

**Missouri Public
Service Commission**
REC'D FEB 09 2000

TITLE SHEET

MISSOURI LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

OF

MISSOURI TELECOM, INC.

This tariff applies to the local exchange telecommunications services furnished by Missouri Telecom, Inc. (the "Company") between one or more points in the State of Missouri. This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 515 Cleveland, Suite C, Monett MO 65708

Missouri Telecom, Inc. operates as a competitive telecommunications company within the State of Missouri.

**Missouri Public
Service Commission**
00-489
FILED MAR 20 2000

Issued Date: February 9, 2000

Effective Date: ~~March 29, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission

TABLE OF CONTENTS

REC'D FEB 09 2000

Title Page 1

Table of Contents 2

Statutes \ Commission Rules Waived 4

Tariff Format 5

Explanation of Symbols 6

Application of Tariff 7

Section 1 – Definitions 8

Section 2 - Rules and Regulations 11

2.1 Undertaking of the Company 11

2.2 Use of Service 12

2.3 Liability of the Company 13

2.4 Responsibilities of the Customer 15

2.5 Discontinuance or Interruption of Service 17

2.6 Cancellation of Service 21

2.7 Credit Allowance 22

2.8 Restoration of Service 22

2.9 Deposit 23

2.10 Advance Payments 23

2.11 Payment and Billing 24

2.12 Collection Costs 26

2.13 Taxes 27

2.14 Late Charge 27

2.15 Returned Check Charge 27

2.16 Automatic Number Identification (ANI) 28

2.17 Number Portability 29

2.18 Number Intercept 29

2.19 Operator Services and Directory Assistance 30

2.20 Promotions 32

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

TABLE OF CONTENTS (cont'd)

Missouri Public Service Commission

REC'D FEB 09 2000

2.21 Resale 32

2.22 Directory Listings 32

Section 3 - Description of Service and Rates 33

3.1 Service Area Description 33

3.2 Connection Charges 34

3.3 Advanced Feature Services 40

3.4 Message Rate Service 47

3.5 Local Measured Rate Service 49

3.6 Flat Rate Service 50

3.7 PRI Service 52

3.8 ADSL Service 54

3.9 Universal (Enhanced) Emergency Telephone Service (911 and E-911) 58

3.10 Lifeline Service 63

3.11 Reserved for Future Use 65

Section 4 - Rates and Charges 66

4.1 General 66

4.2 Connection Charges 69

4.3 Advanced Feature Service Rate 72

4.4 Message Rate Service Rate 73

4.5 Local Measured Service Rates 74

4.6 Flat Rate Service Rates 77

4.7 PRI Service 78

4.8 ADSL Service 79

4.9 Directory Assistance 80

4.10 Operator Services 80

Section 5 - Consumer Information Bulletin 81

Section 6 - Switched Access Services 85

Missouri Public Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 2, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Telecom, Inc. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived pursuant to Sections 392.420, RSMo:

STATUTES

- Section 392.201.2 - Uniform System of Accounts
- Section 392.270 - Property Valuation.
- Section 392.280 - Depreciation Accounts
- Section 392.290.1 - Issuance of Securities
- Section 392.300.2 - Acquisition of Stock
- Section 392.310 - Stock and Debt Issuance
- Section 392.320 - Stock Dividend Payment
- Section 392.330 - Issuance of Securities, Debts and Notes
- Section 392.340 - Reorganization.

Missouri Public
Service Commission

REC'D FEB 09 2000

COMMISSION RULES

- 4 CSR 240-10.020 - Income on Depreciation of Fund Investments.
- 4 CSR 240-30.040 - Uniform System of Accounts
- 4 CSR 240-35 - Reporting of Bypass
and Customer Specific Arrangements

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: XXXXXXXXXX

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission

TARIFF FORMAT

REC'D FEB 09 2000

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example a new sheet added between sheets 11 and 12 would be sheet 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current sheet version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

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

D. Check Sheets: This tariff does not contain a Check Sheet.

Missouri Public
Service Commission

FILED MAR 28 2000

Issued Date: February 9, 2000

Effective Date: ~~March 28, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

EXPLANATION OF SYMBOLS

Missouri Public
Service Commission

REC'D FEB 09 2000

The following are the only symbols used for the purposes indicated below:

- C - To Signify Changed Regulation
- D - Delete Or Discontinue
- I - Change Resulting In An Increased Rate or Charge
- M - Moved From Another Tariff Location
- N - New
- R - Change Resulting In A Reduced Rate or Charge
- T - Change In Text But No Change In Rate Or Regulation

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

Missouri Public
Service Commission

APPLICATION OF TARIFF

REC'D FEB 09 2000

The Company has been granted authority to provide resale and facilities-based telecommunication services within the state of Missouri. Missouri Telecom, Inc. (the "Company") will provide services to residential and business customers. This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of Intrastate and Interstate Telecommunications Services by the Company in the State of Missouri, together with information relating to intrastate end-user communications services offered to residential and business customers in the state of Missouri by the Company.

The services offered under this tariff are available only to the extent that services and facilities are available for purchase from the underlying service provider. Services provided hereunder are used by the Company for the purpose of originating or terminating intrastate traffic between one or more points within the State of Missouri, and originating or terminating interstate & international traffic to/from a point within the State. Other services which may be offered by the Company from time to time will only be offered pursuant to an appropriate certification or order of the Public Service Commission of the State of Missouri and under tariff(s) approved by the Missouri Public Service Commission, or in the case of unregulated services, under contract.

Missouri Public
Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: 

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission

SECTION 1 - DEFINITIONS

REC'D FEB 09 2000

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Company's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Authorized User - A customer, or a person designated by a Customer to utilize service provide by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

Automatic Location Identification ("ALI") - The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification ("ANI") - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

Central Office - An operating office of the Company where connections are made between telephone exchange lines.

Central Office Line - A line providing direct or indirect access from a telephone or switchboard to a central office. Central Office Lines subject to PBX rate treatment are referred to as central office trunks.

Channel - A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 1 - DEFINITION (Cont'd)

Commission - Used throughout this tariff to mean the Missouri Public Service Commission.

Company - Used throughout this tariff to mean Missouri Telecom, Inc.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company and is responsible for the payment of charges and for compliance with the Company's tariff regulations. The term shall refer to residential and business customers jointly unless the context expressly provides otherwise.

DSL - Digital Subscriber Line.

Direct Inward Dial ("DID") - A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

Direct Outward Dial ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

E911 Service Area - The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Customer - A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

Exchange - An area, consisting of one or more central office districts, within which a call between any two points is a local call.

Incumbent Local Exchange Carrier (ILEC) - An incumbent local exchange carrier with whom Company has an interconnection and/or resale agreement which has been approved by the Missouri Public Service Commission; currently Southwestern Bell Telephone Company only.

Individual Case Basis – Rates for Dedicated Access, Private Lines, and Centrex services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

N
|
|
|
N

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

Issued Date: May 8, 2008

Effective Date: June 7, 2008

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

FILED
Missouri Public
Service Commission

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 1 - DEFINITION (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

Commission - Used throughout this tariff to mean the Missouri Public Service Commission.

Company - Used throughout this tariff to mean Missouri Telecom, Inc.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company and is responsible for the payment of charges and for compliance with the Company's tariff regulations. The term shall refer to residential and business customers jointly unless the context expressly provides otherwise.

DSL - Digital Subscriber Line.

Direct Inward Dial ("DID") - A service attribute that routes incoming calls directly to stations, bypassing a central answer point.

Direct Outward Dial ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

E911 Service Area - The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Customer - A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

Exchange - An area, consisting of one or more central office districts, within which a call between any two points is a local call.

Incumbent Local Exchange Carrier (ILEC) - An incumbent local exchange carrier with whom Company has an interconnection and/or resale agreement which has been approved by the Missouri Public Service Commission; currently Southwestern Bell Telephone Company only.

