

**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

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Manager, Tariffs and Compliance  
Monroe, LA

**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

Missouri Public

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Chief Operating Officer  
Wentzville, MO 63385

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Kansas City, Mo

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## GENERAL AND LOCAL EXCHANGE TARIFF

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CENTREX SERVICE

MO. PUBLIC SERVICE COMMISSION

## A. General

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

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CENTREX SERVICE

**MO. PUBLIC SERVICE COMMISSION**

A. General

4. (Cont'd)

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

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

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

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SPECIALIZED SERVICES

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CENTREX SERVICE

A. General

4. (Cont'd)

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

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

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

Optional CCLASS Feature Package - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding and Special Call Waiting.

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

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

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 Kansas City, Mo

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CENTREX SERVICE

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features

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

Basic Centrex Service includes the following basic features:

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

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

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

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

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

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

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Kansas City, Mo

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CENTREX SERVICE

## A. General (Cont'd)

## 4. (Cont'd)

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

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

## Feature Package 1000

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

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

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

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

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

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

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

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Chief Operating Officer  
Kansas City, Mo

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 1000 (Cont'd)

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

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

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

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

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

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

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

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

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

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CENTREX SERVICE

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

Feature Package 1000 (Cont'd)

Speed Calling 8 (Individual) - This feature allows a user to dial an individual list of selected numbers using one or two digits. (Available in the GTD-5 only)

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

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

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

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SPECIALIZED SERVICES

CENTREX SERVICE

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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

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

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

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Kansas City, Mo

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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

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

(1) Limited to existing customers at existing locations

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CENTREX SERVICE

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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Chief Operating Officer  
Kansas City, Mo

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A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

CCLASS FEATURE PACKAGE

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

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

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

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

CCLASS FEATURE PACKAGE (Cont'd)

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

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

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

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Kansas City, Mo

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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

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

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

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CENTREX SERVICE

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to compatible customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

For calls originating from a line with a multiline hunt group, ordinarily the main telephone number is delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will give an anonymous indication. The calling telephone number is unavailable from calls made through some large PABX systems, from most cellular radio calls, and currently from interexchange carrier calls. Nor is the calling telephone number made available when incoming calls have been handled by an operator or charged to credit cards.

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SPECIALIZED SERVICES

MO. PUBLIC SERVICE COMMISSION

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

Calling Number Identification (ID) (Cont'd)

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

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

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

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

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definition of Features (Cont'd)

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

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

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

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

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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

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Chief Operating Officer  
Kansas City, Mo

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CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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

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

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

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Chief Operating Officer  
Kansas City, Mo

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SPECIALIZED SERVICES

MAY 10 2000

CENTREX SERVICE

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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

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

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

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Kansas City, Mo

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GENERAL AND LOCAL EXCHANGE TARIFF

MAY 10 2000

SPECIALIZED SERVICES

MO. PUBLIC SERVICE COMMISSION

CENTREX SERVICE

A. General (Cont'd)

4. (Cont'd)

b. Definitions of Features (Cont'd)

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

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

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

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

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

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

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B. Liability of the Telephone Company

1. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex Service Features. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:

- a. The negligence or willful act of the customer,
- b. Customer provided facilities, or
- c. Electric power failure where the customer furnishes such electric power.

2. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Centrex Service Features and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

C. Conditions

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

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SPECIALIZED SERVICES

CENTREX SERVICE

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C. Conditions (Cont'd)

2. (Cont'd)

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

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

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

4. In the event that the Centrex Service is terminated by the customer prior to completion of the initial contract period, the Company will develop the applicable contract termination charge using the formula described below and levy it for payment by the customer. (The revised formula in 4.a will apply to all customers who engage in contracts beyond the approval date of this tariff.)

a. Termination Liability Charge = 90% X number of Centrex lines terminated X monthly rate per Centrex line X number of remaining months.

b. In the event the customer reduces the number of Centrex lines initially contracted by 20% or more, the termination liability as specified in C.4.a. above is applicable and will be based upon the initial number of lines under contract, as set forth in D.1.c. following.

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Chief Operating Officer  
Kansas City, Mo

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CENTREX SERVICE

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C. Conditions (Cont'd)

4. (Cont'd)

c. A Centrex customer may at any time renew the contract for an equal or longer new contract period at the current tariff rates subject to the following conditions:

- (1) No credit will be given for payments made during the formerly selected period. Nonrecurring charges will not be reapplied.
- (2) The new contract period begins with the next billing date following the renewal.
- (3) No termination charge applies for the former contract period.

5. When Centrex Service is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.

a. Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

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

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

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 Kansas City, Mo

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CENTREX SERVICE

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C. Conditions (Cont'd)

5. (Cont'd)

b. Basic Time rates apply for the time the Telephone Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Telephone Company approved holidays.

6. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50p to 86p Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.

b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

7. Rotary dial stations may not be capable of accessing all Centrex Service features as set forth in A.4. of this Section.

8. A Centrex line may be extended to a location outside the same continuous property of the Centrex customer to any location. Mileage Charges, as set forth in the Company's Tariffs, will apply to such off-premises extension lines. Such charges shall be measured from the location of the serving host central office or from a serving remote unit, if applicable, whichever is closer, to the off-premises location.

9. Centrex Service system lines are not subject to Business Basic Exchange Service Rates or Zone Rate Differentials set forth in Section 4 of the Company's General Exchange Tariff.

10. EAS charges are applied on a per trunk basis (e.g., per the number of network accesses), at the business rate, as set forth in Section 4 of this Tariff.

11. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

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## C. Conditions (Cont'd)

12. This Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the Commission may from time to time direct or allow in the exercise of its jurisdiction.
13. Centrex Service lines may be terminated on PABX or equivalent type system. A PABX termination rate will be applied per Centrex line in addition to the applicable Centrex line rate.
14. Subsequent line additions/deletions.
  - a. Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract. Existing contract period rates, for lines previously contracted, remain unchanged. If the line addition results in the customer's total Centrex line count exceeding the threshold of the line group previously contracted, only the quantity of additional lines in excess of the threshold will be billed at the rate for the larger group. Appropriate Service Charges, excluding the Central Office Line Connection Charge, set forth in Section 5 of the Company's General Exchange Tariff apply to installation of subsequent line additions up to and including the Standard Network Interface.
  - b. Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as set forth in C.4 preceding. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group as set forth in D.1.c. following.
15. If a customer requests an upgrade of an existing Feature Series (e.g., from Series 1000 to 2000, 1000 to 3000, or from Series 2000 to 3000), his existing per line contract rate will be changed to reflect the appropriate rate applicable to the new Feature Series, as set forth under D. Rates and Charges. The new contract rate will apply for the duration of the existing contract period. Nonrecurring charges as set forth under D.2. will apply.

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SPECIALIZED SERVICES

MO. PUBLIC SERVICE COMMISSION

CENTREX SERVICE

C. Conditions (Cont'd)

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

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

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

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

- b. The following rates apply during the contract period and until the service is discontinued:\*

	<u>GSEC</u>	Competitive(#) Monthly Rate	Noncompetitive Monthly Rate
(1) <u>Month-to-Month Contract</u>			
(a) 3-25 lines, per line	CEN25G	\$20.20 (I)	\$21.20 (I)
(b) 26-50 lines, per line	CEN49G	19.87 (I)	20.86 (I)
(2) <u>36 Month Contract</u>			
(a) 26-50 lines, per line	CEN50G36	16.83	17.67
(b) 51-100 lines, per line	CEN100G36	15.91	16.70
(c) 101-200 lines, per line	CEN200G36	14.99	15.73
(3) <u>60 Month Contract</u>			
(a) 26-50 lines, per line	CEN50G60	15.61	16.39
(b) 51-100 lines, per line	CEN100G60	14.68	15.41
(c) 101-200 lines, per line	CEN200G60	13.77	14.45

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

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

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Director, Tariffs  
Monroe, Louisiana

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

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

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

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

- b. The following rates apply during the contract period and until the service is discontinued:\*

	<u>GSEC</u>	Competitive(#) Monthly Rate	Noncompetitive Monthly Rate
(1) <u>Month-to-Month Contract</u>			
(a) 3-25 lines, per line	CEN25G	\$18.36 (I)	\$19.27 (I)
(b) 26-50 lines, per line	CEN49G	18.06	18.96
(2) <u>36 Month Contract</u>			
(a) 26-50 lines, per line	CEN50G36	16.83	17.67
(b) 51-100 lines, per line	CEN100G36	15.91	16.70
(c) 101-200 lines, per line	CEN200G36	14.99	15.73
(3) <u>60 Month Contract</u>			
(a) 26-50 lines, per line	CEN50G60	15.61	16.39
(b) 51-100 lines, per line	CEN100G60	14.68	15.41
(c) 101-200 lines, per line	CEN200G60	13.77 (I)	14.45 (I)

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

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

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Director, Tariffs and Compliance  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

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

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

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

- b. The following rates apply during the contract period and until the service is discontinued.\*

		Competitive(#) Monthly Rate	Noncompetitive Monthly Rate	(C)
(1) <u>Month-to-Month Contract</u>	<u>GSEC</u>			
(a) 3-25 lines, per line	CEN25G	\$17.49	\$18.36	
(b) 26-50 lines, per line	CEN49G	17.20	18.06	
(2) <u>36 Month Contract</u>				
(a) 26-50 lines, per line	CEN50G36	16.03	16.83	
(b) 51-100 lines, per line	CEN100G36	15.16	15.91	
(c) 101-200 lines, per line	CEN200G36	14.28	14.99	
(3) <u>60 Month Contract</u>				
(a) 26-50 lines, per line	CEN50G60	14.87	15.61	
(b) 51-100 lines, per line	CEN100G60	13.99	14.68	
(c) 101-200 lines, per line	CEN200G60	13.12	13.77	(C)

