commission

E. Payment Arrangements and Audit Provision-(Continued)

3. Minimum Order Capacities and Minimum Yearly Charges-(Continued)

b. (Continued)

For Bill Processing Service, the minimum yearly charge is the product of the message-billed bill capacity and/or bulk-billed bill capacity per year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the appropriate Bill Processing Service message-billed and/or bulk-billed rate times 0.9. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth Paragraphs 8.2.1, D.2. and E.3.a., preceding. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rates as set forth in Paragraph 8.2.1, G.7., following, for the specific message-billed service year-period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in Paragraph 8.2.1, G.7., following, for the specific bulk-billed service year-period ordered.

For inquiry, the minimum yearly charge for message-billed inquiry and bulk-billed inquiry will be determined separately. For message-inquiry, the minimum yearly charge is the product of the message-billed bill capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a, preceding, and the appropriate message-billed inquiry rate times 0.9. For bulk-billed inquiry, the minimum yearly charge is the product of the bulk-billed bill capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a, preceding, and the appropriate bulk-billed inquiry rate times 0.9. The appropriate message-billed inquiry rate is the average of the message-billed inquiry rates as set forth in Paragraph 8.2.1, G.7., following, for the specific year-period ordered. The appropriate bulk-billed inquiry rate is the bulk-billed inquiry rate as set forth in Paragraph 8.2.1, G.7., following, for the year-period ordered.

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Access Services Tariff  
Section 8  
1st Revised Sheet 30  
Replacing Original Sheet 30

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MISSOURI  
Public Service Commission

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

3. Minimum Order Capacities and Minimum Yearly Charges-(Continued)

c. For Message Processing Service, the minimum yearly charge is the difference of the message capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the year allowance times the appropriate Message Processing Service rate. The year allowance will be determined by the Telephone Company and will be the total IC messages for all IC's processed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.25. The appropriate Message Processing Service rate is the Message Processing Service rate as set forth in Paragraph 8.2.1, G.1., following, for the specific year-period ordered.

(CP)

For Bill Processing Service, the minimum yearly charge is the difference of the message-billed bill capacity plus the bulk-billed bill capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the year allowance times the appropriate Bill Processing Service message-billed and/or bulk-billed rate. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and a prorate of the allowance. The allowance will be prorated using the ratio of the message-billed bill capacity furnished by the IC to the bulk-billed bill capacity furnished by the IC for the year for which the minimum yearly charge is determined. The year allowance will be determined by the Telephone Company and will be the total IC messages for all IC's billed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.25. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rate as set forth in Paragraph 8.2.1, G.7., following, for the year-period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in Paragraph 8.2.1, G.7., following, for the year-period ordered.

(CP)

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By R. D. BARRON, Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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BY 157 R 56  
Public Service Commission  
SEP 29 1986

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 30

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

3. Minimum Order Capacities and Minimum Yearly Charges-(Continued)

c. For Message Processing Service, the minimum yearly charge is the difference of the message capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the year allowance times the appropriate Message Processing Service rate. The year allowance will be determined by the Telephone Company and will be the total IC messages for all IC's processed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.05. The appropriate Message Processing Service rate is the Message Processing Service rate as set forth in Paragraph 8.2.1, G.1., following, for the specific year-period ordered.

For Bill Processing Service, the minimum yearly charge is the difference of the message-billed bill capacity plus the bulk-billed bill capacity for the year furnished by the IC as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and the year allowance times the appropriate Bill Processing Service message-billed and/or bulk-billed rate. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in Paragraphs 8.2.1, D.2. and E.3.a., preceding, and a prorate of the allowance. The allowance will be prorated using the ratio of the message-billed bill capacity furnished by the IC to the bulk-billed bill capacity furnished by the IC for the year for which the minimum yearly charge is determined. The year allowance will be determined by the Telephone Company and will be the total IC messages for all IC's billed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.05. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rate as set forth in Paragraph 8.2.1, G.7, following, for the year-period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in Paragraph 8.2.1, G.8, following, for the year-period ordered.

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BY 12425 #30  
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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
1st Revised Sheet 31  
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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

3. Minimum Order Capacities and Minimum Yearly Charges-(Continued)

c. (Continued)

For inquiry, the minimum yearly charge will be determined for the year by using the message-billed bill capacity or the bulk-billed capacity less a prorate of the year allowance times the appropriate inquiry message-billed or bulk-billed inquiry rate. The minimum yearly charge for message-billed inquiry and the bulk-billed inquiry will be determined separately. The prorate of the allowance will be the same as that set forth in the preceding paragraph.

4. Cancellation of a Special Order

(AT)

An IC may cancel a Special Order for Message Billing Service or Bill Page Information on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within ten days. The service date for Message Billing Service or Bill Page Information is the date the IC and the Telephone Company mutually agree the service is to start.

(AT)

When an IC cancels a Special Order for Message Billing Service or Bill Page Information after the order date but prior to the start of service, a charge equal to the Special Order Charges, program development costs and any nonrecoverable capital charges incurred by the Telephone Company will apply to the IC.

(AT)

5. Change to Special Orders

(AT)

When an IC requests changes to a pending Special Order for Message Billing Service or Bill Page Information, such changes shall be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

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Access Services Tariff  
Section 8  
Original Sheet 31

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

E. Payment Arrangements and Audit Provision-(Continued)

3. Minimum Order Capacities and Minimum Yearly Charges-(Continued)

c. (Continued)

For inquiry, the minimum yearly charge will be determined for the year by using the message-billed bill capacity or the bulk-billed capacity less a prorata of the year allowance times the appropriate inquiry message-billed or bulk-billed inquiry rate. The minimum yearly charge for message-billed inquiry and the bulk-billed inquiry will be determined separately. The prorata of the allowance will be the same as that set forth in the preceding paragraph.

4. Cancellation of a Special Order

An IC may cancel a Special Order for Message Billing Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within ten days. The service date for Message Billing Service is the date the IC and the Telephone mutually agree the service is to start.

When an IC cancels a Special Order for Message Billing Service after the order date but prior to the start of service, a charge equal to the Special Order Charges, program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the IC.