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 2, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED
June 7, 2008
Missouri Public
Service Commission

SECTION 1 - DEFINITIONS (Cont'd)

Message Rate Service - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

Private Branch Exchange Service - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

Special Construction – Special Construction is construction undertaken: where facilities are not presently available, and there is no requirement for the facilities so constructed; of a type other than that which the Company would normally utilize in the furnishing of its services; over a route other than that which the Company would normally utilize in the furnishing of its services; in a quantity greater than that which the Company would normally construct; on an expedited basis; on a temporary basis until permanent facilities are available; or in advance of its normal construction. Rates for Special Construction will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

N
|
|
|
N

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Toll Call - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

Issued Date: May 8, 2008

Effective Date: June 7, 2008

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

FILED
Missouri Public
Service Commission

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 1 - DEFINITIONS (Cont'd)

Missouri Public
Service Commission

Message Rate Service - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

REV. FEB 09 2000

Private Branch Exchange Service - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

Special Construction - Special Construction is construction undertaken: where facilities are not presently available, and there is no requirement for the facilities so constructed; of a type other than that which the Company would normally utilize in the furnishing of its services; over a route other than that which the Company would normally utilize in the furnishing of its services; in a quantity greater than that which the Company would normally construct; on an expedited basis; on a temporary basis until permanent facilities are available; or in advance of its normal construction.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Toll Call - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 2 - RULES AND REGULATIONS

Missouri Public
Service Commission

REC'D FEB 09 2000

2.1 Undertaking of the Company

- 2.1.1 The Company is a resale and facilities-based telecommunications services provider and undertakes to furnish intrastate and interstate access telecommunications service to business and residential customers pursuant to the terms of this tariff.
- 2.1.2 The Company's services and facilities are furnished for the transmission and reception of voice, data and other types of communications services to points originating and terminating within service exchange areas covered by the Company in the State of Missouri.
- 2.1.3 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.1.4 The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.5 The Company will allow equal access to other intraLATA and interLATA interexchange carriers, and in service areas where telecommunications services of an Incumbent Local Exchange Carrier (e.g., Southwestern Bell) are being resold, Customers will be offered the same choices of interexchange carriers as are available to end-users of the ILEC.
- 2.1.6 The Company's services may be made available for resale from time to time on a non-discriminatory basis consistent with the Company's deployment of facilities-based services. The furnishing by the Company of such resale services shall only be made available to customers whom are certificated by the Commission to resell telecommunications services within the state of Missouri.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: 

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

2.2 Use of Services

- 2.2.1 The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonable interfere with use by others is prohibited.
- 2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5 The Company's services may be denied for nonpayment of charges or for other reasons stated in Section 2.5 of this tariff.
- 2.2.6 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.7 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.
- 2.2.8 The use of Company services in a manner which creates an unsafe condition or creates the possibility of damage or destruction of such equipment.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: XXXXXXXXXX

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (cont'd)

Missouri Public Service Commission

REC'D FEB 09 2000

2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage (including, but not limited to, indirect, special, incidental or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss expense, or damage (including, but not limited to indirect, special, incidental or consequential damage) for defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, or proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff, or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by the negligence of the Company.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.3.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the period during which service was affected. No other liability in any event shall attach to the company.

Missouri Public Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

2.3 Liability of the Company (cont'd)

2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity or any other property whether owned or controlled by the Customer or others.

2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.

2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont)

Missouri Public Service Commission

REGD FEB 09 2000

2.4 Responsibilities of the Customer

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for Special Construction which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.4.3 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of the Company's equipment to be maintained within the range normally provided for the operation of microcomputers.

Missouri Public Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: March 25, 2000

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public Service Commission

REC'D FEB 09 2000

2.4 Responsibilities of the Customer (Cont'd)

- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with the Company's facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Company will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Company equipment, personnel or the quality of service to other Customers the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service.
- 2.4.7 The Customer must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.4.8 The Customer must pay for the loss through theft of any Company equipment installed at Customer's premises.
- 2.4.9 If the Company installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.
- 2.4.10 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

Missouri Public Service Commission

FILED MAR 28 2000

Issued Date: February 9, 2000

Effective Date: ~~March 29, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public Service Commission

REC'D FEB 09 2000

2.5 Discontinuance or Interruption of Services

2.5.1 Subject to the rules set forth in Section 2.5.2, the Company may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:

- A. For nonpayment of any undisputed sum due to the Company for more than thirty (30) days after issuance of the bill for the amount due,
- B. For failure to substantially comply with the terms of a settlement agreement,
- C. For refusal, after reasonable notice to permit inspection, maintenance or replacement of utility equipment,
- D. As provided by federal or state law, or
- E. For unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment, or
- F. Material misrepresentation of the identity in obtaining telephone utility service, or
- G. Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due.

Missouri Public Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

2.5 Discontinuance or Interruption of Services (Cont'd)

REG'D FEB 09 2000

2.5.2 Rules

- A. Residential service may not be discontinued by the Company for failure to pay charges not subject to the Missouri Public Service Commission's jurisdiction unless specifically authorized in the Company's tariffs.
- B. Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the office of the Company is not available to facilitate reconnection of service or on a day immediately preceding such day.
- C. Residential customers shall have a minimum of 21 days from rendition of a bill to pay the charges stated.
- D. Residential service shall not be discontinued unless written notice by first-class mail is sent or delivered to the customer at least 5 days prior to the date of the proposed discontinuance.
- E. At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the residential customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 27, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

2.5 Discontinuance or Interruption of Services (Cont'd)

2.5.2 Rules (Cont'd)

F. The Company's Notices of discontinuance shall contain the following information:

- 1) the name and address and the telephone number of the customer
- 2) a statement of the reason for the proposed discontinuance and the cost (to the customer) for reconnection
- 3) the date after which service will be discontinued unless appropriate action is taken
- 4) how a customer may avoid the discontinuance
- 5) the customer's right to enter into a settlement agreement (as set forth in Section 2.5.4) if the claim is for a charge not in dispute and the customer is unable to pay the charge in full
- 6) the telephone number where the customer may make an inquiry
- 7) a statement that this notice will not be effective if the charges involved are part of an unresolved dispute
- 8) a statement of the exception for medical emergency as follows

Residential Emergency Service

The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REGD FEB 09 2000

2.5 Discontinuance or Interruption of Services (Cont'd)

2.5.3 Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

2.5.4 Settlement Agreement

Settlement Agreement for Residential Customers

- A. When a residential customer is unable to pay a charge in full when due, the Company shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both the Company and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.
- B. Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement are followed.

Missouri Public
Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REGD FEB 09 2000

2.6 Cancellation of Services

The Customer may terminate service upon thirty (30) days oral (by telephone or similarly) or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service.

2.7 Credit Allowance

2.7.1 Credit allowances for the interruption of service which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, or is not in writing or equipment, if any, furnished by the Customer and connected to the Company's facilities.

2.7.2 No credit is allowed in the event that service must be interrupted in order to provide routine service quality or related investigations.

2.7.3 Credit for failure to service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company or in the event that the Company is entitled to a credit for the failure of the facilities of the Company's Underlying Carrier used to furnish service.

2.7.4 Credit for interruption shall commence after the Customer notifies the Company of the interruption or when the Company becomes aware thereof, and ceases when service has been restored.

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REGD FEB 09 2000

2.7 Credit Allowance (cont'd)

- 2.7.5 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.7.6 No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.7 The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continued.

Credit formula ;

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours

"B" - monthly charge for affected activity

2.8 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

Missouri Public
Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

2.9 Deposit

2.9.1 The Company does not normally require deposits. However, the Company reserves the right to collect a deposit from a Customer whose payment history or credit is unacceptable or unknown to the Company in an amount less than or equal to 2 months estimated charges. Deposits, if collected, will be collected and maintained in accordance with 4 CSR 240-33.050.

2.9.2 Any deposit shall bear simple interest at the rate of nine per cent (9 %) per annum. Upon discontinuance or cancellation of service, the Company shall promptly refund the deposit plus accrued interest. Where the customer has made satisfactory payments of undisputed charges for 12 billing cycles after the posting of a deposit, the Customer may elect to have the deposit refunded, along with accrued interest, or credited to future charges on subsequent bills.