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

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

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

D. Rates and Charges (Cont'd)

1. Centrex Line Rates

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

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

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

- b. The following rates apply during the contract period and until the service is discontinued:\*

	<u>GSEC</u>	<u>MONTHLY RATE</u>	
(1) <u>Month-to-Month Contract</u>			
(a) 3-25 lines, per line	CEN25G	\$17.49	(l)
(b) 26-50 lines, per line	CEN49G	17.20	(l)
(2) <u>36 Month Contract</u>			
(a) 26-50 lines, per line	CEN50G36	16.03	(l)
(b) 51-100 lines, per line	CEN100G36	15.16	(l)
(c) 101-200 lines, per line	CEN200G36	14.28	(l)
(3) <u>60 Month Contract</u>			
(a) 26-50 lines, per line	CEN50G60	14.87	(l)
(b) 51-100 lines, per line	CEN100G60	13.99	(l)
(c) 101-200 lines, per line	CEN200G60	13.12	(l)

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

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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D. Rates and Charges (Cont'd)

1. Centrex Line Rates

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

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

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

- b. The following rates apply during the contract period and until the service is discontinued:\*

<u>(1) Month-to-Month Contract</u>	<u>GSEC</u>	<u>MONTHLY RATE</u>
(a) 3-25 lines, per line	CEN25G	\$16.20 (I)
(b) 26-50 lines, per line	CEN49G	15.93 (I)
<u>(2) 36 Month Contract</u>		
(a) 26-50 lines, per line	CEN50G36	14.85 (I)
(b) 51-100 lines, per line	CEN100G36	14.04 (I)
(c) 101-200 lines, per line	CEN200G36	13.23 (I)
<u>60 Month Contract</u>		
(a) 26-50 lines, per line	CEN50G60	13.77 (I)
(b) 51-100 lines, per line	CEN100G60	12.96 (I)
(c) 101-200 lines, per line	CEN200G60	12.15 (I)

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

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Chief Operating Officer  
Wentzville, MO 63385

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## GENERAL AND LOCAL EXCHANGE TARIFF

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

## 1. Centrex Line Rates

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

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

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

- b. The following rates apply during the contract period and until the service is discontinued:\*

(1)	<u>Month-to-Month Contract</u>	<u>GSEC</u>	<u>MONTHLY RATE</u>
	(a) 3-25 lines, per line	CEN25G	\$15.00
	(b) 26-50 lines, per line	CEN49G	14.75
(2)	<u>36 Month Contract</u>		
	(a) 26-50 lines, per line	CEN50G36	13.75
	(b) 51-100 lines, per line	CEN100G36	13.00
	(c) 101-200 lines, per line	CEN200G36	12.25
(3)	<u>60 Month Contract</u>		
	(a) 26-50 lines, per line	CEN50G60	12.75
	(b) 51-100 lines, per line	CEN100G60	12.00
	(c) 101-200 lines, per line	CEN200G60	11.25

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

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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CENTREX SERVICE

D. Rates and Charges (Cont'd)

1. Centrex Line Rates (Cont'd)

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

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

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

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Kansas City, Mo

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

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

Competitive(#)	<u>GSEC</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	CENFS 1000	\$1.82	(I)
Feature Package 2000, per line	CENFS 2000	2.67	
Feature Package 3000, per line	CENFS 3000	3.11	
CCLASS Feature Package(1)			
3-25 lines, per line	CENFS CLASS 25M	5.67	
26-50 lines, per line	CENFS CLASS 49M	5.10	
51+ lines, per line	CENFS CLASS 100M	4.53	(I)
Noncompetitive	<u>GSEC</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	CENFS 1000	\$1.91	(I)
Feature Package 2000, per line	CENFS 2000	2.80	
Feature Package 3000, per line	CENFS 3000	3.26	
CCLASS Feature Package(1)			
3-25 lines, per line	CENFS CLASS 25M	5.95	
26-50 lines, per line	CENFS CLASS 49M	5.35	
51+ lines, per line	CENFS CLASS 100M	4.75	(I)

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

(D)

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

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

Competitive(#) (C)	<u>GSEC</u>	<u>Monthly Rate</u>
Feature Package 1000, per line	CENFS 1000	\$1.74
Feature Package 2000, per line	CENFS 2000	2.55
Feature Package 3000, per line	CENFS 3000	2.97
CCLASS Feature Package(1)		
3-25 lines, per line	CENFS CLASS 25M	5.40
26-50 lines, per line	CENFS CLASS 49M	4.86
51+ lines, per line	CENFS CLASS 100M	4.32

Noncompetitive (C)	<u>GSEC</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	CENFS 1000	\$1.82	(I)
Feature Package 2000, per line	CENFS 2000	2.67	(I)
Feature Package 3000, per line	CENFS 3000	3.11	(I)
CCLASS Feature Package(1)			
3-25 lines, per line	CENFS CLASS 25M	5.67	(I)
26-50 lines, per line	CENFS CLASS 49M	5.10	(I)
51+ lines, per line	CENFS CLASS 100M	4.53	(I)

(M)

(M)

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

(M) Materials previously appearing in this section has been moved to Section 11, Sheet 23.1

(N)

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

(N)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

D. Rates and Charges (Cont'd)

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

	<u>GSEC</u>	<u>Monthly Rate</u>	
Feature Package 1000, per line	CENFS 1000	\$1.74	(l)
Feature Package 2000, per line	CENFS 2000	2.55	(l)
Feature Package 3000, per line	CENFS 3000	2.97	(l)
CCLASS Feature Package(1)			
3-25 lines, per line	CENFS CLASS 25M	5.40	(l)
26-50 lines, per line	CENFS CLASS 49M	4.86	(l)
51+ lines, per line	CENFS CLASS 100M	4.32	(l)

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

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

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

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network access, each trunk	CEN TK	\$15.00

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

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CENTREX SERVICE

D. Rates and Charges (Cont'd)

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

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

	<u>GSEC</u>	<u>Monthly Rate</u>
Feature Package 1000, per line	CENFS 1000	\$1.62 (I)
Feature Package 2000, per line	CENFS 2000	2.37 (I)
Feature Package 3000, per line	CENFS 3000	2.75 (I)
CCLASS Feature Package(1)		
3-25 lines, per line	CENFS CLASS 25M	5.00
26-50 lines, per line	CENFS CLASS 49M	4.50
51+ lines, per line	CENFS CLASS 100M	4.00

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

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

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

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network access, each trunk	CEN TK	\$15.00

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

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Chief Operating Officer  
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CENTREX SERVICE

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D. Rates and Charges (Cont'd)

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

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

	<u>GSEC</u>	<u>Monthly Rate</u>
Feature Package 1000, per line	CENFS 1000	\$1.50
Feature Package 2000, per line	CENFS 2000	2.20
Feature Package 3000, per line	CENFS 3000	2.55
CCLASS Feature Package(1)		
3-25 lines, per line	CENFS CLASS 25M	5.00
26-50 lines, per line	CENFS CLASS 49M	4.50
51+ lines, per line	CENFS CLASS 100M	4.00

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

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

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

	<u>GSEC</u>	<u>Monthly Rate</u>
Additional Centrex network access, each trunk	CEN TK	\$15.00

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

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

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

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

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

	<u>GSEC</u>	<u>Competitive(#) Monthly Rate</u>	<u>Noncompetitive Monthly Rate</u>
Additional Centrex network access, each trunk	CEN TK	\$15.75 (I)	\$16.53 (I)

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

(D)

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Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

CENTREX SERVICE

(M)

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

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

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

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

	<u>GSEC</u>	<u>Competitive(#)(C) Monthly Rate</u>	<u>Noncompetitive(C) Monthly Rate</u>	
Additional Centrex network access, each trunk	CEN TK	\$15.00	\$15.75 (I)	(M)(C)

(M) Materials moved from Section 11, Sheet 23

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

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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CENTREX SERVICE

D. Rates and Charges (Cont'd)

2. (Cont'd)

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

Monthly Rate

(1) Centrex PBX Trunk  
add-on rate, per line (CEN PBXTRKADD) \$ 5.00

e. Appropriate Service Charges, excluding the Line Connection Charge, set forth in Section 5 of this Tariff apply to installation of Centrex Service system up to and including the Network Interface.

f. All subsequent line and/or feature additions, deletions or changes will be subject to rates set forth in C.5.a. preceding or D.2.g. following.

g. Centrex data base program changes resulting from customer requested work activities.