5. Change to Special Orders

When an IC requests changes to a pending Special Order for Message Billing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

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Southwestern Bell Telephone Company  
St. Louis, Missouri

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Access Services Tariff  
Section 8  
1st Revised Sheet 32  
Replacing Original Sheet 32

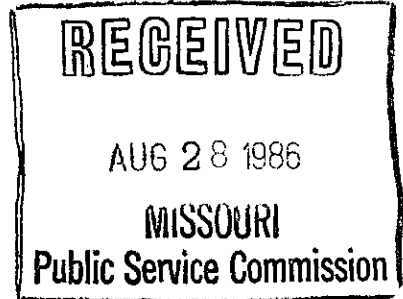
ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

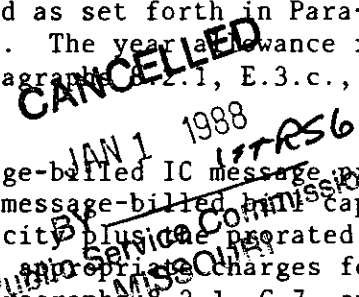
F. Rate Regulations



1. The Message Processing and Bill Processing Service message charges apply during the yearly periods ordered by the IC. The Telephone Company will not initiate rate changes to the Message Processing Service charges as set forth in Paragraph 8.2.1, G.1., following, or the Bill Processing Service charges as set forth in Paragraph 8.2.1, G.7., following, that apply to the IC order during the yearly periods for that specific order. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is an IC message which is used by the Telephone Company to develop the IC bulk-billed charge.

(CP)

2. During any yearly period in which the actual IC messages processed and/or billed exceeds the message capacity as stated following, additional charges apply. For Message Processing Service, for each IC message processed that exceeds (a) 130 percent of the message capacity ordered for the year or (b) the message capacity ordered plus the year allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Paragraphs 8.2.1, G.1. and 2., following, apply. The year allowance is the quantity determined as set forth in Paragraph 8.2.1, E.3.c., preceding.

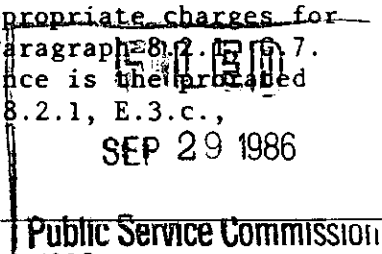


(CP)

For Bill Processing Service, for each message-billed IC message processed that exceeds (a) 130 percent of the message-billed bill capacity ordered or (b) the message-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Paragraphs 8.2.1, G.7. and 8., following, apply. The prorated allowance is the quantity determined as set forth in Paragraphs 8.2.1, E.3.c., preceding.

(CP)

For Bill Processing Service, for each bulk-billed IC message processed that exceeds (a) 130 percent of the bulk-billed bill capacity ordered or (b) the bulk-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Paragraphs 8.2.1, G.7. and 8., following, apply. The prorated allowance is the quantity determined as set forth in Paragraph 8.2.1, E.3.c., preceding.



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Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 32

ACCESS SERVICES

DEC 29 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

Public Service Commission

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations

1. The Message Processing and Bill Processing Service message charges apply during the yearly periods ordered by the IC. The Telephone Company will not initiate rate changes to the Message Processing Service charges as set forth in Paragraph 8.2.1, G.1., following, or the Bill Processing Service charges as set forth in Paragraph 8.2.1, G.7., following, that apply to the IC order during the yearly periods for that specific order. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is an IC message which is used by the Telephone Company to develop the IC bulk-billed charge.
2. During any yearly period in which the actual IC messages processed and/or billed exceeds the message capacity as stated following, additional charges apply. For Message Processing Service, for each IC message processed that exceeds (a) 110 percent of the message capacity ordered for the year or (b) the message capacity ordered plus the year allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Paragraphs 8.2.1, G.1. and 2., following, apply. The year allowance is the quantity determined as set forth in Paragraphs 8.2.1, E.3.c., preceding.

For Bill Processing Service, for each message-billed IC message processed that exceeds (a) 110 percent of the message-billed bill capacity ordered or (b) the message-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Paragraphs 8.2.1, G.7. and 8., following, apply. The prorated allowance is the quantity determined as set forth in Paragraphs 8.2.1, E.3.c., preceding.

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For Bill Processing Service, for each bulk-billed IC message processed that exceeds (a) 110 percent of the bulk-billed bill capacity ordered or (b) the bulk-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Paragraph 8.2.1, G.7. and 8., following, apply. The prorated allowance is the prorated quantity determined as set forth in Paragraph 8.2.1, E.3.c., preceding.

BY [Signature]  
PUBLIC SERVICE COMMISSION  
OF MISSOURI

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 33  
Replacing Original Sheet 33

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

2. (Continued)

For each year for message-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for message-billed messages. The appropriate charges for the specific inquiry ordered as set forth in Paragraphs 8.2.1, G.7. and 8. apply.

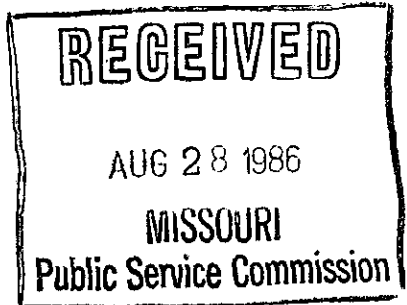
For each year for bulk-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for bulk-billed messages. The appropriate charges for the specific inquiry ordered as set forth in Paragraphs 8.2.1, G.7. and 8. apply.

(CP)

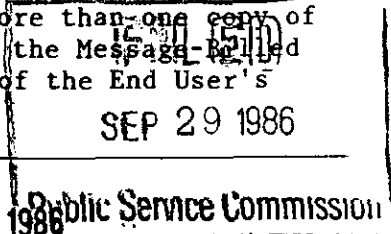
For each IC message processed and/or billed between the message capacity ordered and the allowance (i.e., 130 percent level or order plus allowance level, whichever applies) specified in the preceding paragraphs, the appropriate rate as set forth in Paragraphs 8.2.1, G.1. or 7. will apply.

The IC, at its option, may order additional capacity for inquiry and capacity required to process and/or bill the additional messages at the rates as set forth in Paragraph 8.2.1, G., following, subject to the minimum period and minimum yearly charges as set forth in Paragraphs 8.2.1, E.2. and 3., preceding. When more than one order exists at the same time for an IC, the rates for inquiry, IC messages processed and/or billed that exceed the total inquiry, message and/or bill capacity, respectively, for all existing orders will be the appropriate rates for the most recent order, plus the appropriate additional inquiry message and/or processing charge as set forth in Paragraphs 8.2.1, G.2. and 8., following, for the most recent order.

- 3. The Message-Billed Service Charge applies each month when one or more messages or related rate elements are billed to the End User. When both interstate and state IC messages are billed to the End User by the Telephone Company to the End User on the same bill for the IC, the Message-Billed Service Charge times 0.5 applies for each month. When more than one copy of the End User's bill is provided to the End User, the Message-Billed Service Charge applies for each additional copy of the End User's bill provided.



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By R. D. BARRON, President-Missouri Division  
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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

2. (Continued)

For each year for message-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for message-billed messages. The appropriate charges for the specific inquiry ordered as set forth in Paragraphs 8.2.1, G.7. and 8. apply.

For each year for bulk-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for bulk-billed messages. The appropriate charges for the specific inquiry ordered as set forth in Paragraphs 8.2.1, G.7. and 8. apply.