2.9.3 When a Customer tenders to a deposit, Company shall provide a written receipt of such deposit not later than ten (10) days after receipt thereof.

2.9.4 Deposits may be posted by a Customer in two equal monthly installments. The amount of the deposit, plus accrued interest (if any) shall appear on the customer's telephone bill.

2.10 Advance Payments

The Company reserves the right to collect an advance payment from Customers in an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public Service Commission

REGD FEB 09 2000

2.11 Payment and Billing

- 2.11.1 The Company issues bills on a monthly basis with bills received by the customer on or about the same day each month. The initial or first billing cycle will not commence earlier than the date that the Customer's service becomes effective.
- 2.11.2 The Customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without knowledge or consent of the Customer. The security of the Customer's authorization codes, presubscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, presubscribed exchange lines, or authorization codes will be billed to and must be paid by the Customer. Recurring charges, deposits, and non-recurring charges are billed in advance. The initial billing may, at Company's option, also include one month's estimated usage billed in advance (See Section 2.10). Thereafter, charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.
- 2.11.3 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.
- 2.11.4 All bills are presumed accurate, and shall be binding on the Customer unless oral or written objection is received by the Company within thirty (30) days after such bills are rendered. No credits, refunds, or adjustments shall be granted if oral or written demand thereof is not received by the Company within such thirty (30) day period.
- 2.11.5 The Company allows customers at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040(3) & (4) as may be amended from time to time.

Missouri Public Service Commission
MAR 09 2000

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public Service Commission

REGD FEB 09 2000

2.11 Payment and Billing (Cont'd)

2.11.6 Except as specified in Section 2.14 below, interest at the rate of 1.5% per billing cycle, or the amount otherwise authorized by law, whichever is lower, will accrue upon any unpaid amount commencing thirty (30) days after rendition of bills.

2.11.7 The Company sets forth the following on residential bills:

- A. the number of access lines for which charges are stated
- B. the beginning or ending dates of the billing period
- C. the date the bill becomes delinquent if not paid on time
- D. the unpaid balance, if any
- E. the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
- F. an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate.
- G. the total amount due
- H. if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated
- I. a telephone number where inquiries may be made
- J. if a deposit is held by the Company.

2.11.8 During the first billing period in which a residential customer receives service, Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

Missouri Public Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

2.12 Collection Costs

REC'D FEB 09 2000

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated or non-regulated services, equipment or facilities, or to enforce any judgment obtained against Customer, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the Court.

Missouri Public
Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 2, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

2.13 Taxes, etc.

The customer is responsible for the payment of any and all sales, use, gross receipts, excise, or other local, state, and federal taxes, charges or surcharges, fees or assessments, including municipal utilities tax (however designated), excluding taxes on the Company's net income imposed on or based upon the provision, sale or use of network services. The Company will itemize taxes and surcharges and list the same as separate line items on the customer's bill. Taxes and surcharges are not included in the rates quoted herein.

Any fees or surcharges other than taxes and franchise fees will be submitted to the Commission for prior approval.

2.14 Late Charge

A late fee of 1.5% monthly or the amount otherwise authorized by law, whichever is lower, will be charged on any past due balances.

2.15 Returned Check Charge

A fee of \$25.00 will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public Service Commission

2.16 Automatic Number Identification Terms and Conditions

REGD FEB 09 2000

The Company may provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- (1) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- (2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.
- (3) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- (4) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Section 2.16.1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- (5) The Company will make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

Missouri Public Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd) Missouri Public Service Commission

REC'D FEB 09 2000

2.17 Number Portability

The Company will provide Interim Number Portability in accordance with the requirements of the Act. When a Customer switches local exchange services to or from the Company's services and wishes to retain his or her telephone number, the Company will provide such portability where the other telecommunications carrier from or to which, as the case may be, such a telephone number is ported shall also provide portability. The Company will provide local number portability via Interim Number Portability (INP) on a reciprocal basis with interconnecting carriers upon the coordinated or simultaneous termination of the first Local Exchange Service and activation of the second Telephone Exchange Service. The Company will provide local number portability only where the telephone number being ported remains within the same serving wire center or switching center. INP will be provided upon a bona fide request made by a Customer. A request received by the Customer to accept a ported number from an interconnecting carrier shall be treated in the same manner as a request for services subject to the rules, regulations and rates set forth in this tariff. No charges shall apply for INP.

2.18 Number Intercept

Where the Customer may change a telephone number provided through local exchange services of the Company to another telephone number also provided by the Company, the Company shall provide, at the election of the Customer, number intercept services whereby the Company shall provide at no charge to the customer an announcement to all incoming callers (upon a call to the old number) that the Customer has changed its telephone number to a new number. The announcement shall specify the new telephone number. The Number intercept service shall be provided at no charge to the customer for a minimum period of 30 days; thereafter, the Company may continue to give out the new number of the Customer, at the election, of the Customer for a period not exceeding 6 months. After the initial 30 day announcement, Customers shall be charged at the rate of \$ 3.00 per month for the service.

Missouri Public Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission

SECTION 2 - RULES AND REGULATIONS (Cont'd)

REC'D FEB 09 2000

2.19 Operator Services and Directory Assistance

The Company will provide Operator and Directory Assistance services as furnished on a resold basis by a third party vendor(s) (which may be an underlying carrier). Operator and or Directory Assistance Service may be branded (reflecting the Company name) or unbranded (reflecting the name of the third party vendor providing the service).

A customer may obtain Directory Assistance services in determining a telephone number for a charge. Calls to 1-NPA 555-1212 will be blocked or billed to the end user. A Directory Assistance charge will apply for each telephone number, area code, and or general information requested from the Directory Assistance Service operator, except for calls from pay-phones and requests for telephone numbers of non-published service. The Company will also provide Directory Assistance Call Completion Service for an additional charge.

When a Customer dials '0' or 911, the caller will be connected with an operator or E911 service provider, as appropriate, at no charge. Otherwise charges for Operator Services, like call completion and Directory Assistance Services, will be charged. Charges for may be billed collect to the called party, to an authorized third party number, to the originating line or to a valid authorized calling card. Local calls may be placed on a Station-to-Station basis or to a specified party – Person to Person.

The Rates applicable to Directory Assistance and Operator Assistance Services are set forth in Sections 4.9 and 4.10, respectively.

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission

SECTION 2 - RULES AND REGULATIONS (Cont'd)

REC'D FEB 09 2000

2.19 Operator Services and Director Assistance (Cont'd)

Additional Requirements:

- 1) Company will not knowingly bill for incomplete calls where answer supervision is available, and will remove any charges for incomplete calls upon customer notification or company's knowledge;
- 2) The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
- 3) Rate quotes will be given upon request, at no charge including all rate components and any additional charges.
- 4) Only tariffed rates of the Company approved by the Commission shall appear on any local exchange company (LEC) billing;
- 5) Company shall be listed on the LEC billing if the LEC has multi-company billing capability; Company will employ reasonable calling card verification procedures, acceptable to the company issuing the card;
- 6) Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 7) Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider at no charge;
- 8) Upon request, Company will transfer calls to another authorized interexchange company or to the LEC, if billing can list the caller's actual origination point;
- 9) Company will refuse operator services to traffic aggregators which block access to other Companies;
- 10) Company will assure that traffic aggregators will post and display information including (1) that Company is the operator service provider; (2) detailed complaint procedures, and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 2 - RULES AND REGULATIONS (Cont'd)

Missouri Public Service Commission

REC'D FEB 08 2000

2.20 Promotions

The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times (not to exceed one year), and/or locations, and shall be subject to prior notification and approval by the Commission. The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion, specifying the terms of the promotion, the specific services offered, the location and the beginning and ending dates of the promotion.

2.21 Resale

The Companies services may be available for resale to Companies authorized by the Missouri Public Service commission to provide intrastate telecommunications services, in accordance with commission rules. The Company requires proof of certification in the form of a certificate of Service Authority to provide Local Exchange Telecommunications Services in the State of Missouri. Resale of any Price Listed service appearing herein by uncertificated resellers is strictly prohibited.