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

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

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Chief Operating Officer  
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GENERAL AND LOCAL EXCHANGE TARIFF

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E. Optional Centrex Services  
1. Optional Features\*

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MONTHLY RATE

	GSEC	MONTHLY RATE
Authorization Codes (per group of 10)	CEN WATHCDSM	2.00
Automatic Route Selection, per line	CEN ARSM	2.00
Code Call Access (1)	CEN CCACCM	20.00
Conference Calling	CEN CONCLGM	90.00
Data Link Console Interface	CEN DLCIM	70.00
Dictation Access and Control (1)	CEN DICALLM	20.00
Flexible Night Answer (6)(7)	CEN FNAM	0.20
FX Access	CEN FXALLM	6.00
Identification-Multiple Directory Numbers (6)	CEN MLNM	0.10
Music-on-Hold Interface (1)	CEN MOHM	20.00
Non-Data Link Console Interface (8)	CEN NDLCIM	50.00
Paging/Public Address Access (1)	CEN PGALLM	20.00
Pilot Number of Hunt Groups	CEN PNHGM	0.05
Predetermined Night Answer-Fixed (6)	CEN PNAM	0.20
Preferential Hunting (2)	CEN PRHNTGM	0.05
Priority Queuing (4)	CEN PRQUEM	1.00
Proprietary Set Interface	CEN PSIM	5.00
Pseudo Number Flat Rate Service(9)	PSEUDOF	6.00
Recorded Announcement	CEN RANCUSM	15.00
Speed Call 30 (System)	CEN SC30SM	0.10
Stop Hunt (2)(3)	CEN STPHNTM	0.75
T-1 Access	CEN TIM	300.00
Terminal Make Busy (3)	CEN TRMMBM	0.50
Tie Facility Access	CEN TFAM	6.00
Universal Night Answer (1)(5)(6)	CEN UNAM	0.10
WATS Access	CEN WTSACCM	1.00
800 Service Access	CEN 800 SVCALLM	1.00

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

- E. Optional Centrex Services (Cont'd)  
1. Optional Features(1) (Cont'd)

	<u>GSEC</u>	<u>Monthly Rate</u>	
		<u>Competitive(#)</u>	<u>Noncompetitive</u>
Caller ID - Number(2)			
3 - 25 lines, per line .....	CEN CNID 25M	\$6.30 (I)	\$6.61 (I)
26 - 50 lines, per line .....	CEN CNID 49M	4.72 (I)	4.95 (I)
51+ lines, per line .....	CEN CNID 100M	2.10 (I)	2.20 (I)
3 - 25 lines, per customer group.....	CEN CNID 25MS	10.50 (I)	11.02 (I)
26 - 50 lines, per customer group.....	CEN CNID 50MS	21.00 (I)	22.05 (I)
51+ lines, per customer group.....	CEN CNID 100MS	42.00 (I)	44.10 (I)

Caller ID - Name and Number			
3 - 25 lines, per customer group.....	CEN CNND 25MS	26.25 (I)	27.56 (I)
26 - 50 lines, per customer group.....	CEN CNND 50MS	47.25 (I)	49.61 (I)
51+ lines, per customer group.....	CEN CNND 100MS	89.25 (I)	93.71 (I)
Call Tracing Service .....	CEN COTM	3.50	3.50
VIP Alert .....	CEN VIPM	4.00	4.00

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

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

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

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

CENTREX SERVICE

- E. Optional Centrex Services (Cont'd)  
1. Optional Features(1) (Cont'd)

	<u>GSEC</u>	<u>Monthly Rate</u>		(C)	
		<u>Competitive(#)</u>	<u>Noncompetitive</u>		
<b>Caller ID - Number(2)</b>					
3 - 25 lines, per line .....	CEN CNID 25M	\$ 6.00	\$6.30 (I)	(C)	
26 - 50 lines, per line .....	CEN CNID 49M	4.50	4.72 (I)		
51+ lines, per line .....	CEN CNID 100M	2.00	2.10 (I)		
3 - 25 lines, per customer group.....	CEN CNID 25MS	10.00	10.50 (I)		
26 - 50 lines, per customer group.....	CEN CNID 50MS	20.00	21.00 (I)		
51+ lines, per customer group.....	CEN CNID 100MS	40.00	42.00 (I)		
<b>Caller ID - Name and Number</b>					
3 - 25 lines, per customer group.....	CEN CNND 25MS	25.00	26.25 (I)		
26 - 50 lines, per customer group.....	CEN CNND 50MS	45.00	47.25 (I)		
51+ lines, per customer group.....	CEN CNND 100MS	85.00	89.25 (I)		
Call Tracing Service .....	CEN COTM	3.50	3.50		
VIP Alert .....	CEN VIPM	4.00	4.00	(C)	
2. Centrex System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Centrex system. Each interface requires a separate Centrex line. Data base program change charges as set forth in D.2.h. preceding apply per line programmed.					
		<u>Contract Period(3)</u>			
		<u>36 Month</u>	<u>60 Month</u>		
Attendant Console Interface, per interface (CEN ACI 36, CEN ACI 60)		\$170.00	\$125.00		

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

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

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CENTREX SERVICE

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- E. Optional Centrex Services (Cont'd)  
1. Optional Features(1) (Cont'd)

	<u>GSEC</u>	<u>Monthly Rate</u>
Caller ID - Number(2)		
3 - 25 lines, per line . . . . .	CEN CNID 25M	\$ 6.00
26 - 50 lines, per line . . . . .	CEN CNID 49M	4.50
51+ lines, per line . . . . .	CEN CNID 100M	2.00
3 - 25 lines, per customer group . . . . .	CEN CNID 25MS	10.00
26 - 50 lines, per customer group . . . . .	CEN CNID 50MS	20.00
51+ lines, per customer group . . . . .	CEN CNID 100MS	40.00
Caller ID - Name and Number		
3 - 25 lines, per customer group . . . . .	CEN CNND 25MS	25.00
26 - 50 lines, per customer group . . . . .	CEN CNND 50MS	45.00
51+ lines, per customer group . . . . .	CEN CNND 100MS	85.00
Call Tracing Service . . . . .	CEN COTM	3.50
VIP Alert . . . . .	CEN VIPM	4.00

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

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

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

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CENTREX SERVICE

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F. Centrex Custom Service

1. Scope of the Plan

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

2. Public Service Commission Notification

- a. The Company will notify the Public Service Commission Staff of Centrex Custom Service arrangements in advance, as set forth in F.2.b. following, and will include in such notification the following information:  
 Customer name and location(s)  
 Type of service to be provided  
 The incremental cost study  
 The contribution level used  
 The payment option selected  
 The applicable rates  
 The above information is considered proprietary by the Company and should not be made a part of the public record.

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## F. Centrex Custom Service (Cont'd)

## 2. Public Service Commission Notification (Cont'd)

- b. Upon receipt of the above identified information, the Staff will have three weeks (21 calendar days) to review this information. Day 1 of the 21 calendar days limitation will begin on the next working day after receipt by the Staff. In the review of this information, if the Staff determines there is a discrepancy in a specific cost study, but the rate quoted meets the minimum five percent contribution level after the discrepancy is corrected, no change in the rate will be required. If, however, after the discrepancy is corrected the rate quoted does not meet the five percent contribution level, the rate will be revised to achieve at least the minimum contribution level of five percent.

Staff will notify the Company in writing as soon as possible, but no later than 21 days, as determined above, of their position as a result of their review of the economic cost study. If Staff does not respond by the end of the 21 days, the Company may proceed with the proposed rates for that Centrex Custom Service arrangement.

## 3. Rates

- a. Rates for Centrex Custom Service arrangements will be based on the incremental costs, contribution level, payment plan, and contract option selected. These factors will vary with each Centrex Custom Service arrangement and will, therefore, reflect varying rates for individual arrangements. At no time, will the contribution level be less than 5 percent above Incremental Costs.
- b. Economic Cost Studies
- An incremental cost study will be performed for each Centrex Custom Service arrangement. The study will conform to accepted economic principles and will be provided to the Commission Staff.
- c. Payment Options
- The method of payment will be specified in the Centrex Custom Service agreement.

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Chief Operating Officer  
Kansas City, Mo

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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CENTREX SERVICE

MO. PUBLIC SERVICE COMMISSION

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

## 1. General

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

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

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

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

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

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

2. Conditions

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

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

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## 3. Definitions

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

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

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

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

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

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

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

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

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

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3. Definitions (Cont'd)

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

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

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

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

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

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

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

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

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G. Centrex Automatic Call Distribution Service/MIS (Cont'd) MO. PUBLIC SERVICE COMM

3. Definitions (Cont'd)

Call Center Manager - (Continued)

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

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

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

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

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

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

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

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## 3. Definitions (Cont'd)

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

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

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

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

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

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

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

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

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

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

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3. Definitions (Cont'd)

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

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

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

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

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

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

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

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

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

3. Definitions (Cont'd)

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

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

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

This feature also includes the following:

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

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

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

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

3. Definitions (Cont'd)

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

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

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

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

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

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

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G. Centrex Automatic Call Distribution Service/Management Information System (Cont'd) **MO. PUBLIC SERVICE COMMISSION**

3. Definitions (Cont'd)

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

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

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

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

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

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

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4. Feature Packages

Centrex ACD is available in the following packages:

a. Basic Agent Feature Package

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

b. Advanced Agent Feature Package

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

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4. Feature Packages (Cont'd)

c. ACD on Single-Line Telephone Sets

- Abandoned Call Clearing
- Automatic Overflow
- Distinctive Ringing
- Incoming Call Queue (equal to number of agents)
- Login/Logout
- Make Set Busy
- Music on Delay
- Night Treatment
- Observe Agent from 2500 Set
- Overflow Enhancement
- Ring Threshold
- Set Not Ready
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

d. Supervisor Feature Package

- Answer Agent
- Call Agent
- Controlled Interflow
- Emergency Answer
- Emergency Answer Backup
- Forced Agent Availability
- Observe Agent
- Supervisor Control of Night Service
- Three-Way Calling/Call Transfer to ACD
- Available with Display Sets
- Called Name/Number Display
- Call Source ID
- Display Agents Summary
- Display Queue Status