For each IC message processed and/or billed between the message capacity ordered and the allowance (i.e., 110 percent level or order plus allowance level, whichever applies) specified in the preceding paragraphs, the appropriate rate as set forth in Paragraphs 8.2.1, G.1. or 7. will apply.

The IC, at its option, may order additional capacity for inquiry and capacity required to process and/or bill the additional messages at the rates as set forth in Paragraph 8.2.1, G., following, subject to the minimum period and minimum yearly charges as set forth in Paragraphs 8.2.1, E.2. and 3., preceding. When more than one order exists at the same time for an IC, the rates for inquiry, IC messages processed and/or billed that exceed the total inquiry, message and/or bill capacity, respectively, for all existing orders will be the appropriate rates for the most recent order, plus the appropriate additional inquiry message and/or bill processing charge as set forth in Paragraphs 8.2.1, G.2. and 8., following, for the most recent order.

- 3. The Message-Billed Service Charge applies each month that one or more messages or related rate elements are billed to an End User. When both interstate and state IC messages are billed by the Telephone Company to the End User on the same bill for the IC, the Message-Billed Service Charge times 0.5 applies for each month. When more than one copy of the End User's bill is provided to the End User, the Message-Billed Service Charge applies for each additional copy of the End User's bill provided.

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BY JAR S #33  
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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
1st Revised Sheet 34  
Replacing Original Sheet 34

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

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- 4. A Bulk-Billed Service Charge applies each month that one or more charges are billed to an End User. When both interstate and state IC bulk-billed charges are billed by the Telephone Company to the End User on the same bill for the IC, the Bulk-Billed Service Charges times 0.5 applies for each month. When more than one copy of the End User's bill is provided to the End User, the Bulk-Billed Service Charge applies for each additional copy of the End User's bill provided.
- 5. When message detail is data-transmitted to or received from an exchange telephone company location by the Telephone Company, a charge as set forth in Paragraph 8.2.1, G.4., following, on a per-record basis will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records transmitted.
- 6. When message detail is data-transmitted to or received from an IC location by the Telephone Company, a charge as set forth in Paragraphs 8.2.1, G.6. and/or 12., following, on a per-record basis will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records received.
- 7. The Message Billing Service Special Order Charge applies for each Special Order for Message Processing Service and/or Message Processing Service, other than establishment of or changes to End User's account data (including credit card data), establishment of or changes to End User's account rate elements, changes to End User's balances due and Bill Page Information accepted by the Telephone Company.

CANCELLED  
JAN 1 1988  
BY 1ST PSL  
MISSOURI PUBLIC SERVICE COMMISSION

(AT)

The End User's account activity charges apply whenever an IC Special Order requests End User's account data be established or changed, non-recurring or recurring IC rate element be added or changed, or End User's account and/or an End User's balance due be changed.

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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 34

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ACCESS SERVICES

DEC 29 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

Public Service Commission

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

- 4. A Bulk-Billed Service Charge applies each month that one or more charges are billed to an End User. When both interstate and state IC bulk-billed charges are billed by the Telephone Company to the End User on the same bill for the IC, the Bulk-Billed Service Charges times 0.5 applies for each month. When more than one copy of the End User's bill is provided to the End User, the Bulk-Billed Service Charge applies for each additional copy of the End User's bill provided.
- 5. When message detail is data-transmitted to or received from an exchange telephone company location by the Telephone Company, a charge as set forth in Paragraph 8.2.1, G.4., following, on a per-record basis will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records transmitted.
- 6. When message detail is data-transmitted to or received from an IC location by the Telephone Company, a charge as set forth in Paragraphs 8.2.1, G.6. and/or 12., following, on a per-record basis will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records received.
- 7. The Message Billing Service Special Order Charge applies for each Special Order for Message Processing Service and/or Bill Processing Service, other than establishment of or changes to End User's account data (including credit card data), establishment of or changes to End User's account rate elements and changes to End User's balances due accepted by the Telephone Company. **83-253**  
The End User's account activity charges apply whenever an IC Special Order requests End User's account data be established or changed, non-recurring or recurring IC rate element be added or changed in an End User's account and/or an End User's balance due be changed.

APPROVED  
BY [Signature] SEP 29 1980  
PUBLIC SERVICE COMMISSION  
JAN 1 1984

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By R. D. BARRON, Vice President-Missouri  
Southwestern Bell Telephone Company  
St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

7. (Continued)

An End User's account is a record for message-billed service or bulk-billed service which has a unique name, address and billing identification number assigned by the Telephone Company to which a bill is rendered.

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Public Service Commission

(CT)

An End User's account activity Special Order Charge always applies, and the End User's account establishment and change charge, End User's account rate element rate level change charge or the End User's account rate element rate structure change charge may apply depending on the activity ordered by the IC as set forth in Paragraphs 8.2.1, F.7.a., b., c. and d., following.

(CT)

a. An End User's account activity Special Order Charge applies whenever the IC furnishes to the Telephone Company End User's account information that establishes or changes the information, rates or balance due associated with an End User's account. The End User's account activity Special Order Charge applies whenever the IC orders Investigation of End User message bill charges.

(AT)

b. The End User's account establishment and change charge applies whenever IC-furnished information is used by the Telephone Company to establish or change End User's account data or rate elements or balances due, except for information to change End User's account rate element rate levels or rate structure. End User's account rate element rate level and rate structure change charges are applied as set forth in Paragraphs 8.2.1, F.7.c. and d., following.

**CANCELLED**  
JAN 1 1988  
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In addition, the End User's account establishment and change charge does not apply when rated IC messages are posted to a message-billed account associated with an End User's common line. The End User's account establishment and change charge does not apply when an IC credit card is listed on a message-billed account associated with an End User's common line and does not apply for any subsequent preparation or distribution of an IC credit card. The End User's account establishment and change charge does apply when the Telephone Company, at the request of an IC, establishes or changes a message-billed account with a credit card but without an associated End User's common line. The End User's account establishment and change charge does not apply for any subsequent preparation or distribution of an IC credit card. The End User's account establishment and change charge does apply when the Telephone Company, at the request of an IC, establishes or changes a message-billed account with a credit card but without an associated End User's common line. The End User's account establishment and change charge does not apply for any subsequent preparation or distribution of an IC credit card. The End User's account establishment and change charge does apply when the Telephone Company, at the request of an IC, establishes or changes a message-billed account with a credit card but without an associated End User's common line. The End User's account establishment and change charge does not apply for any subsequent preparation or distribution of an IC credit card. The End User's account establishment and change charge does apply when the Telephone Company, at the request of an IC, establishes or changes a message-billed account with a credit card but without an associated End User's common line.

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SEP 29 1986

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By R. D. BARRON, President-Missouri Division  
Southwestern Bell Telephone Company  
St. Louis, Missouri



No supplement to this tariff will be issued except for the purpose of canceling this tariff.