2.22 Directory Listings

The Company may provide to each customer a directory listing in the white pages telephone book of the Incumbent Local Exchange Carrier serving the Customer's exchange area. The availability of and additional terms and conditions which may apply to directory listings shall be as set forth in the local exchange tariff of the Incumbent Local Exchange Carrier. Each customer shall be entitled to one directory listing setting forth its name, address and telephone number; or the customer may elect to not to have its directory listing published.

Missouri Public Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICES AND RATES

Missouri Public
Service Commission

REC'D FEB 09 2000

3.1 Service Area Description

3.1.1 Company's exchange areas and local calling areas are identical to those defined in the local exchange tariffs of the Incumbent Local Exchange Carrier providing local exchange services in those areas. Company's service area includes these exchanges: Springfield, Joplin, Neosho, Carthage, Lamar and Monett.

3.1.2 Company reserves the right to expand its services coverage for local exchange services provided pursuant to this tariff but not otherwise exceeding its grant of Service Authority to operate as a competitive local exchange carrier in the state of Missouri.

Missouri Public
Service Commission
00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges

Missouri Public
Service Commission

REC'D FEB 09 2000

3.2.1 Connection Charge

A. General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

The connection Charge is comprised of two charges:

- 1) Service Order;
- 2) Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- 1) A Service Order charge applies per customer order for all work or service ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.
- 2) A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service charge. Only one charge applies per customer order.

Missouri Public
Service Commission
00-289

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

Missouri Public
Service Commission

3.2.1 Connection Charge (Cont'd)

REC'D FEB 09 2000

B. Exceptions to the Charge

- 1) No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- 2) No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- 3) The Company may from time to time waive or reduce the charge as part of a promotion. See Promotions, Section 2.20, preceding.

3.2.2 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as described in Section 2 of this Tariff.

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 23, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

3.2 Connection Charges (Cont'd)

3.2.3 Moves, Adds and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Change - including rearrangement or reclassification - of existing service at the same location.

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

Missouri Public
Service Commission

3.2.4 Record Order Charge

REC'D FEB 09 2000

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- 1) addition of directory listings
- 2) change in listed name
- 3) change of address
- 4) change of billing party
- 5) change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

3.2.5 RESERVED FOR FUTURE USE

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

3.2.5 RESERVED FOR FUTURE USE

Missouri Public
Service Commission

REG'D FEB 09 2000

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.2 Connection Charges (Cont'd)

Missouri Public
Service Commission

3.2.5 RESERVED FOR FUTURE USE

REG'D FEB 09 2000

3.2.6 Primary Interexchange Carrier Change Charge

The customer will incur a charge each time there is a change in the long distance carrier (the Primary Interexchange Carrier or PIC) associated with the customer's line after the initial installation of service.

Missouri Public
Service Commission

0 0 14 8 9
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services

Missouri Public
Service Commission

REC'D FEB 09 2000

3.3.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all Advanced Feature services. Transmission levels may not be sufficient in all cases.

3.3.2 Description of Features

A. Automatic Callback

The Automatic Callback feature allows a customer to automatically Callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then Callbacks the call for the customer.

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Called back:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

B. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services (Cont'd)

Missouri Public
Service Commission

3.3.2 Description of Features (Cont'd)

REC'D FEB 09 2000

C. Call Forwarding

Call forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are transferred. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Call Forwarding - Busyline

Call Forward Busy-line is a call forwarding arrangement whereby incoming calls may be transferred to another telephone number when the incoming telephone line is busy.

Call Forward Don't Answer

Call Forward Don't answer is a call forwarding arrangement whereby an incoming call may be transferred to another telephone number when the incoming telephone line is not answered after a preset number of rings.

Call Forward Variable Unlimited

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services (Cont'd)

Missouri Public
Service Commission

3.3.2 Description of Features (Cont'd)

REC'D FEB 09 2000

D. Call Trace

Customers receiving annoying or anonymous calls may request (i) a telephone number change, which will be provided at no charge by the Company, or (ii) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (*57) to automatically request the following information be recorded:

- the originating telephone number;
- the date and time of the call;
- the date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll-free number, which will activate a Voice Response Scrip and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Company for further instructions. Activation of Call Trace never authorizes Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

E. Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversations between parties but not at the same time. Where facilities permit, the incoming tone signal may be blocked on a per call basis. At the completion of the call, the call waiting feature is automatically reactivated.

Missouri Public
Service Commission

00-74808
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services (Cont'd)

Missouri Public
Service Commission

3.3.2 Description of Features (Cont'd)

REGD FEB 09 2000

F. Caller ID

This feature enables a customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, only to the following entities for lines over which the official business of the agency is conducted, including those at the residence of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: a) private nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and or number to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Missouri Public
Service Commission
00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: March 25, 2000

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services (Cont'd)

Missouri Public
Service Commission

3.3.2 Description of Features (Cont'd)

REC'D FEB 09 2000

F. Caller ID (Cont'd)

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities, called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

Missouri Public
Service Commission

0 - 4 8 9
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services (Cont'd)

Missouri Public
Service Commission

3.3.2 Description of Features (Cont'd)

REC'D FEB 09 2000

G. Distinctive Ringing

Distinctive Ringing is a feature which allows a customer to have up to three (3) separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls for audible identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

H. Selective Call Acceptance, Forwarding, Rejection [See also 3.3.2.D]

Selective Calling affords the customer the ability to specify which of several phones on a line is to receive a message.

I. Three-Way Calling ("Conference Calling")

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.3 Advanced Feature Services (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

3.3.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 3.4, Basic Residential Service, and Section 3.5, Basic Business Service.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 4 of this Tariff.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Advanced Feature elements to prospective customers within 90 days of the establishment of the new feature. See Section 2.20, Promotions, preceding.

Missouri Public
Service Commission
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.4 Message Rate Service

Missouri Public
Service Commission

REC'D FEB 09 2000

3.4.1 Service Area

Message Rate Service is offered in local area exchanges where the incumbent local exchange carrier also offers Message Rate Services in those areas.

3.4.2. Description

- A. Customers contracting for message rate service are billed monthly at rates specified in Section 4.5 plus charges for local messages in excess of message allowance, if any, used during the preceding month.
- B. The monthly period for message allowance begins on the first billing date following the date of connection. For the fraction of the month preceding the message period, a proportionate part of the monthly contract rate is billed and a proportionate allowance of local messages is made; excess messages, if any, are charges for in each excess message rate step in like proportion.
- C. When a Customer changes to or from message rate service, a proportionate part of the monthly contract rate and a corresponding allowance of local messages are made for the fraction of the billing period during which the message rate service is used; excess messages, if any, are charged for in each excess message rate step in like proportion.

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.4 Message Rate Service (Cont'd)

Missouri Public
Service Commission

3.4.1 Description (Cont'd)

REC'D FEB 09 2000

- D. If allowance is not used in any one month, no credit of messages not used is applied against messages used in any other month.
- E. The furnishing of flat and message rate (including semi-public telephone) services on the same premises is not permitted.
- F. Unless otherwise requested by the Customer, all message rate services of the same class furnished the same Customer from the same central office designation and installed on the same Customer premises are considered collectively in determining the message allowance and excess messages. However message rate services of the same class or of different classes furnished the same customer and installed on different premises or with different central office designations are not considered collectively in determining message allowances and excess messages.
- G. The provisions of this tariff apply to all message rate service except semi-public telephone.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: March 25, 2000

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

3.5 Local Measured Service

3.5.1 Service Area

Local Measured Service is offered in the Local Area Exchanges where the incumbent local exchange carrier also provides measured rate service..