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4. Feature Packages (Cont'd)

e. Optional Features

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

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5. Rates and Charges

Monthly Rate	Non-Recurring			
	GSEC	Charge(1)	GSEC	
a. Packages				
1) Basic Agent Feature Pkg				
per ACD group	CENACDBNRC	\$ 55.00		
per ACD line			CENACDB	\$ 24.00
2) Advanced Agent Feature Pkg				
per ACD group	CENACDADVNC	25.00		
per ACD line			CENACDADV	5.00
3) ACD on Single-Line Sets				
per ACD line	CENACD2500NRC	10.00	CENACD2500	22.50
4) Supervisor Feature Pkg				
per ACD line	CENACDSVNC	50.00	CENACDSV	26.00

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

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5. Rates and Charges

	<u>GSEC</u>	<u>Non-Recurring Charge(1)</u>	<u>GSEC</u>	<u>Monthly Rate</u>
b. Optional Features				
1) Secondary Directory Number		\$ 0.00	CENACDSN	\$ 2.00
2) MIS Data Stream Interface per interface	CENACDMISDSNRC	100.00	CENACDMISDS	100.00
3) Additional Queue Slots per system per slot	CENACDQSNRC	25.00	CENACDQS	2.50
4) Supergroups	CENACDSGNRC	50.00	CENACDSG	25.00
5) Call Center Manager				
1st CCM	ACDCLCNTR1	75.00	ACDCLCNTR1-IC	200.00
2nd CCM	ACDCLCNTR2	75.00	ACDCLCNTR2-IC	150.00
3rd & Subsequent CCM	ACDCLCNTRSUB	75.00	ACDCLCNTRSUB-IC	125.00
6) Call Center Reporting(2)	ACDCALLREPT	100.00	ACDCALLREPT-IC	15.00/agent

(1) Does not include appropriate service charges from this Tariff.  
 (2) Subject to the availability of equipment.

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## GENERAL AND LOCAL EXCHANGE TARIFF

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MAY 10 2000

## A. General

MO. PUBLIC SERVICE COMMISSION

## 1. Definition

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

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Kansas City, MoMissouri Public  
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms

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

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

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 911 Customer, may include additional information about that location. (T)

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

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

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

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

Company - Spectra Communications Group, LLC (N)

Customer - A municipality, state or local governmental unit or authorized to provide 9-1-1 Service

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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A. General (Cont'd)

2. Definition of Terms

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

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

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

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

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

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

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

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

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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## A. General (Cont'd)

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

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

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

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

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

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

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

SPECTRA PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol. (T)

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

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

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

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

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

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Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

MAY 10 2000

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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

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Chief Operating Officer  
Kansas City, Mo

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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

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

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Manager, Tariffs and Compliance  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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

**CANCELLED**

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Manager, Tariffs and Compliance  
Monroe, LA

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

**MAY 10 2000**

EMERGENCY TELEPHONE SERVICE (9-1-1)

**MO. PUBLIC SERVICE COMMISSION**

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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

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Chief Operating Officer  
Kansas City, Mo

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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

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Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

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

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

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

3. Conditions

a. 9-1-1 Service is restricted to one-way incoming emergency service only.

b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises. (T)  
(T)

c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity. (T)

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Manager, Tariffs and Compliance  
Monroe, LA

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## GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

MAY 10 2000

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

## A. General (Cont'd)

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

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

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

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

## 3. Conditions

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

3. Conditions (Cont'd)

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

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Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

MAY 10 2000

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

3. Conditions (Cont'd)

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

3. Conditions (Cont'd)

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

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Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

MAY 10 2000

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

3. Conditions (Cont'd)

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

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By *BR35*  
Public Service Commission  
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Kansas City, Mo

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation

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

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Manager, Tariffs and Compliance  
Monroe, LA

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**MO PSC**

## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES**RECEIVED**EMERGENCY TELEPHONE SERVICE (9-1-1)**MAY 10 2000**

## A. General (Cont'd)

MO. PUBLIC SERVICE COMMISSION

## 4. Customer Obligation

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

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JAN 12 2005

By *lstrs36*  
Public Service Commission  
MISSOURI

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation (Cont'd)

c. (Cont'd)

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

MAY 10 2000

A. General (Cont'd)

MO. PUBLIC SERVICE COMMISSION

4. Customer Obligation (Cont'd)

c. (Cont'd)

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

a) At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.

b) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.

c) At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

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

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

**CANCELLED**

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Kansas City, Mo

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Service Commission  
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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation (Cont'd)

- e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction. (T)
  
- f. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company's information while acting as the Host Provider of 9-1-1 service to the 9-1-1 Customer which purchases Company's services under this Tariff must agree to abide by the terms and conditions which relate to the protection of Company's provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company's information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to: (C)  
(T)  
(C)  
(C)  
(T)  
(C)  
(D)

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EMERGENCY TELEPHONE SERVICE (9-1-1)

**MAY 10 2000**

A. General (Cont'd)

**MO. PUBLIC SERVICE COMMISSION**

4. Customer Obligation (Cont'd)

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

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

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

4. Customer Obligation (Cont'd)

f. (Cont'd)

- (D)
- 1) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information. (T)
- 2) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by a person arising out of or relating to the 9-1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service. (T)
- g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company. (T)
- h. Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the 9-1-1 Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer. (T)

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EMERGENCY TELEPHONE SERVICE (9-1-1)

**MAY 10 2000**

A. General (Cont'd)

**MO. PUBLIC SERVICE COMMISSION**

4. Customer Obligation (Cont'd)

f. (Cont'd)

2) The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

3) All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.

4) The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.

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

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

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Kansas City, Mo

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability

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

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES**RECEIVED**EMERGENCY TELEPHONE SERVICE (9-1-1)**MAY 10 2000**

## A. General (Cont'd)

**MO. PUBLIC SERVICE COMMISSION**

## 5. Liability

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

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Public Service Commission  
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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability (Cont'd)

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

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GENERAL AND LOCAL EXCHANGE TARIFF

RECEIVED

SPECIALIZED SERVICES

MAY 10 2000

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

A. General (Cont'd)

5. Liability (Cont'd)

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General (Cont'd)

5. Liability (Cont'd)

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

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EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMM

A. General (Cont'd)

5. Liability (Cont'd)

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

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SPECIALIZED SERVICES

MAY 10 2000

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMM

B. Description of Service

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

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

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## GENERAL AND LOCAL EXCHANGE TARIFF

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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

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

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

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

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

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

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

- 1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.
- 2) 9-1-1 Network Service - Same as C9-1-1 Service.
- 3) Automatic Location Identification (ALI) Database Recurring and non-recurring charges - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:
  - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA). (C)  
(C)
  - b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.
- 4) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components. (N)  
|  
(N)

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EMERGENCY TELEPHONE SERVICE (9-1-1)

**MAY 10 2000**

B. Description of Service (Cont'd)

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

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

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

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

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

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

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

a. (Cont'd)

4) Third Party Frame Relay Access Device (FRAD) Connectivity (Cont'd)

- a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The Third Party record provider must provide the 56k circuit. (N)
- b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request. (N)
- b. In the event that the 9-1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from beginning of construction. (T)  
(C)
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with E9-1-1 Service.
- e. Optional 9-1-1 Features, as described in this Tariff, are available with E9-1-1 Service where conditions permit.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

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

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

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

(T)

4. Optional Services

a. Selective Routing

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

(T)

- a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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4. Optional Services

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a. Selective Routing

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

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

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

(D)  
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(C)  
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(C)

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

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4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

- a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- c) Analog Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.  
  
Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.
- d) Analog Selective Router Interface - A component of a Selective Routing System consisting of interface cards that enable a 9-1-1 trunk or a central office to be able to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

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

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

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

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

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

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## 4. Optional Services (Cont'd)

## a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

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

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

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

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

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SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMM

B. Description of Service (Cont'd)

4. Optional Services

b. Alternate Network Routing (ANR)

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

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EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Services (Cont'd)

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4. Optional Services (Cont'd)

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

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

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

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

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

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B. Description of Service (Cont'd)

MO. PUBLIC SERVICE COMM

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

4) (Cont'd)

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

6) Description of Teltone Switched Access System

a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

6) Description of Teltone Switched Access System (Cont'd)

- b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.
- c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

7) Description of Proctor Instant Network Backup System

- a) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.
- b) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

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

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## 4. Optional Services (Cont'd)

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

## 7) Description of Proctor Instant Network Backup System (Cont'd)

- c) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.
- d) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.
- e) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

- f) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

- g) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.
- h) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.
- i) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

- j) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).
- k) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

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SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

l) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver

m) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

8) Description of Tellular Phone Cell Services Equipment

a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

9) Customer Obligation

a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS)

- 1) Requirement Criteria - Regarding ALI, the Company has obligations to meet the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect the privacy expectations of its subscribers. The Company also has a common business need to protect its customer lists from unauthorized resale and protect its internal databases from hacking. When the company or another regulated telecommunications service provider provides the ALI controller services to a PSAP, those requirements are met by the direct control that the Company or other regulated provider retains over the ALI software and therefore over the ALI database. However, when a non-regulated provider of customer premises equipment (CPE) provides the PSAP ALI controller equipment, DMARCS is required as a replacement step in the ALI provisioning process to protect the Company and its subscribers. In downloading ALI to an on-premises computer, DMARCS replaces direct dialing to the Company's Database Management System with direct dialing to a protected database system.
- 2) Service definition - DMARCS is a computer service established between the Company's proprietary Database Management System and non-regulated providers of PSAP ALI controller services that are approved as part of an E9-1-1 system in the state of Missouri. DMARCS provides a secure buffer to which Customers with non-SPECTRA PSAP ALI controllers may dial into and download the ALI, including daily updates for their system. The ALI is available in National Emergency Number Association (NENA) standard format.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

3) Purchase eligibility - An E9-1-1 Customer with a non-SPECTRA PSAP ALI controller may subscribe to DMARCS to obtain the Company's ALI. The ALI available from DMARCS is that for which the Company has a contract with the Customer to provide in accordance with that offering elsewhere in this tariff.