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

7. (Continued)

DEC 29 1983

Public Service Commission

An End User's account is a record for message-billed service or bulk-billed service which has a unique name, address and billing identification number assigned by the Telephone Company to which a bill is rendered.

The End User's account activity Special Order Charge always applies, and the End User's account establishment and change charge, End User's account rate element rate level change charge or the End User's account rate element rate structure change charge may apply depending on the activity ordered by the IC as set forth in Paragraphs 8.2.1, F.7.a., b., c. and d., following.

- a. The End User's account activity Special Order Charge applies whenever the IC furnishes to the Telephone Company End User's account information that establishes or changes the information, rates or balance due associated with an End User's account.
- b. The End User's account establishment and change charge applies whenever IC-furnished information is used by the Telephone Company to establish or change End User's account data or rate elements or balances due, except for information to change End User's account rate element rate levels or rate structure. End User's account rate element rate level and rate structure change charges are applied as set forth in Paragraphs 8.2.1, F.7.c. and d., following.

BY 12/29/83  
PUBLIC SERVICE COMMISSION

In addition, the End User's account establishment and change charge does not apply when rated IC messages are posted to a message-billed account associated with an End User's common line. The End User's account establishment and change charge does not apply when an IC credit card is listed on a message-billed account associated with an End User's common line and does not apply for any subsequent preparation or distribution of an IC credit card. The End User's account establishment and change charge does apply when the Telephone Company, at the request of an IC, establishes or changes a message-billed account with a credit card but without an associated End User's common line. The End User's account establishment

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St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 36

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 20 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

F. Rate Regulations-(Continued)

7. (Continued)

b. (Continued)

and change charge applies for each account established, rate element established, account changed (except for credit card changes), rate element changed and balance due changed.

c. The End User's account rate element rate level change charge applies whenever IC-furnished information is used by the Telephone Company to change an End User's account rate element rate level. The charge applies for each End User's account rate element rate level changed.

d. The End User's account rate element rate structure change charge applies whenever IC-furnished information is used by the Telephone Company to change an End User's account rate element rate structure. The charges to make the End User's account rate element rate structure changes will be determined on an individual-case basis.

8. When message detail is entered on a data file or magnetic tape to be provided to an IC, the per-tape charge applies for each data file or tape prepared, and the per-record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or tapes prepared and on its count of the records processed. The number of records processed will be determined using the numbered records input to or the number of records output from the programs that process the information and load the magnetic tapes or data file, whichever number of records is higher.

CANCELLED

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BY *gt* R56  
Public Service Commission  
MISSOURI

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St. Louis, Missouri

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8

1st Revised Sheet 37  
Replacing Original Sheet  
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MISSOURI  
Public Service Commission

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

9. The rates as set forth in Paragraph in 8.2.1, G.7., following, apply for Bill Processing Service for an IC message-billed service depending on the total (i.e., sum of interstate and intrastate IC messages) number of messages billed for an End User's account per month. The rate groups are 1 to 10 messages per month, 11 to 100 messages per month, 101 to 600 messages per month and over 600 messages per month. The rate for the largest number of IC messages billed for the End User's account in a month will be used to determine the bill processing service charges for that End User's account for the month. The Telephone Company will determine the charges for each IC based on its count of IC messages billed each bill day to that IC's End User account.

(CT)  
(CT)

10. When the Telephone Company receives an order from the IC to issue one or more IC credit card(s) to an End User, Special Order and Credit-Card Issuance preparation and distribution charges apply. If the IC requests another card to be issued for any reason, the preparation and distribution charges apply. If for any reason the IC requests a change to be made in the credit card information maintained on an End User's account by the Telephone Company, including the marking of the account to show issuance of a credit card by the IC or discontinuance of an existing card, and the IC does not request the distribution of a credit card, only the preparation charge applies. The Telephone Company will determine the charges based on its record of the Special Orders to prepare and distribute IC credit cards received from the IC.

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Public Service Commission  
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St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 37

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

- 9. The rates as set forth in Paragraph in 8.2.1, G.7., following, apply for Bill Processing Service for an IC message-billed service depending on the total (i.e., sum of interstate and intrastate IC messages) number of messages billed for an End User's account per month. The rate groups are 1 to 10 messages per month, 11 to 100 messages per month, 101 to 600 messages per month and over 600 messages per month. The rate for the largest number of IC messages billed for the End User's account in a month will be used to determine the bill processing service charges for that End User's account for the month. The Telephone Company will determine the charges based on its count of IC messages billed each bill day to an End's User's account.
- 10. When the Telephone Company receives an order from the IC to issue one or more IC credit card(s) to an End User, Special Order and Credit-Card Issuance preparation and distribution charges apply. If the IC requests another card to be issued for any reason, the preparation and distribution charges apply. If for any reason the IC requests a change to be made in the credit-card information maintained on an End User's account by the Telephone Company, including the marking of the account to show issuance of a credit card by the IC or discontinuance of an existing card, and the IC does not request the distribution of a credit card, only the preparation charge applies. The Telephone Company will determine the charges based on its record of the Special Orders to prepare and distribute IC credit cards received from the IC.

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St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 37.01

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

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(MT) 11. The basic per-hour rate and the premium per-hour rate for program development is for the use of one hour of one Telephone Company programmer's time.

(MT) 12. The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the IC in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.

(AT) 13. Bill Page Information per bill rendered charge applies each month that the informational or promotional wording appears on an End User's bill containing one or more messages or related rate elements of the IC.

The Special Order Charge for Bill Page Information applies for the establishment or change of the informational or promotional wording on the End User's bill.

(AT) 14. The Telephone Company will keep a count of the number of orders from the IC for Investigation of End User message bill charges. Each End User message shown in the IC order where investigation is requested, will be considered a request for which charges, as set forth in Paragraph 8.2.1, G., following, will apply. If the Investigation requested is review of a message to identify suspected unauthorized use of the IC's service and another Investigation is requested for the same End User message, an additional request per message will be counted. The charge per request is in addition to the End User account activity Special Order Charge. The End User account activity Special Order Charge applies for each order where Investigation is requested.

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Access Services Tariff  
Section 8  
1st Revised Sheet 38  
Replacing Original Sheet 38

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

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G. Rates and Charges

The rates and charges are:

	<u>USOC</u>	<u>Rates</u>
1. Message Processing Service		
1-year period, per message . . . . .	BABM+	\$ .011
3-year period, per message . . . . .	BABM+	.009
5-year period, per message . . . . .	BABM+	.007
2. Additional Message Processing, per message above the message capacity ordered and allowances specified . . . . .		.002
3. Program Development, Basic, per hour . . . . . (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)		104.00
Premium, per hour . . . . . (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)		128.00

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Southwestern Bell Telephone Company  
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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

F. Rate Regulations-(Continued)

- 11. The basic per-hour rate and the premium per-hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- 12. The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the IC in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.