3.5.2. Description

- A. Customers will have under this tariff offering the option of subscribing to Local Measured Service which provides for measured calling to all points within the existing non-toll calling area.
- B. Normal service connection charges for existing Customers will not apply for one Customer conversion to and or from the measured service offering within the one-hundred eighty (180) day period commencing with the offering date of the local measured service in an exchange. Any conversion to or from local measured service in excess of this allowance will be billed at the rates listed in Section 4.2.
- C. All Customer lines equipped for outward calling at a given location must be arranged for local measured service. Group billing shall be provided on rotary and PBX trunks.
- D. Local usage charges will not apply to calls to the Company Business Office or Repair Service, Long Distance Carrier Access Trunks or for Emergency Service as found in the local exchange telephone directory.
- E. Local measured service will not be provided for Foreign Exchange Public and Semi-public service, and Centrex Lines.

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.5 Local Measured Service (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

3.5.2 Description (Cont'd)

- F. Local Measured Service access line charges are billed one month in advance with usage charges billed under the bulk bill plan one month in arrears. Optional detail billing is available at an additional charge as specified under Section 4.4.2 of this tariff. Optional detail billing must be requested by Customer one month in advance.
- G. Offered in those exchanges where it is technologically and economically feasible.

3.6 Flat Rate Service

3.6.1 Service Area

Flat Rate Service is offered in all Local Exchange Areas where Flat Rate Service is also offered by the serving Incumbent Local Exchange Carrier.

3.6.2 Description

- A. Customers will have under this tariff offering the option of subscribing to Flat Rate Service which provides for unlimited local calling to all points within the existing non-toll calling area.
- B. A connection charge for Flat Rate Service will not apply if the Customer is converting service to or from the Measured Rate Service to the Flat Rate Service provided that the conversion is made within 180 days from the date of the introduction of local measured rate services in an exchange area. Any conversion to or from local measured service in excess of this allowance will be billed at the rates listed in Section 4.2.

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

3.6 Flat Rate Service (Cont'd)

3.6.2 Description (Cont'd)

- C. Flat Rate Service charges are billed one month in advance. Optional detailed billing is available at an additional charge as specified under Section 4 of this tariff. Optional detail billing must be requested by Customer one month in advance of any such rendering of a detailed bill.
- D. Flat Rate Service is offered only in those Local Area Exchanges where and to the extent that such flat rate are available for purchase from the Incumbent Local Exchange Carrier.

Missouri Public
Service Commission
00-289

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 1, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.7 PRI Service - Primary Rate Interface (ISDN-PRI)3.7.1. Description

The Company will provide Primary Rate Interface Integrated Digital Telecommunications Services (ISDN-PRI) within suitably equipped exchange areas where facilities and equipment are available.

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections. The Service employs a DS1 facility typically divided into twenty-three B channels and one D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling. Up to 24 channels may be activated on an additional PRI service arrangement.

D

Telephone numbers for use on PRI Service are available. One primary Directory Listing will be furnished at no charge for each PRI service B-Channel. Additional listings can be obtained for an addition per telephone number charge.

3.7.2 Advanced Custom Calling Features

- A. Backup D-Channel Option - Allows, in certain central offices, enhanced survivability of ISDN links by providing automatic rollover or takeover for a failed D-Channel.
- B.. Calling Line Identification (CLID) - Allows the number and or name (where technically capable) of the calling party to be delivered to the called party as part of the called party set up message, i.e., before ringing begins. (This features is also known in the industry as Caller ID). [See Description of Caller ID provided in Section 3.3.2.F of this Tariff]. CLID Service is offered on a subscription basis which requires the customer to order the service. Where CLID Service is available, any calling party, whether they subscribe to CLID Service or not, has per call blocking capability. CLID subscribers are responsible for providing per line blocking on their own PBX

T

Issued Date: May 8, 2008

Effective Date: June 7, 2008

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

FILED
Missouri Public
Service Commission

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public
Service Commission

3.7 PRI Service - Primary Rate Interface (ISDN-PRI)

REGD FEB 09 2000

3.7.1. Description

The Company will provide Primary Rate Interface Integrated Digital Telecommunications Services (ISDN-PRI) within suitably equipped exchange areas where facilities and equipment are available.

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections. The Service employs a DS1 facility typically divided into twenty-three B channels and one D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling. Up to 24 channels may be activated on an additional PRI service arrangement. A Digital Data Only option and an Inward Data Option are also available.

Telephone numbers for use on PRI Service are available. One primary Directory Listing will be furnished at no charge for each PRI service B-Channel. Additional listings can be obtained for an addition per telephone number charge.

3.7.2 Advanced Custom Calling Features

- A. Backup D-Channel Option - Allows, in certain central offices, enhanced survivability of ISDN links by providing automatic rollover or takeover for a failed D-Channel.
- B. Calling Line Identification (CLID) - Allows the number and or name (where technically capable) of the calling party to be delivered to the called party as part of the called party set up message, i.e., before ringing begins. (This features is also known in the industry as Caller ID). [See Description of Caller ID provided in Section 3.3.2.F of this Tariff]. CLD Service is offered on a subscription basis which requires the customer to order the service. Where CLID Service is available, any calling party, whether they subscribe to CLID Service or not, has per call blocking capability. CLID subscribers are responsible for providing per line blocking on their own PBX

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

3.7 PRI Service Primary Rate Interface (ISDN-PRI)

Missouri Public
Service Commission

REC'D FEB 09 2000

3.7.3. Regulations.

- A. Nothing herein this Section of this Tariff will be deemed to create an obligation for the Company to construct such facilities or equipment for this service.
- B. Availability of selected optional features may be dependent upon the switching technology of the serving central office, both that of the Company's and the underlying carrier.
- C. The calling party and customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly, by the transmission to a CLID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or has requested not to be disclosed to any person.
- D. CLD Service is offered on a subscription basis which requires the customer to order the service. Where CLID Service is available, any calling party, whether they subscribe to CLID Service or not, has per call blocking capability.

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

3.8 ADSL

3.8.1. General

This section contains the rules and regulations pertaining to the provision of Digital Subscriber Line Services (DSL) Solutions. DSL Solutions provide high-speed connections services over existing copper facilities. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this tariff.

3.8.2. Service Description

Company offers DS1, DS3, and xDSL access services.

XDSL are non-switched, local exchange technologies that allow multiple forms of data, voice, and video to be carried over standard twisted pair copper, or UNEs, on the local loop between the central office and consumer site.

3.8.3 Rates

Rates for Centrex and local exchange dedicated access, private line, non-switched, and special access services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a nondiscriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. Rates may be negotiated and adjusted on Individual Case Basis (ICB)/Customer Specific Proposals (CSPs) in an exchange in which basic local telecommunications service offered to business customers by the incumbent local exchange company has been declared competitive. Terms of ICB/CSP provided to business customers will be provided on a proprietary basis to the Commission Staff, upon request.

T
T

N
|
|
|
|
N

Issued Date: May 8, 2008

Effective Date: June 7, 2008

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

FILED
Missouri Public
Service Commission

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

Missouri Public Service Commission

3.8 ADSL

REC'D FEB 09 2000

3.8.1. General

This section contains the rules and regulations pertaining to the provision of Digital Subscriber Line Services (DSL) Solutions. DSL Solutions provide high-speed connections services over existing copper facilities. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this tariff.

3.8.2. Service Description

Company offers DS1, DS3, and xDSL access services.

XDSL are non-switched, local exchange technologies that allow multiple forms of data, voice, and video to be carried over standard twisted pair copper, or UNEs, on the local loop between the central office and consumer site.

3.8.3 Rates

Rates for Dedicated Access and Private Line services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a nondiscriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

Missouri Public Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 23, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

THIS PAGE RESERVED FOR FUTURE USE.

**Missouri Public
Service Commission**

REC'D FEB 09 2000

**Missouri Public
Service Commission**

**06-289
FILED MAR 26 2000**

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

THIS PAGE RESERVED FOR FUTURE USE.

Missouri Public
Service Commission

REC'D FEB 09 2000

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

THIS PAGE RESERVED FOR FUTURE USE.