4) Customer Obligations - Because the Company will entrust the Customer to protect the Company's proprietary database, the Customer is required to meet the following obligations:

a) The computer which will hold the ALI database must be maintained in a physically secure area, accessible only to authorized personnel.

b) The E9-1-1 software with control over the ALI database must:

(1) be on a computer that is operable only from terminals that are located within premises that require authorized access.

(2) have individual password requirements to access to the database. That is, no individual may be allowed to use another individual's password and that without the password, access to the database is denied.

(3) allow access to the ALI to retrieve a record only in response to a 9-1-1 call, with the exception that the 9-1-1 Customer's DMARCS Administrator may access the database for DMARCS operation, quality control or accuracy validation purposes. Manual retrievals by telecommunicators are allowed in cases where the 9-1-1 caller's ANI is not received.

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B. Description of Service (Cont'd)

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4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

4) (Cont'd)

b) (Cont'd)

(4) automatically log all manual retrievals of ALI and make the ALI Manual Retrieval Log available to the Company upon request. The automatic log must be generated by the E9-1-1 software and stored in an electronic file, available for printing on command. The Log must list the date and time of the retrieval, the password of the person accessing the record, and the telephone number and name of the subscriber.

(5) be capable of using a modem to dial into the Company's DMARCS computer and downloading record information.

c. The Customer must assign a person, titled "DMARCS Administrator" to be responsible for:

(1) Managing the Customer's obligations in operating the Customer's E9-1-1 System to work with the Company in downloading ALI via DMARCS and loading it in the Customer's ALI database.

(2) Educating all personnel who are or will be authorized to access or operate the E9-1-1 System's PSAP equipment to be informed of the proprietary nature of the ALI database and their obligations to prevent unauthorized disclosure.

(3) Replying to requests from the Company for a copy of their ALI Manual Retrieval Log.

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

B. Description of Service (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

- 1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
  - a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
  - b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
  - c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

(D)

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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B. Description of Service (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

- 1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
  - a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
  - b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
  - c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
- 2) Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

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C. Private Switch (PS) 9-1-1 Service

1. Description

a. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

- 1) Automatic Number Identification (ANI) or
- 2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

2. Conditions

a. Availability of Options

- 1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
  - a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

a. Availability of Options (Cont'd)

1) (Cont'd)

- b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
- c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

- 2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

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## C. Private Switch (PS) 9-1-1 Service (Cont'd)

## 2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

- 1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

- (a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and
- (b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

b. (Cont'd)

2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

c. The customer for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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3. Application for Service

a. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

- 1) The business name and address of the PS Provider.
- 2) The name, address, and telephone number of the PS Provider's Site Administrator.
- 3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
- 4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

4. Customer Obligations

- a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
- b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

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4. Customer Obligations (Cont'd)

- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

4. Customer Obligations (Cont'd)

- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain the security.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities or the employees or agents of any one of them.
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges (1)

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1.	Basic 9-1-1 Central Office Enabling, per central office			See Section 12, Special Assemblies
2.	Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office (2) (911ANIPROVSPC)	\$ 69.00	\$ -	
3.	9-1-1 Network Service (3)			
a.	PSAP to Central Office (C.O.) Flat Rate, per line (911CO-PSAP, 911CO-PSAP NRC)	30.00	393.00	
b.	C.O. to C.O. (or C.O. to Meet-Point) Interoffice Facility (intra and/or interexchange) Flat Rate, per trunk (911CO-CO TRK, 911CO-CO TRK NRC)	25.00	312.00	(C)

- (1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.  
(2) Special construction charges will apply when special assembly is required.  
(3) Rates and charges are to be used for either primary or secondary customers. 9-1-1 Network Service includes rates for use of voice or data circuits.

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Manager, Tariffs and Compliance  
Monroe, Louisiana

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SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

MO. PUBLIC SERVICE COMMISSION

D. Rates and Charges (1)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Basic 9-1-1 Central Office Enabling, per central office	See Section 12, Special Assemblies	
2. Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office (2) (911ANIPROVSPC)	\$ 69.00	\$ -
3. 9-1-1 Network Service (3)		
a. PSAP to Central Office (C.O.) Flat Rate, per line (911CO-PSAP, 911CO-PSAP NRC)	30.00	393.00
b. C.O. to C.O. Interoffice Facility (intra and/or interexchange) Flat Rate, per trunk (911CO-CO TRK, 911CO-CO TRK NRC)	25.00	312.00

- (1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Special construction charges will apply when special assembly is required.
- (3) Rates and charges are to be used for either primary or secondary customers. 9-1-1 Network Service includes rates for use of voice or data circuits.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges (1) (Cont'd)

MO. PUBLIC SERVICE COMMISSION

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
--	---------------------	----------------------------

5. Automatic Location Identification (ALI) Database

a. Database Administration, per database (911PSAPDBPSAP)

\$ 380.00	\$ -
-----------	------

b. Database

1) each SPECTRA subscriber record (911PSAPDBRC, 911PSAPDBRC NRC)

.04	.75
-----	-----

2) each non-SPECTRA subscriber record for which SPECTRA will verify via the MSAG (2)(3) (911PSAPDBRCNGT, 911PSAPDBRCNGT NRC)

.04	.35
-----	-----

- (1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Charge in addition to applicable connecting company/host provider charge.
- (3) Includes nonregulated telephone company records provided in SPECTRA standard format.

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SPECIALIZED SERVICES

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EMERGENCY TELEPHONE SERVICE (9-1-1)

## D. Rates and Charges (1) (Cont'd)

## 6. Selective Routing

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Database Administration, per database (4) (911SRDBASE, 911SRDBASE NRC)  PLUS	8.50	2,461.00
b. Database, per record (4) (911SRDBLINE, 911SRDBLINE NRC)	.01	.14
c. Analog Selective Routing 1) Selective Router, each (3)	1,363.00	13,280.00
2) Selective router Interface, per trunk termination (3)	36.50	150.00
d. Digital Selective Routing, per 1000 access lines (4) 1) Option 1	73.40	0.00
2) Option 2	26.05	185,000.00
e. Selective Routing Port Charges for Connecting Companies 1) Selective Router Port Connection, per trunk	47.19	150.00
2) Wireless FGD Additive, per wireless service trunk	82.54	--

- (1) Rates applicable to facilities provided within SPECTRA service territory. connecting company rates apply to facilities located within connecting company service territory.  
 (2) These rates are in addition to ALI Database Processing rates  
 (3) Service and rates are limited to existing 9-1-1 customers  
 (4) Refer to sheet 47.1 for description of service

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EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges(1) (Cont'd)

MO. PUBLIC SERVICE COMMISSION

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
--	---------------------	----------------------------

7.	Alternate Network Routing - Teltone Switched Access System(2)		
	a. Trunk Dial Unit (TDU)		
	1) Without Monitoring		
	a) 1st trunk (911TDU, 911TDUNRC)	189.58	2,081.11
	b) add'l trunk - in same c.o. (911CDUA, 911CDUANRC)	90.87	507.26
	b. Call Answer Unit (CAU)		
	1) Without Monitoring		
	a) 1st trunk (911CAU, 911CAUNRC)	84.79	481.53
	b) add'l trunk - in same c.o. (911CAUA, 911CAUANRC)	48.68	403.36
	c. Call Transfer Unit (CTU)		
	1) Without monitoring		
	a) 1st trunk (911CTU, 911CTUNRC)	88.55	755.76
	b) add'l trunk - in same c.o. (911CTUA, 911CTUANRC)	42.68	375.44

- (1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.
- (2) Services and rates are offered via contract periods of sixty (60) months.

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

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## D. Rates and Charges(1) (Cont'd)

Monthly  
RateNonrecurring  
Charge8. Alternate Network Routing - Proctor  
Instant Network Backup (INB) System(2)

## a. INB Mini-Pac

## 1) Without monitoring

## a) 1st trunk

(911MINP, 911MINPNRC)

\$115.94

\$666.09

## b) add'l trunk - in same c.o.

(911MINPA, 911MINPANRC)

101.24

507.26

## 2) With monitoring

## a) 1st trunk

(911MINPM, 911MINPMNRC)

129.64

666.09

## b) add'l trunk - in same c.o.

(911MINPMA, 911MINPMANRC)

114.93

507.26

## b. INB Shelf System

## 1) Without monitoring

## a) 1st trunk

(911CDUPSS, 911CDUPSSNRC)

163.72

755.76

## b. add'l trunk - in same c.o.

(911CDUPSSA, 911CDUPSSANRC)

54.82

375.44

## 2) With monitoring

## a. 1st trunk

(911CDUM, 911CDUMNRC)

188.62

755.76

## b. add'l trunk - in same c.o.

(911CDUMA, 911CDUMANRC)

59.18

375.44

## 3) Expansion Shelf

(911CDUSSX, 911CDUSSXNRC)

77.54

375.44

(1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Services and rates are offered via contract periods of sixty (60) months.