G. Rates and Charges

The rates and charges are:

	<u>USOC</u>	<u>Rates</u>
1. Message Processing Service		
1-year period, per message . . . . .	BABM+	\$ .011
3-year period, per message . . . . .	BABM+	.009
5-year period, per message . . . . .	BABM+	.007
2. Additional Message Processing, per message above the message capacity ordered and allowances specified . . . . .		
3. Program Development, Basic, per hour . . . . . (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)		
Premium, per hour . . . . . (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)		

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Access Services Tariff  
Section 8  
Original Sheet 39

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 20 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

G. Rates and Charges-(Continued)

	<u>FID</u>	<u>Rates</u>
4. Data transmission of rated IC messages details between other exchange telephone company locations,		
- per record transmitted . . . . .	TRMD A	\$ .003
- per record received. . . . .	TRMD B	.0025
5. Provision of rated IC message detail,	PRMD	
- per record processed . . . . .		.003
- per tape or data file. . . . .		40.00
6. Data transmission to an IC location of rated IC message details, per record transmitted. . . . .	BODDT	ICB rates and charges apply.

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 JAN 1 1988  
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 Public Service Commission  
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7. Bill Processing Service

Message-billed processing,

1-year period, per message . . .	BABB+	\$ .0255
3-year period, per message . . .	BABB+	.021
5-year period, per message . . .	BABB+	.016

Message-billed inquiry,

1-year period, per message . . .	BABQ+	.117
3-year period, per message . . .	BABQ+	.1035
5-year period, per message . . .	BABQ+	.09

Rates			
Messages per End User's Account Per Month			
1 to 10	11 to 100	101 to 600	Over 600
\$ .0255	\$ .0215	\$ .0195	\$ .018
.021	.0175	.016	.0145
.016	.0135	.012	.011

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 20 1983

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

Public Service Commission

G. Rates and Charges-(Continued)

7. Bill Processing Service-(Continued)

USOC                      Rates

Bulk-billed processing,

1-year period, per message . . . . .	BABU+	\$ .003
3-year period, per message . . . . .	BABU+	.0025
5-year period, per message . . . . .	BABU+	.002

Bulk-billed inquiry,

1-year period, per message . . . . .	BABY+	.002
3-year period, per message . . . . .	BABY+	.0015
5-year period, per message . . . . .	BABY+	.001

8. Additional Bill Processing, per message above the bill capacity ordered and allowance specified,

Message-billed processing, each. . . . .		.005
Message-billed inquiry, each. . . . .		.0135
Bulk-billed processing, each. . . . .		.0005
Bulk-billed inquiry, each. . . . .		.0005

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JAN 1 1988  
BY ST PS6  
Public Service Commission  
MISSOURI

9. Message-Billed Service, in which one or more messages or message service related rate elements are billed,  
- per bill rendered for an End User's account . . . . .

10. Bulk-Billed Service, in which a charge associated with a bulk-billed service is billed,  
- per bill rendered for an End User's account. . . . .

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Access Services Tariff  
Section 8  
2nd Revised Sheet 41  
Replacing ~~1st Revised Sheet 41~~

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

G. Rates and Charges-(Continued)

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Rates

11. End User's Account Activity

(AT)	Special Order Charge to receive End User's account data not involving adjustments of IC Charges to End Users . . . . .	ICB rates and charges apply.
(NR)	Special Order Charge to receive End User account data to adjust IC charges to End Users, per End User account . . . . .	\$ 2.42
	End User's Account Establishment and Change, except Rate Element Rate Level Changes and Rate Structure Charge, - per End User's account established or changed and per recurring or nonrecurring rate element established or changed, each . . . . .	.90
	End User's account Rate Element Rate Level Change Charge, - per rate element changed, each . . . . .	ICB rates and charges apply.
	End User's Account Rate Element Rate Structure Change Charge, - per rate element changed, each . . . . .	ICB rates and charges apply.
	12. Data transmission from an IC location of Message Billing Service detail or information, - per record received. . . . .	ICB rates and charges apply.
	13. Credit Card Issuance, - preparation, per End User's account. . . . . - distribution, per card . . . . .	\$ .75 .60
	14. Message Billing Service Special Order Charge, - per Special Order. . . . .	95.00

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MISSOURI

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Access Services Tariff  
Section 8  
1st Revised Sheet 41  
Replacing Original Sheet 41

ACCESS SERVICES

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8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

G. Rates and Charges-(Continued)

Rates

11. End User's Account Activity

Special Order Charge to receive End User's account data . . . . . ICB rates and charges apply.

End User's Account Establishment and Change, except Rate Element Rate Level Changes and Rate Structure Charge,  
- per End User's account established or changed and per recurring or nonrecurring rate element established or changed, each . . . . . \$ .90

End User's account Rate Element Rate Level Change Charge,  
- per rate element changed, each . . . . . ICB rates and charges apply.

End User's Account Rate Element Rate Structure Change Charge,  
- per rate element changed, each . . . . . ICB rates and charges apply.

12. Data transmission from an IC location of Message Billing Service detail or information,  
- per record received. . . . . ICB rates and charges apply.

13. Credit Card Issuance,  
- preparation, per End User's account. . . . . \$ .75  
- distribution, per card . . . . . .60

14. Message Billing Service Special Order  
- per Special Order. . . . . 95.00

15. Retention of Records Under Accounting Orders,  
- per order, per month . . . . . ICB rates and charges apply.

(NR) 16. Other transmission to a customer location,  
- per tape or data file. . . . . ICB rates and charges apply.

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No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Access Services Tariff  
Section 8  
Original Sheet 41

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

G. Rates and Charges-(Continued)

**CANCELLED**

MAY 20 1985  
BY LOS RS 41  
PUBLIC SERVICE COMMISSION  
OF MISSOURI

DEC 29 1983

Public Service Commission

Rates

11. End User's Account Activity

Special Order Charge to receive End User's account data . . . . . ICB rates and charges apply

End User's Account Establishment and Change, except Rate Element Rate Level Changes and Rate Structure Charge,  
- per End User's account established or changed and per recurring or nonrecurring rate element established or changed, each . . . . . \$ .90

End User's account Rate Element Rate Level Change Charge,  
- per rate element changed, each . . . . . ICB rates and charges apply

End User's Account Rate Element Rate Structure Change Charge,  
- per rate element changed, each . . . . . ICB rates and charges apply

12. Data transmission from an IC location of Message Billing Service detail or information,  
- per record received. . . . . ICB rates and charges apply

13. Credit Card Issuance,  
- preparation, per End User's account. . . . . \$ .75  
- distribution, per card . . . . . .60

14. Message Billing Service Special Order Charge,  
- per Special Order. . . . . 95.00

15. Retention of Records Under Accounting Orders,  
- per order, per month . . . . . ICB rates and charges apply

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Access Services Tariff  
Section 8  
Original Sheet 41.01

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.1 Message Billing Service-(Continued)

G. Rates and Charges-(Continued)

		<u>Rates</u>
(MT)	15. Retention of Records Under Accounting Orders, - per order, per month . . . . .	ICB rates and charges apply.
(MT)	16. Other transmission to a customer location, - per tape or data file. . . . .	ICB rates and charges apply.
(NR)	17. Bill Page Information, - Special Order Charge, per request. . . . . - per bill rendered. . . . .	\$722.08 .04
(NR)	18. Investigation of End User Message Bill Charges, - per request. . . . .	2.98

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Access Services Tariff  
Section 8  
Original Sheet 42

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service

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The Telephone Company will provide Private Line Billing Service only for those IC Private Line Services for which the Telephone Company is providing Special Access Service. The Telephone Company will not render bills for IC Private Line Services for which it does not provide Special Access Services that are connected at End User's premises to IC Private Line Services for which it does render bills.