Missouri Public
Service Commission

REC'D FEB 09 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public
Service Commission
00 2 8 9

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 16, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

REC'D FEB 09 2000

3.9 Universal and Enhanced Universal Emergency Telephone Number Services (911 and E-911) (Cont'd)

3.9.2 911 Service

A. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed. The telephone user who dials the 911 number will not be charged for the call.

B. Regulations

1. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
2. 911 service is furnished for incoming calls only.

Missouri Public Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd) **REC'D FEB 09 2000**

3.9 Universal and Enhanced Universal Emergency Telephone Number Services (911 and E-911) (Cont'd)

3.9.2. 911 Service (Cont'd)

C. Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including default routing.

The Company is not responsible for any infringement or invasion of the right of 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 the 911 service features and the equipment associated 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 the 911 service.

Missouri Public Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

REC'D FEB 09 2000

3.9 Universal and Enhanced Universal Emergency Telephone Number Services (911 and E-911) (Cont'd)

3.9.3 E911 Service

A. General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

B. Regulations

1. In addition to the following, the regulations in 3.9.2.B apply.
2. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
3. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
4. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call is received.

Missouri Public Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (Cont'd)

REC'D FEB 09 2000

3.9 Universal and Enhanced Universal Emergency Telephone Number Services (911 and E-911) (Cont'd)

3.9.3 E911 Service (Cont'd)

C. Conditions for Furnishing Service

The conditions applicable to the furnishing by the Company of E911 Service are the same as those set forth in Section 3.9.2.C applying to 911 Service.

MISSOURI PUBLIC
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICES AND RATES (Cont'd)

Missouri Public Service Commission

REC'D FEB 09 2000

3.10 Lifeline Telephone Service

3.10.1 Basic Lifeline Service

This low price individual message rate service provides a full waiver of the \$3.50 federal subscriber line charge. There is no monthly allowance for local calls. Extended area service calls (where available) are timed; all other local calls are untimed.

3.10.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs:

- Aid to Families with Dependent Children (AFDC)
- Food Stamps
- Home Energy Assistance Program (HEAP)
- Home Relief
- Medicaid
- Supplemental Security Income (SSI)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the appropriate state agencies and identified as so authorized on the customer's card for any of the above benefits.

In addition, applicants are eligible for discounted Life Line rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

Missouri Public Service Commission
00-289
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICES AND RATES (Cont'd)

Missouri Public
Service Commission
REC'D FEB 09 2000

3.10 Lifeline Telephone Service (Cont'd)

3.10.2 Eligibility (Cont'd)

Lifeline services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with state agencies.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

3.10.3 Charges

A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan.

Service connection charges do not apply to change existing service from:

- A. Message Rate Service to Basic Lifeline service;
- B. Basic Lifeline service to Message Rate Service.

Missouri Public
Service Commission
00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: March 25, 2000

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 3 - DESCRIPTION OF SERVICES AND RATES (Cont) Missouri Public Service Commission

3.11 RESERVED FOR FUTURE USE.

REC'D FEB 09 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public Service Commission
FILED MAR 28 2000

Issued Date: February 9, 2000

Effective Date: ~~March 26, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 4 – RATES AND CHARGES

Missouri Public
Service Commission

REC'D FEB 09 2000

4.1 General

4.1.1 Usage Based Charges

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E. All times refer to local time.

Missouri Public
Service Commission

00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 – RATES AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

4.1 General (Cont'd)

4.1.2 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules apply:

- A. Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by and available from the Traffic Routing Administration office at Bell Communications Research Inc. (Bellcore), Morristown, New Jersey, and in National Exchange Carrier Association, Inc. Tariff FCC No. 4 ("NECA tariff"), associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

Missouri Public
Service Commission
00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

4.1 General (Cont'd)

4.1.2 Rates Based on Distance (Cont'd)

B. The airline distance between any two rate centers is determined as follows:

- 1) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced NECA tariff.
- 2) Compute the difference between the "V" coordinates of the two Rate Centers; and the difference between the two "H" coordinates.
- 3) Square each difference obtained in step (b) above.
- 4) Add the square of the "V" difference and the square of the "H" difference obtained in step C above.
- 5) Divide the sum of the squares by 10.
- 6) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

7) FORMULA: _____

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

Missouri Public
Service Commission

00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

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

Missouri Public
Service Commission

REC'D FEB 09 2000

4.2 Connection Charges

4.2.1 Connection Charge

	<u>Residence</u>	<u>Business</u>
A. Service Order Charge		
– First	\$ 39.50	\$52.25
– Additional	\$ 21.00	\$52.25
B. Charge to install main service access line, per access line	\$36.50	\$ 52.25

4.2.2 Restoral Charge

A. Charge to restore service, per access line	\$21.00	\$21.00
--	---------	---------

Missouri Public
Service Commission
00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.2 Connection Charges (Cont'd)

	<u>Residence</u>	<u>Business</u>
4.2.3 Moves, Adds and Changes		
A. Charge to change the grade of service or to change party pairing per access line	\$36.50	\$45.25
B. Charge to change telephone number per access line	\$11.25	\$ 7.75
C. Charge to initiate or terminate detailed billing, per access line	\$ 4.00	\$ 5.00
D. Charge to change to or from flat, message, or measured service, per access line	\$10.50	\$10.25
E. Charge to change class of service, per access line		
- Residence to Business		\$12.25
- Business to Residence	\$11.25	

**Missouri Public
Service Commission**
00 - 489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: XXXXXXXXXX

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 – RATES AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

4.2 Connection Charges (Cont'd)

	<u>Residence</u>	<u>Business</u>
4.2.4 Record Order Charge		
Per Request	\$10.80	\$ 10.80
4.2.5 <u>Primary Interexchange Carrier Change Charge</u>		
For a change in Primary Interexchange Carrier (PIC)		\$ 5.00
For a change back from a new to previous PIC		\$ 5.00

Missouri Public
Service Commission
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: XXXXXXXXXX

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.3 ADVANCED FEATURE Service Rates

Nonrecurring

	<u>Monthly</u>	<u>First</u>	<u>Additional</u>
4.3.1 <u>ADVANCED FEATURE Features Line Charge</u>			
Automatic Callback	\$3.25	\$3.25	\$3.25
Automatic Recall	\$3.25	\$3.25	\$3.25
Call Forwarding	\$3.25	\$3.25	\$3.25
Call Trace	None	None	None
Call Waiting	\$3.25	\$3.25	\$3.25
Distinctive Ringing	\$3.25	\$3.25	\$3.25
Call ID / Block Call ID	\$5.95	\$5.95	\$5.95
Selective Call Acceptance	None	None	None
Selective Call Forwarding	\$3.25	\$3.25	\$3.25
Selective Call Rejection	\$4.75	\$4.75	\$4.25
Three-Way Calling	\$3.25	\$3.25	\$3.25

4.3.2 ADVANCED FEATURE Usage Charge

Per Use Charge

Automatic Callback	\$.75
Automatic Recall	\$.75
Call Forwarding	\$None
Call Trace	\$8.00 per successful activation
Call Waiting	\$None
Distinctive Ringing	\$None
Call ID / Block Call ID	\$None
Selective Call Acceptance	\$None
Selective Call Forwarding	\$None
Selective Call Rejection	\$None
Three-Way Calling	\$.75

**Missouri Public
Service Commission**

**00 - 489
FILED MAR 26 2000**

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 – RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.4 Message Rate Service Rates

4.4.1 Business Rates

	Message Rate <u>1-Party</u>	1st Message <u>Trunk</u>	Add'l Message <u>Trunk</u>
Business	\$19.75 (1)	\$21.50 (2)	\$ 11.00

- (1) Includes allowance of 100 local messages; additional local messages are billed at \$0.06 each.
- (2) Includes allowance of 200 local messages; additional local messages are billed at \$0.06 each.

4.4.2 Residential Rates

	Message Rate <u>1-Party</u>
Residential	\$17.75 (3)

- (3) Includes allowance of 20 local messages; additional local messages are billed at \$0.10 each.