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

## D. Rates and Charges(1) (Cont'd)

	<u>MO. PUBLIC SERVICE COMM</u> <u>Monthly</u> <u>Rate</u>	<u>Nonrecurring</u> <u>Charge</u>
8. <u>Alternate Network Routing - Proctor</u> <u>Instant Network Backup (INB) System(2)</u>		
c. <u>INB Responder Equipment</u>		
1) <u>PSAP Responder</u>		
a) 1st responder (911CAUM, 911CAUMNRC)	\$130.85	\$589.16
b) add'l responder (911CAUMA, 911CAUMANRC)	127.58	589.16
2) <u>Central Office Responder</u>		
a) 1st responder (911CTUCO, 911CTUCONRC)	80.27	589.16
b) add'l responder (911CTUCOA, 911CTUCOANRC)	50.67	589.16
d. <u>INB Line Switch or 4/2 Converter Card</u> (911CONV2W, 911CONV2WNRC)	15.19	13.32
e. <u>INB Cellular Transceiver</u> (911CELLTRP, 911CELLTRPNRC)	66.50	507.26
f. <u>INB Cellular Antenna</u>		
1) 3 dB Antenna (911CELLANTP3, 911CELLANTP3NRC)	1.93	13.32
2) 9 dB Antenna (911CELLANTP9, 911CELLANTP9NRC)	10.67	124.35

(1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Services and rates are offered via contract periods of sixty (60) months.

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SPECIALIZED SERVICES

MO. PUBLIC SERVICE COMMISSION

EMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges(1) (Cont'd)

9. Alternate Network Routing -  
Cellular Phonecell Services Equipment(2)

a. Cellular Transceivers

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1) 1M Transceiver (911CELLTR1, 911CELLTR1NRC)	\$ 38.30	\$831.52
2) 4M Transceiver (911CELLTR4, 911CELLTR4NRC)	122.87	919.18
b. Cellular Antennas		
1) 3 dB Antenna (911CELLANTT3, 911CELLANTT3NRC)	2.06	13.32
2) 12 dB Antenna (911CELLANTT12, 911CELLANTT12NRC)	4.13	124.35

10. Distribution Machine for the  
Address and Routing Control  
System (DMARCS)

a. Per ALI computer to which records will be downloaded(3) (911 ALI DMARCS, 911 ALI DMARCS/NRC)	134.99	104.00
--	--------	--------

(1) Rates applicable to facilities provided within SPECTRA service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Services and rates are offered via contract periods of sixty (60) months.

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## EMERGENCY TELEPHONE SERVICE (9-1-1)

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

Monthly Rate	Nonrecurring Charge
--------------	---------------------

- |  |  |
|--|--|
| 11. Private Switch (PS) 9-1-1 Service  |  |
| a. 9-1-1 Central Office Enabling   | See Section 12, Special Assemblies                             |
| b. Enable 9-1-1 Tandeming in Central Office(1)   | See Section 12, Special Assemblies                             |
| c. PS 9-1-1 Service Trunk  |  |
| 1) Per trunk from Private Switch to serving Central Office(2)  | See Section 4, Business Trunk rate                             |
| d. 9-1-1 Service Line  |  |
| 1) Facilities connecting PSAPs to their serving Central Office   | See Section 4, Business Individual Line or Business Trunk rate |
| e. 9-1-1 Transport/Transport Termination   |  |
| 1) Per mile  | See PSC MO. NO. 5 - Private Line Tariff                        |
| 2) Trunk Termination<br>Per termination, each trunk  | See Sheet 50 for trunk termination rates                       |
| (1) This fee will set up a Central Office to provide some level of 9-1-1 tandeming, based on the 9-1-1 network requirements. Because the cost depends on the type of switch involved, the technology used and the level of tandeming desired, prices must be individually established. |  |
| (2) A minimum of two PS 9-1-1 Service Trunks are required from the Private Switch to the serving Central Office. The Private Switch, in some cases, may not be located at the end user location.   |  |

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EMERGENCY TELEPHONE SERVICE (9-1-1)

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

MO. PUBLIC SERVICE COMMISSIONMonthly  
RateNonrecurring  
Charge

## 11. Private Switch (PS) 9-1-1 Service (Cont'd)

- f. PS ALI Subscriber Line Data Receipt  
- Per PS ALI record

See Sheet 51 for ALI  
Database Record rates

- g. PS ENTRY Full Site  
Administration Package (1)  
(911PSALIPC, 911PSALIPCNR)

\$150.02

\$512.28

- h. PS ALI Software Package  
(911PSALISW, 911PSALISWNR)

16.45

266.21

- i. PS ALI LQ Parallel Printer  
(911PSALIPR, 911PSALIPRNR)

34.38

201.18

- j. Payment Responsibility:

- 1) The 9-1-1 Customer will be charged for Rates a, b, d, e and f, plus any additional PSAP terminations.
- 2) The Private Switch (PS) Provider will be charged for Rates c, g, h and/or i.

- (1) This enables the Private Switch (PS) Provider's PS 9-1-1 Site Administrator to create ALI records in NENA Standard format in a computer database and upload PS End User records to the Company via modem. It provides limited database management capabilities to the PS End User records and enables receipt of downloaded PS End User record errors for correction. Some entry-checking features are incorporated to minimize chances of errors being entered. This software requires the PS Provider's Site Administrator to have access to a personal computer with an MS-DOS operating system, Version 3.1 or above, MS Windows software, sufficient RAM to operate MS Windows, a harddrive with ENTRY software, a modem with 2400 baud capability, communications software that will operate the modem, and transmit and receive data files using commonly accepted protocol, and a telephone line connection to the modem.

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## GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICES FOR ENHANCED SERVICE PROVIDERS

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## A. General

1. This tariff contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities, Services for Enhanced Service Providers (ESPs), expand the ability of ESPs to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by SPECTRA COMMUNICATIONS GROUP, LLC, hereinafter referred to as the Company.
2. Services for ESPs are furnished only in central office areas where facilities and equipment, as determined by the Company, permit.
3. Services in this section of the tariff, designed primarily for ESPs are also available to others.

## B. ESP Services

ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in this Tariff. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

1. Message Waiting Indication - Audible - This service provides the ability for a customer to send, and a customer's client line to receive, an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that call information is waiting for them. This service is used in conjunction with Forwarded Call Information - Intraoffice.
2. Message Waiting Indication - Visual - This service provides the ability for a customer to send, and a customer's client line to receive, through customer premises equipment, an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the customer to inform its clients that call information is waiting to be retrieved. This service is used in conjunction with Forwarded Call Information - Intraoffice.

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SPECIALIZED SERVICESSERVICES FOR ENHANCED SERVICE PROVIDERS

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## B. ESP Services (Cont'd)

3. Forwarded Call Information - Intraoffice - This service provides information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:
- busy;
  - not answered;
  - either busy or not answered; or
  - used to call the customer directly
- Customer subscribing to this service must also subscribe to Data Link service.
4. Data Link - The facility that connects the customer's location to the Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.
5. Queuing - This service provides customers subscribing to PBX Access Lines or Digital Centrex lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

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SERVICES FOR ENHANCED SERVICE PROVIDERS

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B. ESP Services (Cont'd)

6. User Transfer - This service provides customers subscribing to PBX Access or Digital Centrex lines used in conjunction with ESPs equipment the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred the original line/trunk is cleared to place or receive another call.

C. Definitions

1. Client - The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this Section of the Tariff.
2. Customer - The term "customer(s)" denotes an ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Section of the Tariff.
3. Enhanced Service Provider - An Enhanced Service Provider (ESP) is a provider of telecommunication related services to its patrons, offered over the Company transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the patron's transmitted information; provides the patron additional, different or restructured information; or involve patron interaction with stored information.
4. ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a call forwarding service or a forwarded call information service. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

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SPECIALIZED SERVICES

MO. PUBLIC SERVICE COMM

SERVICES FOR ENHANCED SERVICE PROVIDERS

D. Regulations and Conditions

1. Undertaking of the Company

- a. The limitation of the Company's liability is set forth in this Tariff.
- b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Tariff or any tariff of the Company.
- c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- d. If the Company finds the provision of ESP Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.
- e. Reserved for Future Use.
- f. Charges for calls between the originating location and the call forward equipped line are applicable in accordance with regularly filed tariffs for operator station or person toll.
- g. The Company is not required to notify an ESP customer when the Company disconnects a service of another customer who is also the ESP's client.

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SERVICES FOR ENHANCED SERVICE PROVIDERS

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D. Regulations and Conditions (Cont'd)

MO. PUBLIC SERVICE COMM

2. Enhanced Service Provider's Obligations

- a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, state and local laws, rules and regulations.
- b. The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claims of libel or slander.
- c. The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's service.
- d. The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- e. The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.