The Telephone Company will not render bills for usage-based rate elements under this Section of the Tariff. Usage-based rate elements will be billed as set forth in Paragraph 8.2.1, preceding.

A. General Description

Private Line Billing Service includes editing and rating, account establishment, rendering of bills, receiving payments, maintenance of accounts, treatment of accounts and inquiry (when ordered by the IC).

Editing and rating is the examination and identification of all the rateable elements of an IC Private Line Service and the application of the appropriate IC rates and charges to the service. These functions are performed when Private Line Services for an IC's End User are established or changed. Rating is always performed, and editing may be performed, coincident with the implementation of a change in the IC's schedule of rates.

Account establishment is the preparation of an IC End User's record so that a bill can be sent to that End User.

Rendering of bills is the preparation and mailing of statements of the amounts due from End Users for service received from the IC. These statements may, at Telephone Company's choice, be included as part of the regular monthly bill for Local Telephone Exchange Service mailed to the End User.

Receiving payment and maintenance of accounts is the collecting of deposits and monies from End Users for services furnished by the IC and maintenance of records of all transactions.

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Access Services Tariff  
Section 8  
Original Sheet 43

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

A. General Description-(Continued)

Treatment of accounts is the forwarding of notices of delinquent or unpaid End User's accounts, posting credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's Special Access Service.

Inquiry is the answering of End User's questions about charges for IC services and negotiating of credits and adjustments to End User's accounts and review of IC charges which are removed from an End User's bill.

B. Undertaking of the Telephone Company

1. When Private Line Billing Service is ordered by an IC, the Telephone Company will establish a Private Line account, edit and rate the billing detail, bill the End User and maintain and treat the Private Line account (based on the rate and End User's data supplied by the IC) at the rates and charges set forth in Paragraph 8.2.2, G., following, as set forth in Paragraph 8.2.2, B.2. through 14., following. The Telephone Company will not establish a Private Line End User's account with any IC balance due. In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the End User for the IC service. The Telephone Company will, when necessary, in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an End User's account is established. The Telephone Company will, when necessary, in accordance with Telephone Company deposit regulations, maintain a service deposit for each End User's account. The Telephone Company will provide the IC a copy of its deposit regulations upon request from the IC.

The Telephone Company will make adjustments to End User's balances due to account for application of credits authorized by IC-furnished statements.

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Access Services Tariff  
Section 8  
Original Sheet 44

ACCESS SERVICES

DEC 29 1983

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

Public Service Commission

8.2.2 Private Line Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

- 2. Private Line Billing Service records and End User's accounts will be maintained by the Telephone Company in a standard format in order to identify the End User and bill the rateable elements. The Telephone Company will establish this format and provide it to the IC. The Telephone Company will also establish the format it will use to bill Private Line Services and provide it to the IC. If, in the course of Telephone Company business, it is necessary to change these formats, the Telephone Company will notify the involved IC's six months prior to the change.
- 3. The Telephone Company will develop the IC's schedule of rates and charges into a rating program. Program development charges as set forth in Paragraph 8.2.2, G.3., following, apply for the hours required to design, develop, test and maintain the necessary programs.
- 4. Upon acceptance by the Telephone Company of a Special Order for Private Line Billing Service from an IC, the Telephone Company will determine the period of time to implement such service on an individual-case basis.
- 5. Changes in the rate levels of IC services to be billed will normally be implemented within 60 days after receipt of a Special Order from the IC requesting such changes. Such changes will require modifications of the rating program. Program development charges as set forth in Paragraph 8.2.2, G.3., following, apply for the hours required to design, develop, test and maintain the necessary program changes.
- 6. Changes in the rate structure of the IC services to be billed also require a change in the rating programs. When the Telephone Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual-case basis. Program development charges as set forth in Paragraph 8.2.2, G.3., following, apply for the hours required to design, develop, test and maintain the necessary program changes.

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Southwestern Bell Telephone Company  
St. Louis, Missouri



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Access Services Tariff  
Section 8  
Original Sheet 45

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

DEC 20 1983  
Public Service Commission

B. Undertaking of the Telephone Company-(Continued)

- 7. The Telephone Company will not provide any information related to Private Line Billing Service accounts under this Section of the Tariff. Private Line Billing Service information may be obtained as set forth in Paragraph 8.4, following.
- 8. The Telephone Company will, at the option of the IC, provide Private Line Billing with or without inquiry. When the Telephone Company provides Private Line Billing with inquiry, the Telephone Company will be responsible for contacts and arrangements with the IC's End Users concerning the billing, collecting, crediting and adjusting of the IC service charges, except prior IC balances due from End Users in accordance with written instructions furnished by the IC. At the request of the IC, the billed IC charges which are removed from the End User's bill in accordance with the IC inquiry instructions will be reviewed for unauthorized use of the IC service by Telephone Company message investigation groups for a period of up to 90 days after the billed IC charges have been removed from the End User's bill. For any billed IC charges which are removed from an End User's balance due in accordance with the IC's instructions, the Telephone Company will make an appropriate adjustment to the IC's accounts receivable. When the Telephone Company provides Private Line Billing without inquiry, all contacts from IC End Users concerning the IC's billed amounts will be referred to the IC, and the Telephone Company will only be responsible for contacts with IC's End Users concerning the collection of IC service charges, except prior IC balances due from End Users. Inquiry will only be provided for those End User's accounts for which the IC has ordered Private Line Billing.
- 9. When the Telephone Company encounters bills which are to be rendered to End Users or End User's billing addresses not located in the Telephone Company's operating territory or in a state where Private Line Billing Service has not been ordered, such bills will be handled as follows:
  - a. If the bill to the End User is for a service for which the Telephone Company provides a Special Access Service to the IC and the IC has ordered the appropriate Private Line Billing Service, the Telephone Company will bill the End User.