**Missouri Public
Service Commission**

**00 - 489
FILED MAR 26 2000**

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 – RATES AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

4.5 Local Measured Service Rates

4.5.1 Basic Access line rates will be 55 percent (55%) of the Flat Rate Service Rate for individual residence line(s) or trunk(s). Customers outside the base rate area are charged any applicable zone charges. Zone charges are not subject to discount.

4.5.2 Usage charges which consider frequency, duration, and time-of date are in addition to the basic access line charge.

4.5.3 Conversion Charges

Simple Customers	\$10.25
Complex Customers	\$14.70

4.5.4 Business Rates

	<u>Per Month</u>
Business Rate	\$ 19.75

4.5.5 Residential Rates

	<u>Per Month</u>
Residential Rate	\$ 17.75

Missouri Public
Service Commission

FILED MAR 28 2000

Issued Date: February 9, 2000

Effective Date: March 25, 2000

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.5 Local Measured Service Rates (Cont'd)

4.5.4 Usage Rates for call within the existing non-toll calling area.

A.	<u>Distance</u>	<u>1st MOU</u>	<u>Add'l MOU</u>
	Exchange	\$0.04	\$0.01
	1-14 Miles	\$0.04	\$0.01
	15-28 Miles	\$0.05	\$0.02
	Over 28 Miles	\$0.06	\$0.03

**Missouri Public
Service Commission**

**00 - 489
FILED MAR 26 2000**

Issued Date: February 9, 2000

Effective Date: XXXXXXXXXX

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.5 Local Measured Service Rates (Cont'd)

4.5.4 (Cont'd)

B. Time of Day Discounts

For calls placed in the time periods listed below, discounted charges will apply as described:

	<u>Time</u>	<u>Percent Discount</u>
Evening	(5 p.m. to 10:59 p.m.)	10%
Night	(11 p.m. to 7:59 a.m.)	10%
Weekend	(8 a.m. Sat. to 4:59 p.m. Sun.)	10%

C. Additional Charges

The following charges are in addition to the basic usage charge:

Monthly Preparation Charge	\$1.00
Printed Listing (per message charge)	\$0.01

**Missouri Public
Service Commission**
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: March 25, 2000

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.6 Flat Rate Service Rates

4.6.1 General

All rates are charged monthly in advance.

4.6.2 Business Rates

	<u>1-Party</u>	<u>Trunk</u>
Business Rates	\$25.00	\$25.00

4.6.3 Residential Rates

Monthly rates per line or per trunk.

	<u>1-Party</u>	<u>Trunk</u>
Residential Rates	\$ 19.00	\$19.00

**Missouri Public
Service Commission**
00-489
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective XXXXXXXXXX

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 – RATES AND CHARGES (Cont'd)

4.7 PRI Service – Primary Rate Interface (ISDN)

4.7. ISDN Service Rates

The following rates will apply in those areas where service is available.

Customers who cancel service prior to the expiration of their contract term	N
will be liable for the number of months remaining on the contract times	N
the monthly charge.	N

Non-recurring and monthly rates will apply for the PRI service as follows:

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>	
<u>Month-to-Month</u>			
Base System*	\$500.00	\$50.00	R
Voice/Data per channel	N/A	\$19.95	R D D
 <u>12 Months</u>			
Base System*	\$125.00	\$50.00	R
Voice/Data per channel	N/A	\$18.00	R D D
 <u>36 Months</u>			
Base System*	N/A	\$50.00	R
Voice/Data per channel	N/A	\$14.00	R D D
 <u>60 Months</u>			
Base System*	N/A	\$50.00	R
Voice/Data per channel	N/A	\$11.00	R D D
 * The base system charge may be waived when the customer has 10 or more channels on the same ISDN PRI.			
			N N

Issued Date: May 8, 2008

Effective Date: June 7, 2008

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

FILED
Missouri Public
Service Commission

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

4.7 PRI Service - Primary Rate Interface ISDN

4.7.1 ISDN Service Rates

The following rates will apply in those areas where service is available.

Non-recurring and monthly rates will apply for the PRI Service as follows:

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
<u>12 Months</u>		
Base System	\$ 837.00	\$ 460.00
Voice/ Data, per channel	\$ 4.00	\$ 59.00
Digital Data, per channel	\$ 4.00	\$ 23.00
Inward Data, per channel	\$ 4.00	\$ 33.00
 <u>24 Months</u>		
Base System	\$ 837.00	\$ 430.00
Voice / Data, per channel	\$ 4.00	\$ 54.00
Digital Data, per channel	\$ 4.00	\$ 21.00
Inward Data, per channel	\$ 4.00	\$ 31.00
 <u>36 Months</u>		
Base System	\$ 837.00	\$ 391.00
Voice/ Data, per channel	\$ 4.00	\$ 50.00
Digital Data, per channel	\$ 4.00	\$ 19.00
Inward Data, per channel	\$ 4.00	\$ 30.00

**Missouri Public
Service Commission**

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 4 - RATES AND CHARGES (Cont'd)

**Missouri Public
Service Commission**

4.8 **RESERVED FOR FUTURE USE.**

REC'D FEB 09 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

**Missouri Public
Service Commission**
00-289
FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

SECTION 4 – RATES AND CHARGES (Cont'd)

4.9 Directory Assistance Services

Directory Assistance per call	\$ 0.50
Directory Assistance Call Completion per call	\$ 0.25

4.10 Operator Assistance

Service Charges:

	<u>Non-Automated</u>	<u>Semi-Automated</u>	<u>Fully Automated</u>
<u>Station to Station Service</u>			
Calling Card	\$ 1.10	\$ 0.65	\$ 0.35
Collect	\$ 1.10	\$ 0.90	\$ 0.70
Billed to a Third Number	\$ 1.10	\$ 0.90	\$ 0.70
Sent-Paid	\$ 1.10	\$ 0.90	N/A
Person-to-Person Service	\$ 2.40	\$ 2.00	N/A

4.11 Residential Promotion 2004:

New residential customers who subscribe to Flat Rate Local Service and existing residential customers who switch to Flat Rate Local Service prior to April 30, 2004, will be eligible for a monthly rate of \$17.95, and will receive the following advanced calling features at no additional charge: Automatic Callback, Automatic Recall, Call Forwarding - Selective and Unconditional, Call Waiting, Caller ID, and Selective Call Rejection. Both the non-recurring charge and the monthly rate will be waived for the advance calling features included in this promotion. Also, any applicable Charge to change service as listed in Section 4.2.3. will be waived during this promotion.

4.12 Business Promotion 2004:

New business customers who subscribe to Flat Rate Local Service and existing business customers who switch to Flat Rate Local Service prior to April 30, 2004, will be eligible for a monthly rate of \$19.95 and will receive the following advanced calling features at no additional charge: Automatic Callback, Automatic Recall, Call Forwarding - Selective and Unconditional, Call Waiting, Caller ID, and Selective Call Rejection. Both the non-recurring charge and the monthly rate will be waived for the advance calling features included in this promotion. Also, any applicable Charge to change service as listed in Section 4.2.3. will be waived during this promotion.

N
-
N
-
N
-
N

Issued Date: February 9, 2004

Effective Date: February 16, 2004

By: Kevin Wormington, V.P. Operations
 Missouri Telecom, Inc.
 P.O. Box 419
 Monett, MO 65708

FILED
MO PSC

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 4 - RATES AND CHARGES (Cont'd)

Missouri Public
Service Commission

REC'D FEB 09 2000

4.9 Directory Assistance Services

Directory Assistance per call	\$ 0.50
Directory Assistance Call Completion per call	\$ 0.25

4.10 Operator Assistance

Service Charges:

	<u>Non-Automated</u>	<u>Semi-Automated</u>	<u>Fully Automated</u>
--	----------------------	-----------------------	------------------------

Station to Station Service

Calling Card	\$ 1.10	\$ 0.65	\$ 0.35
Collect	\$ 1.10	\$ 0.90	\$ 0.70
Billed to a Third Number	\$ 1.10	\$ 0.90	\$ 0.70
Sent-Paid	\$ 1.10	\$ 0.90	N/A

Person-to-Person Service	\$ 2.40	\$ 2.00	N/A
--------------------------	---------	---------	-----

CANCELLED

FEB 16 2004
 by 1st RS 80
 Public Service Commission
 MISSOURI

Missouri Public
Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
 Missouri Telecom, Inc.
 P.O. Box 419
 Monett, MO 65708

MAR 26 2000

SECTION 4 – RATES AND CHARGES (Cont'd)

4.13 Residential Promotion 2005:

New residential customers who subscribe to Flat Rate Local Service and existing residential customers who switch to Flat Rate Local Service prior to April 30, 2006, will be eligible for a monthly rate of \$17.95, and will receive the following advanced calling features at no additional charge: Automatic Callback, Automatic Recall, Call Forwarding - Selective and Unconditional, Call Waiting, Caller ID, and Selective Call Rejection. Both the non-recurring charge and the monthly rate will be waived for the advance calling features included in this promotion. Also, any applicable Charge to change service as listed in Section 4.2.3. will be waived during this promotion.