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SERVICES FOR ENHANCED SERVICE PROVIDERS

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## D. Regulations and Conditions (Cont'd)

## 2. Enhanced Service Provider's Obligations (Cont'd)

- f. The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's Tariff.
- g. The customer's premises equipment shall be interconnected in accordance with the Regulations and Conditions and applicable rates as set forth in this Section, Customer Provided Equipment. If the customer violates this requirement, the Company may disconnect the customer's service.
- h. Customers subscribing to the services outlined in this Section of the Tariff, are required to subscribe to PBX facilities or Centrex lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBXs or Centrex lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.
- i. The customer is responsible for disconnecting ESP Services ordered for its client(s), including those situations where the customer's client(s) no longer have service with the Company.
- j. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.
- k. The ESP will not disclose the calling party's telephone number, except for services directly related to the call (e.g. call set-up, routing of calls, billing and maintenance), unless permission is given by the calling party.

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SERVICES FOR ENHANCED SERVICE PROVIDERS

D. Regulations and Conditions (Cont'd)

3. Client Obligations

- a. Charges are applicable to the client's line equipped with Call Forwarding Busy Line and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

4. Billing and Remittance

- a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.
- b. The customer's services may be discontinued pursuant to the procedures set forth in this Tariff for failure to make full payment for the Company's services provided under this Tariff.

E. Rate and Charge Regulations

- 1. Any change to the customer's preselected telephone number to which client's telephone calls are redirected will incur applicable service ordering charges.
- 2. The ESP Bill Option as defined in this Section of the Tariff may only be exercised by a customer utilizing ESP Services to offer an enhanced service.
- 3. Unless otherwise indicated, services available to Centrex customers will be billed in accordance with the rates, charges, and conditions included in the Centrex Tariff as described in this Section.

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SERVICES FOR ENHANCED SERVICE PROVIDERS

F. Rates and Charges

	<u>GSEC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Call Forwarding Busy Line - Fixed Per Client Line Arranged	ESPCFBF	*	**
2. Call Forwarding No Answer - Fixed Per Client Line Arranged	ESPCFNAF	*	**
3. Call Forwarding Busy/No Answer - Fixed Per Client Line Arranged	ESPCFBNAF	*	**
4. Message Waiting Indication - Audible Per Client Line Arranged	ESPMWI	\$ .50	**
5. Message Waiting Indication - Visual Per Client Line Arranged	ESPMWIV/ 42555	\$ .50	**

\* For applicable rates, charges, and definitions, see Section 6 of this Tariff.

\*\* Service charges as shown in Section 5 of this Tariff will apply when services are added or rearranged on an existing line.

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

	<u>GSEC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6. Forwarded Call Information-Intraoffice Per Client Line Arranged	ESPFCI	\$ 1.00	**
7. Data Link Per Data Link Arranged	ESPLINK	300.00	\$500.00
8. Queuing Per Centrex Line or Trunk Arranged	ESPQUE	1.50	**
9. User-Transfer Per Centrex Line or Trunk Arranged	ESPTRANS	1.50	**
10. When services as shown in F.3., F.4. and F.5. are ordered one each in a package for an individual subscriber's line	ESPVMPKG	2.00	**

\* For applicable rates, charges, and definitions, see Section 6 of this Tariff.

\*\* Service charges as shown in Section 5 of this Tariff will apply when services are added or rearranged on an existing line.

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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public

DIGITAL DATA AND NETWORK SERVICES REC'D MAR 18 2004

Business Assist™

Service Commission (N)

A. General

1. Business Assist™ provides an intra-exchange digital facility between the customer premises and the local serving wire center and will be used by the customer to aggregate their telecommunication services onto a digital local loop. It is an intra-exchange service that can be utilized with other intra-state services that provide transport between two or more central offices. Business Assist™ includes:

- a Exchange Dial Tone service, e.g., exchange lines/trunks.
- b Digital Data Services (56/64 Kbps increments)

2. Business Assist™ is comprised of the following components:

Business Assist™ Facility  
Business Assist™ Digital Channels

- a Connection charges will be at the rates and charges specified in Section 5.C of this Tariff.
  - b Business Assist™ is available as a DS1 (1.544 Mbps) facility with increments of up to 24 DS0 channels. Term Payment Plans are available in quantities of 12, 24 or 36 months. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this Tariff.
3. This service is not available for use in transmitting interexchange traffic that neither originates or terminates at the customer premises. (N)

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**GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public**

Business Assist™ (Cont'd)

REC'D MAR 18 2004 (N)

B. Digital Architecture

Service Commission

1. Business Assist™ provides a common line link between the customer and the local serving wire center. End-to-end private line and exchange services may utilize this digital link to the customer's premise, rather than the analog loop that might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks.
  
2. Business Assist™ will be available on a digital basis at the network interface on a customer's premises. Traditional analog services can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DS0 channels by the Company. Each digital channel provided will have an identity only as a "time slot" within a DS1 loop. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superceded by the electrical specifications of the 1.544 Mbps (DS1) that is actually terminated. Compatible digital-to-channelized conversion equipment must be provided by the customer to derive the desired analog services. Any terminating equipment necessary for digital services is the responsibility of the customer.

(N)

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Business Assist™ (Cont'd)

REC'D MAR 18 2004 (N)

C. Definitions

Service Commission

1. Terminating Equipment. The network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises such as a Channel Service Unit/Data Service Unit (CSU/DSU) or Integrated Access Device (IAD).
2. Business Assist™ Facility. A multifunctional DS1 or signal between the customer premises and the local serving wire center. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the network services ordered by the customer. The Business Assist™ Facility is available in quantities of DS1 facilities.
3. Business Assist™ Digital Channel. The connection between the Business Assist™ Facility and the network service accessed.
4. DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.
5. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. DS1 facilities are normally provided on copper transmission medium.

(N)

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Business Assist™ (Cont'd)

REC'D MAR 18 2004 (N)

D. Regulations

Service Commission

1. Business Assist™ is furnished subject to the availability of facilities and requisite digital equipment located in a central office building owned or leased by the Company. Service inquiries will be necessary to determine availability.
2. Special Construction Charges as specified in Section 2.D.6 of this Tariff may be applicable.
3. The Private Line Service – Digital Data Service as specified in Section 7 of this tariff will apply when Business Assist™ is extended beyond the customer's local serving wire center.
4. The customer may activate any number or combination of digital channels within the limitations as set forth in Section D.5 following. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Business Assist™. Once activated, a digital channel is subject to a minimum service period (month to month).
5. A minimum of six voice channels and two data channels must be activated for Business Assist™. The total number of digital channels activated by the customer may not, at any time, exceed the total Business Assist™ Facility capacity.
6. When individual digital channels are activated to provide the local loop link for services offered in other sections of this Tariff, the regulations, rates, and charges specified in this Tariff will apply.
7. All Business Assist™ facilities must be terminated at a single equipment location on a customer's premises.
8. Channelization on a customer's premises will be provided by the customer. (N)

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GENERAL AND LOCAL EXCHANGE TARIFF

Business Assist™ (Cont'd)

REC'D MAR 18 2004

(N)

D. Regulations (Cont'd)

Service Commission

9. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

a. Responsibilities of the Company:

- (1) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
- (2) The Company will provide the customer with information regarding the type and manufacturer of Central Office channelization equipment to be used in each application.
- (3) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
- (4) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
- (5) Digital synchronization timing for Business Assist™ will be provided by the Company.

b. Responsibilities of the Customer:

- (1) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
- (2) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

c. Trouble resolutions:

- (1) The Company will assist the customer in resolving any installation or day-to-day Business Assist™ problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Premises Visit Charge as specified in Section 5.F.2.a.1).
- (2) When a customer's Business Assist™ is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

Business Assist™ (Cont'd)

E. Application of Rates

1. Two basic rate elements; Business Assist™ Facility, and Business Assist™ Digital Channels are applicable to each Business Assist™.
2. The Business Assist™ Facility element includes the transport between the customer premises and the local serving wire center. The Business Assist™ Facility is offered with 12, 24 or 36-month Term Payment Plan periods. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this Tariff.
3. Digital Channel charges are recurring charges applicable for each network service (switched or dedicated, voice or data) required by the customer. Voice and data services include connectivity to the local serving wire center and associated charges such as trunk port charges or channel termination charges. Business Assist™ Digital Channels are offered on a month-to-month basis for each digital channel (DS0) connection.
4. Monthly rates and charges as specified in Section F.2.a following for the Business Assist™ Facility apply according to the requested channel capacity and the type of service used. These rates apply to the number of digital channels that are actually activated by the customer. (C)  
(C)
5. Rates and charges specified in other Tariff sections for services such as Custom Calling Services, etc., are in addition to the monthly rates for Business Assist™.
6. Rates and charges for other services not included in Business Assist™ such as EAS, DID Numbers and Metro Calling Plan are in addition to the rates specified in this Tariff for Business Assist™. (C)  
|  
(C)

Issued: May 26, 2005

Effective: June 25, 2005

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**FILED**  
**MO PSC**

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

Business Assist™ (Cont'd)

REC'D MAR 18 2004

(N)

E. Application of Rates

Service Commission

1. Two basic rate elements; Business Assist™ Facility, and Business Assist™ Digital Channels are applicable to each Business Assist™.
2. The Business Assist™ Facility element includes the transport between the customer premises and the local serving wire center. The Business Assist™ Facility is offered with 12, 24 or 36- month Term Payment Plan periods. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this Tariff.
3. Digital Channel charges are recurring charges applicable for each network service (switched or dedicated, voice or data) required by the customer. Voice and data services include connectivity to the local serving wire center and associated charges such as trunk port charges or channel termination charges. Business Assist™ Digital Channels are offered on a month-to-month basis for each digital channel (DS0) connection.
4. Monthly rates and charges as specified in Section F.2.a following for the Business Assist™ Facility apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
5. Rates and charges specified in other Tariff sections for services such as Custom Calling Services, etc., are in addition to the monthly rates for Business Assist™.
6. Rates and charges for other services extended beyond Business Assist™ are in addition to the rates specified in this Tariff for the Business Assist™ portion necessary to provide customer end-to-end service.