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Access Services Tariff  
Section 8  
Original Sheet 46

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

9. (Continued)

b. In all other situations, the bill will be delivered to the IC, and the IC shall be responsible to furnish an accounts receivable adjustment to the Telephone Company as set forth in Paragraph 8.2.3, following.

10. The Telephone Company will accept IC gift certificates for payment from End Users if the IC agrees in writing to redeem all such gift certificates. The format of the gift certificates must be acceptable to the Telephone Company.

11. Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, The Telephone Company will, upon written request from the IC, keep such records as may be required to make any adjustments to the End Users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual-case basis.

12. The Telephone Company will provide Private Line Billing Services under a Special Order. For all Private Line Billing Services other than establishment of or changes to End User's account data, establishment of or changes to End User's account rate elements and changes to End User's balance due, the Private Line Billing Service Special Order charge as set forth in Paragraph 8.2.2, G.5., following, will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.

13. The Telephone Company will arrange with the IC to accept under a Special Order End User's account information, establish and change End User's account data, establish and change End User's account rate element and change End User's balances due. The methods, procedures and manner in which the End User's accounts data and changes are forwarded to the Telephone Company must be agreeable to the Telephone Company. The charges to handle such Special Orders will be determined on an individual-case basis.

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St. Louis, Missouri

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Access Services Tariff  
Section 8  
Original Sheet 47

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

B. Undertaking of the Telephone Company-(Continued)

14. If the IC requests the private line bills be reprocessed by the Telephone Company because of an IC error, the Telephone Company will treat the reprocessing as a rate level or rate structure change. Determination of whether the reprocessing is a rate level change or a rate structure change will be made by the Telephone Company based on the Special Order the Telephone Company receives from the IC. All appropriate charges as set forth in Paragraph 8.2.2, G., following, will apply.

C. Liability of the Telephone Company

Notwithstanding Section 2, Paragraph 2.1.3, preceding, the Telephone Company's liability for Private Line Billing Service is as follows:

1. If Private Line Billing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will recover the lost detail based on previously received information. This recovered detail will be provided to the IC if the IC has ordered the appropriate Billing Information Service as set forth in Paragraph 8.4, following. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages will be the known amount not billed <sup>(or)</sup> when the amount not billed is unknown, no more than three months' charges for the services not billed.
2. When the Telephone Company is notified that, due to its <sup>error or omission</sup>, incomplete detail has been provided to the IC when such detail has been ordered as set forth in Paragraph 8.4, following, the Telephone Company will make every reasonable effort to recover the detail and provide such information to the IC at no additional charge to the IC. Such request to recover the detail must be made within 30 days from the date the details were initially made available to the IC. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages will be the known amount not billed or when the amount not billed is unknown, no more than three months' charges for the services not billed.

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Access Services Tariff  
Section 8  
Original Sheet 48

ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

DEC 29 1983

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

C. Liability of the Telephone Company-(Continued)

- 3. If the Telephone Company finds, or is notified of, an error in billing to an End User, it will make a reasonable effort to correct the error and bill the appropriate End User within the limits permitted by laws of the state in which it provides the service. If the error is caused by the Telephone Company and the Telephone Company cannot timely bill the proper End User, the extent of the Telephone Company's liability for damages will be the known amount misbilled or when the amount misbilled is unknown, no more than three months' charges for the services misbilled.
- 4. In the absence of willful misconduct, no liability for damages to the IC or other person or entity other than that as set forth in Paragraphs 8.2.2, C.1., 2. and 3., preceding, shall attach to the Telephone Company for its action or the conduct of its employees in providing Private Line Billing Service.

D. Obligations of the IC

- 1. The IC shall order Private Line Billing Service under a Special Commission for each state where service is desired.

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 JAN 1 1988  
 BY 1st RS 6  
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When Private Line Billing Service is ordered initially, the IC shall order the service for at least one year. Thereafter, upon six months' written notice, additional service may be ordered for a minimum of one year, and the rates and charges as set forth in Paragraph 8.2.2, G., following, will apply. Not later than six months prior to the end of an order period, the IC shall notify the Telephone Company in writing if service is to be discontinued at the end of the period.

If no notice is received from the IC, the Telephone Company will automatically extend the service for an additional year, using the most recent 12 months of bill capacity provided. All appropriate rates and charges as set forth in Paragraph 8.2.2, G., following, for another year will apply, and the minimum monthly charges will be based on the most recent 12 months of bill capacity provided. The IC will be notified by the Telephone Company when such an extension is made.

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- 2. When Private Line Billing Service is ordered, the IC shall furnish the Telephone Company for a state and for each year in the order an estimate of the average number of bills (bill capacity) to be rendered each year.

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Southwestern Bell Telephone Company  
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8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

D. Obligations of the IC-(Continued)

- 3. The IC shall furnish in the format specified by the Telephone Company all information necessary for the Telephone Company to provide the Private Line Billing Service, including an affidavit that states whether the IC Private Line Billing Service is subject to any federal and/or state taxes. When IC bills are to be rendered to locations not in the operating territory of the Telephone Company, the IC shall furnish an address where the bills are to be sent. If the IC does not furnish an address, all unaddressable bills will be delivered to the IC. The information shall be furnished by the IC in a timely manner.
- 4. The IC shall furnish to the Telephone Company a written schedule of its service rates and charges in sufficient time to allow the Telephone Company to establish a rating program. The interval required to establish a rating program must be mutually agreed to by the Telephone Company and the IC.
- 5. When the IC orders Private Line Billing Service, it shall authorize the Telephone Company in writing to deny service to End Users for nonpayment. If that authorization is not received, Private Line Billing Service will not be provided.
- 6. The IC shall be responsible for all contacts and arrangements including prior IC balances due from End Users, with its End Users concerning the provision and maintenance of the IC's services.
- 7. When the IC orders Private Line Billing Service with inquiry, the IC shall furnish the Telephone Company written instructions which are agreeable to the Telephone Company for the handling of End User's questions about bills.

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When the IC orders Private Line Billing Service without inquiry, the IC shall furnish the Telephone Company with written instructions as to where inquiries are to be referred. When the IC does not order Telephone Company Inquiry Service and desires credit adjustments be made to the balances due from an End User, the IC shall furnish a statement for each End User's account where the credit is desired. These statements shall show the rate element to be credited, the date the rate element was billed and the amount of the credit.

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

D. Obligations of the IC-(Continued)

7. (Continued)

The IC shall notify its End Users through its tariff or other appropriate means when the IC handles the bill inquiries. The IC shall furnish the Telephone Company in writing all bill adjustments as set forth in Paragraph 8.2.3, following.

8. The IC will immediately redeem all IC gift certificates that the Telephone Company receives in payment for End User's charges. The IC agrees to use a gift certificate format which is agreeable to the Telephone Company.