4.12 Business Promotion 2005:

New business customers who subscribe to Flat Rate Local Service and existing business customers who switch to Flat Rate Local Service prior to April 30, 2006, will be eligible for a monthly rate of \$19.95 and will receive the following advanced calling features at no additional charge: Automatic Callback, Automatic Recall, Call Forwarding - Selective and Unconditional, Call Waiting, Caller ID, and Selective Call Rejection. Both the non-recurring charge and the monthly rate will be waived for the advance calling features included in this promotion. Also, any applicable Charge to change service as listed in Section 4.2.3. will be waived during this promotion.

4.13 Residential Promotion 2008:

New residential customers who subscribe to Flat Rate Local Service and existing residential customers who switch to Flat Rate Local Service prior to January 1, 2009, will be eligible for a monthly rate of \$17.95, and will receive the following advanced calling features at no additional charge: Automatic Callback, Automatic Recall, Call Forwarding – Selective and Unconditional, Call Waiting, Caller ID, and Selective Call Rejection. Both the non-recurring charge and the monthly rate will be waived for the advance calling features included in this promotion. Also, any applicable charge to change service as listed in Section 4.2.3 will be waived during this promotion.

4.14 Business Promotion 2008:

New business customers who subscribe to Flat Rate Local Service and existing business customers who switch to Flat Rate Local Service prior to January 1, 2009, will be eligible for a monthly rate of \$19.95 and will receive the following advanced calling features at no additional charge: Automatic Callback, Automatic Recall, Call Forwarding – Selective and Unconditional, Call Waiting, Caller ID, and Selective Call Rejection. Both the non-recurring charge and the monthly rate will be waived for the advance calling features included in this promotion. Also, any applicable charge to change service as listed in Section 4.2.3 will be waived during this promotion.

N
—
N
—
N
—
N

Issued Date: April 29, 2008

Effective Date: May 6, 2008

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

FILED
Missouri Public
Service Commission

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

Missouri Public Service Commission

SECTION 5 – CONSUMER INFORMATION BULLETIN

REC'D FEB 09 2000

Upon receipt of the Service Order, the Company will personally deliver or mail, by first class mail, the Customer Information Bulletin, the form of which will be as follows:

IMPORTANT CUSTOMER INFORMATION FOR YOUR REVIEW BEFORE SERVICE CONNECTION

Rights and Responsibilities of Missouri Residential Telephone Customers

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

Your Telephone Bill

You'll receive a telephone bill from us each month. Missouri Telecom, Inc. (the "Company") provides basic local exchange services. The Company does not normally require a deposit for service, but reserves the right to do so where your credit history is unacceptable or unknown to the Company. Payment for the first month's service is payable in advance, and payment in advance for each month of service thereafter is due in full within 30 days of the date of the bill. If we do not receive your payment within 30 days, you will be responsible for late charges and your service may be subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to the Company as follows: Missouri Telecom, Inc., P.O. Box 419, Monett, MO 65708. Payments for service mailed to the Company must be in the form of a Money Order or Certified Check. Credit card payments are accepted by the Company by telephone only. If you are temporarily having difficulty paying your telephone bill, please call the Company at 417-235-0111 or toll-free 888-429-0648 between 8 AM and 10 PM Central Time, Monday through Friday or 9 AM and 4 PM Saturday and ask for the billing department. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent or delivered to you at least five days prior to the date of the proposed discontinuance.

Missouri Public Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 5 – CUSTOMER INFORMATION BULLETIN (Cont'd)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

Disconnection or Suspension of Telephone Service

Your telephone service is subject to suspension and disconnection for any of the reasons listed below. If you do not resolve the reason for suspension or disconnection, your service will first be suspended. If service is suspended, your telephone number is reserved for five days, and if you are reconnected within that time the charge for restoration is only \$21.00. If the reason for suspension has not been resolved within the 5 day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be again required to pay a Connection charge. Also, in order to be reconnected you must pay any charges required under the "Re-Connection Of Service" section of this information Bulletin.

Your service may be suspended or disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, the Company will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of the identity in obtaining telephone utility service.
5. Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due.
6. Failure to substantially comply with the terms of a settlement agreement.
7. As otherwise provided by federal or state law.

**Missouri Public
Service Commission**

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~March 25, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 5 – CUSTOMER INFORMATION BULLETIN (Cont'd)

Missouri Public Service Commission

Re-Connection of Service

REC'D FEB 09 2000

After local telephone service has been suspended, the Company will restore your service when the reason for suspension has been remedied. Before restoring your service, the following will be required:

1. Payment for all undisputed amounts must be received by the Company.
2. The Connection charges must be paid again if your service has been disconnected. The Connection charges will NOT be charged if your service has been suspended. If your service has been suspended you will be charged however, a Restoral fee of \$21.00. Reconnection must be made during the five day suspension period.

Procedures for Handling Inquiries and Complaints

Telephone inquiries may be made directly by calling the Company at 417-235-0111 or toll-free at 888-429-0648 between 8 AM and 10 PM Central Time, Monday through Friday or 9 AM and 4 PM Saturday. Written inquiries may be directed to:

Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

Filing a Complaint with the Missouri Public Service Commission

If the Company cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 301 West High Street, 5th Floor, Jefferson City, Missouri 65101, toll-free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

Missouri Public Service Commission

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: [REDACTED]

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

SECTION 5 – CUSTOMER INFORMATION BULLETIN (Continued)

**Missouri Public
Service Commission**

REC'D FEB 09 2000

LOCAL EXCHANGE SERVICE

Local Exchange Service provides you with a single, voice-grade communications channel, including a telephone number and a Directory Listing. Local Exchange Service permits you to:

- (i) place calls within the Local Calling Area;
- (ii) access 911 Service if available in your Local Calling Area;
- (iii) place calls to toll-free "800" or "888" telephone numbers.
- (iv) place calls to direct dial (1+) or (0+) toll services;
- (v) place calls to caller-paid information services (e.g., "900", "976", "711");
- (vi) place calls to (0-) access or services

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

The Company provides operator services and directory assistance. A Directory Assistance charge will apply for each telephone number, area code, and or general information requested from the Directory Assistance Service operator, except for calls from pay-phones and requests for telephone numbers of non-published service.

**Missouri Public
Service Commission**
00-489

FILED MAR 26 2000

Issued Date: February 9, 2000

Effective Date: ~~February 9, 2000~~

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

**Missouri Public
Service Commission**

SECTION 6 - SWITCHED ACCESS SERVICES

REC'D FEB 09 2000

The Company concurs in the description of and rates, rules and regulations for switched access services which appear in SWBT's Missouri PSC MO. Tariff No. 36, approved and on file with the Commission.

CANCELLED - Missouri Public Service Commission - 08/16/2023 - TD-2023-0446

**Missouri Public
Service Commission**
00 - 489
FILED MAR 26 2000

277645.3

Issued Date: February 9, 2000

Effective Date: 

By: Kevin Wormington, V.P. Operations
Missouri Telecom, Inc.
P.O. Box 419
Monett, MO 65708

MAR 26 2000