(N)

**CANCELLED**

JUN 25 2005  
By *15+RS67*  
Public Service Commission  
MISSOURI

Issued: March 18, 2004

Effective: April 17, 2004

Kenneth Matzdorff  
Chief Operating Officer  
Wentzville, MO 63385

Missouri Public  
Service Commission

FILED APR 17 2004

**GENERAL AND LOCAL EXCHANGE TARIFF**

Business Assist™ (Cont'd)

E. Application of Rates (Cont'd)

7. All elements of a Term Payment Plan will expire at the same time (be coterminous).
  - a. The customer may order additional Business Assist™ Facilities(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - b. Business Assist™ Digital Channels are available on a month-to-month basis.
8. In the event Business Assist™ is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for early termination charges calculated as follows: 100% of any remaining charges associated with the 1st year of the contract term and 50% of any remaining amount for subsequent years and a subsequent activity charge from F.1.a.(3)(b). (C)  
|  
(C)
9. Should a customer request interconnection between different Business Assist™ provisioned in two or more different local serving offices, the Private Line Section of the Digital Data Service Tariff as referenced in Section 7 D.2.a will apply. This charge will apply in addition to Business Assist™ charges for each premise for which Business Assist™ is provisioned.
10. Additional charges for time and materials associated with customer premises visit(s) may apply for the initial installation or for subsequent customer requested visits.

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Issued: September 20, 2007

Effective: October 20, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

Business Assist™ (Cont'd)

REC'D APR 01 2004

E. Application of Rates (Cont'd)

Service Commission

7. All elements of a Term Payment Plan will expire at the same time (be coterminous).
  - a. The customer may order additional Business Assist™ Facilities(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - b. Business Assist™ Digital Channels are available on a month-to-month basis.
8. In the event Business Assist™ is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for early termination charges.
9. Should a customer request interconnection between different Business Assist™ provisioned in two or more different local serving offices, the Private Line Section of the Digital Data Service Tariff as referenced in Section 7 D.2.a will apply. This charge will apply in addition to Business Assist™ charges for each premise for which Business Assist™ is provisioned. (C)  
(C)
10. Additional charges for time and materials associated with customer premises visit(s) may apply for the initial installation or for subsequent customer requested visits.

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Effective: May 1, 2004

Kenneth Matzdorff  
Chief Operating Officer  
Wentzville, MO 63385

Missouri Public  
Service Commission

CANCELLED  
Oct. 20, 2007  
Missouri Public  
Service Commission

FILED MAY 01 2004

GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public

Business Assist™ (Cont'd)

REC'D MAR 18 2004

(N)

E. Application of Rates (Cont'd)

Service Commission

- 7. All elements of a Term Payment Plan will expire at the same time (be coterminous).
  - a. The customer may order additional Business Assist™ Facilities(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - b. Business Assist™ Digital Channels are available on a month-to-month basis.
- 8. In the event Business Assist™ is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for early termination charges.
- 9. Should a customer request interconnection between different Business Assist™ provisioned in two or more different local serving offices, the Special Access Service – Digital Data Service Tariff as referenced in Section D.3 preceding will apply. This charge will apply in addition to Business Assist™ charges for each premise for which Business Assist™ is provisioned.
- 10. Additional charges for time and materials associated with customer premises visit(s) may apply for the initial installation or for subsequent customer requested visits.

(N)

**CANCELLED**

MAY 01 2004  
By *RES 68*  
Public Service Commission  
MISSOURI

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Effective: April 17, 2004

Kenneth Matzdorff  
Chief Operating Officer  
Wentzville, MO 63385

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

Business Assist™ (Cont'd)

REC'D MAR 18 2004

(N)

F. Rates and Charges

Service Commission

1. Nonrecurring Charges

a. Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Business Assist™ are those listed below.

(1) Installation of Business Assist™. These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities during initial installation.

(2) Service Change Charge. This charge is applied per Business Assist™ payment plan and is associated with a customer request for additions or modifications to an existing Business Assist™. This would include activities such as, but not limited to:

- Change of associated channel assignment.
- Addition of supplemental features
- Activate/Deactivate service connections
- Early service termination.

(3) Service Ordering Charges:

	<u>Nonrecurring Charge</u>
(a). Service Installation	\$300.00
(b). Service Change Charge, per request	\$150.00

(N)

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Kenneth Matzdorff  
Chief Operating Officer  
Wentzville, MO 63385

Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

Business Assist™ (Cont'd)

F. Rates and Charges (Cont'd)

2. Business Assist™ Facility

	<u>Monthly Rate</u>	
a. Per Business Assist™ Facility		
12 Month Term Payment Plan	\$165.00	(R)
24 Month Term Payment Plan	\$145.00	(R)
36 Month Term Payment Plan	\$125.00	(I)

3. Business Assist™ Digital Channels

a. Voice Service

(1) Per line, (6 line minimum)		(T)
Basic Business Line	\$16.00	(R)
Key Line, PBX Trunk, Centrex Line	\$22.00	(T)(R)

b. Data Service\*

(1) Per DS0 channel (2 channel minimum)	\$2.00	(R)
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\* If data services are provided using Frame Relay, see applicable charges in the Digital Data Transmission Services Tariff, PSC MO. NO. 6, Section F.7.a.(2) Frame Relay I Rates. Customers who subscribe to Business Assist™ will receive the following discounts on the applicable charges for Frame Relay UNI Port Only:

1 – 2 year OPP	30% Discount
3 – 4 year OPP	50% Discount

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana



GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

Business Assist™ (Cont'd)

REC'D APR 01 2004

F. Rates and Charges (Cont'd)

Service Commission

2. Business Assist™ Facility

Monthly Rate

a.	Per Business Assist™ Facility	
	12 Month Term Payment Plan	\$300.00
	24 Month Term Payment Plan	\$200.00
	36 Month Term Payment Plan	\$100.00

3. Business Assist™ Digital Channels

a. Voice Service

(1)	Per Access line, trunk, Centrex station (6 line minimum)	
	12 Month Term Payment Plan	\$60.00
	24 Month Term Payment Plan	\$45.00
	36 Month Term Payment Plan	\$33.00

b. Data Service\*

(1)	Per DS0 channel (2 channel minimum)	\$5.00
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**CANCELLED**

JUN 25 2005

by 2nd KS 70  
Public Service Commission  
MISSOURI

\* If data services are provided using Frame Relay, see applicable charges in the Digital Data Transmission Services Tariff, PSC MO. NO. 6, Section F.7.a.(2) (C)  
 Frame Relay I Rates. Customers who subscribe to Business Assist™ will receive (C)  
 the following discounts on the applicable charges for Frame Relay UNI Port Only:  
 1 – 2 year OPP 30% Discount  
 3 – 4 year OPP 50% Discount

Issued: April 1, 2004

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Kenneth Matzdorff  
Chief Operating Officer  
Wentzville, MO 63385

Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

Business Assist™ (Cont'd)

REC'D MAR 18 2004

(N)

F. Rates and Charges (Cont'd)

Service Commission

2. Business Assist™ Facility

Monthly Rate

a.	Per Business Assist™ Facility	
	12 Month Term Payment Plan	\$300.00
	24 Month Term Payment Plan	\$200.00
	36 Month Term Payment Plan	\$100.00

3. Business Assist™ Digital Channels

a. Voice Service

(1)	Per Access line, trunk, Centrex station (6 line minimum)	
	12 Month Term Payment Plan	\$60.00
	24 Month Term Payment Plan	\$45.00
	36 Month Term Payment Plan	\$33.00

b. Data Service\*

(1)	Per DS0 channel (2 channel minimum)	\$5.00
-----	--	--------

**CANCELLED**  
JUN 25 2005  
By SHRS 70  
Public Service Commission  
MISSOURI

\* If data services are provided using Frame Relay, see applicable charges in the Digital Data Transmission Services Tariff, Section F.7.a.(2) Frame Relay I Rates. Customers who subscribe to the Business Assist™ will receive the following discounts on the applicable charges for Frame Relay UNI Port Only:

1 - 2 year OPP	30% Discount
3 - 4 year OPP	50% Discount

(N)

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Kenneth Matzdorff  
Chief Operating Officer  
Wentzville, MO 63385

Missouri Public  
Service Commission

FILED APR 17 2004

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were among those assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 - One-call Notification Systems

(N)

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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Issued: February 5, 2006

Effective: March 7, 2007

By: Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were among those assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

(N)

Issued: October 4, 2006

Effective: November 3, 2006

By: Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**

March 7, 2007

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

3. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this tariff.
5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Public Service Commission.
8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

(N)

Issued: October 4, 2006

Effective: November 3, 2006

By: Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

(N)

Issued: October 4, 2006

Effective: November 3, 2006

By: Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0075

**Filed**  
Missouri Public  
Service Commission

**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

10. (Cont'd)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

(N)

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Effective: November 3, 2006

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Manager, Tariffs and Compliance  
Monroe, LA

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Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

	<u>Nonrecurring Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch	\$ 50.00

(N)

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Manager, Tariffs and Compliance  
Monroe, LA