9. The IC agrees to permit the Telephone Company to, when necessary, in accordance with Telephone Company deposit regulations, determine and collect IC service deposits from all End Users of the IC's services for which the Telephone Company provides billing for the IC. The IC will notify its End Users through its tariffs or other means that the Telephone Company will, when necessary, in accordance with Telephone Company deposit regulations, determine and collect IC service deposits. The IC will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to collect End User's service deposits.

E. Payment Arrangements and Audit Provisions

1. Audit Provisions

Upon reasonable written notice by the IC to the Telephone Company, the IC shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the amount payable to the IC. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

E. Payment Arrangements and Audit Provisions-(Continued)

1. (Continued)

shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

All information received or reviewed by the IC or its authorized representative is to be considered confidential and not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

2. Minimum Periods

The minimum period for which Private Line Billing Service is provided and for which charges apply is one year.

A minimum period of one year applies for each additional period of service ordered.

When service is discontinued prior to the expiration of a minimum period, the minimum monthly charge is applicable for each month and fraction of month remaining in the minimum period.

3. Minimum Monthly Charges

a. During the initial-year minimum period, there is a minimum monthly charge based on the IC's estimate of the number of bills to be rendered during that period. The minimum monthly charge is the charge for Bill Rendering as set forth in Paragraph 8.2.2, G.2., following, for 75 percent of the monthly volume. The monthly volume is 1/12 of the bill capacity ordered during the initial year.

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8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

E. Payment Arrangements and Audit Provisions-(Continued)

3. Minimum Monthly Charges-(Continued)

a. (Continued)

If the actual monthly volume during any consecutive three month period exceeds 1/12 of the bill capacity ordered by 50 percent or more per month, a new minimum monthly charge will be established. The new charge is the charge for Bill Rendering as set forth in Paragraph 8.2.2, G.2., following, for the monthly average of the actual volume used during those three months.

b. During each additional yearly minimum period, the minimum monthly charge is the charge for Bill Rendering as set forth in Paragraph 8.2.2, G.2.; following, for the monthly average of the actual volume of bills rendered during the previous 12 months.

If the actual monthly volume during any consecutive three-month period exceeds the monthly average by 50 percent or more per month, a new minimum monthly charge will be established. The new charge is the charge for Bill Rendering as set forth in Paragraph 8.2.2, G.2., following, for the monthly average of the actual volume used during those three months.

4. Cancellation of a Special Order

An IC may cancel a Special Order for Private Line Billing Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within ten days. The service date for Private Line Billing Service is the date that the IC and the Telephone Company mutually agree service is to start.

When an IC cancels a Special Order for Private Line Billing Service after the order date but prior to the start of service, a charge equal to the Special Order Charges, program development costs and any non-recoverable capital costs incurred by the Telephone Company will apply to the IC.

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8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

E. Payment Arrangements and Audit Provisions-(Continued)

5. Changes to Special Orders

When an IC requests changes to a pending Special Order for Private Line Billing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

F. Rate Regulations

1. The Private Line Billing Service Special Order Charge applies for each Special Order for Private Line Billing Service, other than establishment of or change to End User's account data, establishment of or changes to End User's account rate element or changes to End User's balances due, accepted by the Telephone Company.
2. The End User's account activity charge applies whenever an End User's account is established or changed pursuant to a Special Order from an IC and/or whenever a nonrecurring or recurring IC rate element or balance due is added to or changed in the account.

An End User's account is a record for a Private Line Billing Service which has a unique name and address and billing number identification, assigned by the Telephone Company, to which a bill is rendered.

The End User's account activity Special Order Charge always applies, and the End User's account establishment and change charge, End User's account rate element rate level change charge or the End User's account rate element rate structure change charge may apply depending on the activity ordered by the IC as set forth in Paragraphs 8.2.2, F.2.a., b., c. and d., following:

- a. The End User's account activity Special Order Charge applies whenever the IC furnishes to the Telephone Company End User's account information that establishes or changes the information or rates or balances due associated with an End User's account.

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ACCESS SERVICES

8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

F. Rate Regulations-(Continued)

2. (Continued)

b. The End User's account establishment and change charges applies whenever IC-furnished information is used by the Telephone Company to establish or change End User's account data or rate elements or balance due, except for information to change End User's account rate element rate levels or rate structure. End User's account rate element rate level and rate structure changes charges are applied as set forth in Paragraphs 8.2.2, F.2.c. and d., following.

The End User's account establishment and change charge applies for each account established, rate element established, account changed and rate element changed and balance due changed.

c. The End User's account rate element rate level change charge applies whenever IC-furnished information is used by the Telephone Company to change an End User's account rate element rate level. The charge applies for each End User's account rate element rate level changed.

d. The End User's account rate element rate structure change charge applies whenever IC-furnished information is used by the Telephone Company to change an End User's account rate element rate structure. The charges to make the End User's account rate element rate structure changes will be determined on an individual-case basis.

3. The bill rendering charge applies each month that one or more charges is billed by the issuing of a statement to an End User's account. When both interstate and state Private Line Service-charges are billed by the Telephone Company to the End User on the same bill for the IC, the bill rendering charge change times 0.5 applies each month.

4. The basic per-hour rate and the premium per-hour rate for program development is for the use of one hour of one Telephone Company programmer's time.

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8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

F. Rate Regulations-(Continued)

5. The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the IC in accordance with these records. The hours for each order will be summed and then rounded to the nearest hour, except that when the total is less than an hour, one hour will be used to determine the charges.

G. Rates and Charges

The rates and charges are:

	<u>USOC</u>	<u>Rates</u>
1. End User's Account Activity		
- Special Order to receive End User's account data, per Special Order. . . . .		ICB rates and charges apply
- End User's Account establishment and Change, except rate element rate level changes and rate structure changes, charge per End User's account established or changed and per recurring and nonrecurring rate element established or changed, each. . . . .		\$ .90
- End User's Account Rate Element Rate Level Change Charge, per rate element changed, each . . . . .		ICB rates and charges apply
- End User's Account Rate Element Rate structure Change Charge, per rate element changed, each . . . . .		ICB rates and charges apply
2. Bill Rendering Charge, per bill rendered for an End User's account . . . . .	BABPR	\$ .80

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8. BILLING AND COLLECTION SERVICES-(Continued)

8.2 Billing Service-(Continued)

8.2.2 Private Line Billing Service-(Continued)

G. Rates and Charges-(Continued)

The rates and charges are:-(Continued)

3. Program Development Charge

	<u>USOC</u>	<u>Rates</u>
- Basic, per hour . . . . . (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)		\$104.00
- Premium, per hour . . . . . (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)		128.00

4. Inquiry, per bill rendered for an End User's account. . . . .

BABPQ .09

5. Private Line Billing Special Service Order Charge, per Special Order . . . . .

14.50

6. Retention of Records Under Accounting Orders, per order, per month. . . . .

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ICB rates and charges apply.

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