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TITLE PAGE

Inter-Tel NetSolutions, Inc.  
Intrastate, Interexchange,  
Telecommunications Service

Filed with

Missouri Public Service Commission  
October 3, 1995

Company Contact Person: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
120 North 44th Street, Suite 300  
Phoenix, AZ 85034-1822  
(602) 302-8989  
(602) 302-8910 (FAX)

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Inter-Tel NetSolutions, Inc., Case No. TA-91-289, was classified as a competitive telecommunications company by the Missouri Public Service Commission by Order effective June 7, 1991.

WRITTEN NOTICE OF RATE DECREASE  
AND ITS EFFECTIVE DATE FILED ON

9-13-96

(DATE)

PURSUANT TO SECTION 392.500 (1)

RSMO 1994

EFFECTIVE DATE OF RATE DECREASE

9-20-96

(DATE)

Issue Date: Sept. 13, 1996

Effective Date: Sept. 20, 1996

by: Charles V. Mihaylo, President  
Inter-Tel Netsolutions, Inc.  
120 North 44th Street, Suite 300  
Phoenix, Arizona 85034-1833

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MO. PUBLIC SERVICE COM. DIV.

Inter-Tel NetSolutions, Inc.  
Intrastate, Interexchange,  
Telecommunications Service

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Filed with

Missouri Public Service Commission  
October 3, 1995

SEP 20 1995  
BY 2nd P.S. #1  
Public Service Commission  
MISSOURI

Company Contact Person: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004  
(602) 252-5324  
(602) 252-8023 (FAX)

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Inter-Tel NetSolutions, Inc., Case No. TA-91-289, was classified as a competitive telecommunications company by the Missouri Public Service Commission by Order effective June 7, 1991.

Issue Date: Oct. 3, 1995

Effective Date: ~~Nov 22 1995~~

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

NOV 22 1995  
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Public Service Commission

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JUN 13 1991

MO. PUBLIC SERVICE COMM.

Inter-Tel NetSolutions, Inc.  
Intrastate, Interexchange,  
Telecommunications Service

CANCELLED

Filed with

Missouri Public Service Commission  
August 7, 1991

NOV 22 1995  
BY 1st P.S. #1  
Public Service Commission  
MISSOURI

Company Contact Person:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165  
(800) 676-7601  
(214) 869-5900  
(214) 869-5940 (FAX)

Inter-Tel NetSolutions, Inc., Case No. TA-91-289, was classified as a competitive telecommunications company by the Missouri Public Service Commission by Order effective June 7, 1991.

Issued: June 13, 1991

Effective: August 12, 1991

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

FILED

AUG 23 1991

AUG 23 1991  
91-289

MO. PUBLIC SERVICE COMM.

INTER-TEL NETSOLUTIONS, INC.

2nd REVISED SHEET 1A  
CANCELS 1st REVISED SHEET 1ACHECK SHEET

Sheets 1 through 24 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>SHEET</u>		<u>REVISION</u>
1		1st Revised
1A		2nd Revised*
2		1st Revised
3		1st Revised
4		1st Revised
5		1st Revised
6		1st Revised
7		1st Revised
8		1st Revised
9		1st Revised
10		1st Revised
11		1st Revised
12		1st Revised
13		1st Revised
14		1st Revised
15		1st Revised
16		1st Revised
17		1st Revised
18	WRITTEN NOTICE OF RATE DECREASE	1st Revised
19	AND ITS EFFECTIVE DATE FILED ON	1st Revised
19A	<u>10-31-97</u>	Original
19B	(DATE)	Original
19C	PURSUANT TO SECTION 392.500 (1)	Original
20	RSMO SUPP. <u>1995</u>	1st Revised
21	EFFECTIVE DATE OF RATE DECREASE	1st Revised
22	<u>11-10-97</u>	Original
23	(DATE)	Original
24		2nd Revised*

\* Denotes pages submitted with this filing.

Issue Date: Oct. 31, 1997Effective Date: Nov. 10, 1997

by: John Gardner, General Counsel  
Inter-Tel NetSolutions, Inc.  
120 N. 44th Street, Suite 300  
Phoenix, Arizona 85034

INTER-TEL NETSOLUTIONS, INC

1st REVISED SHEET 1A  
CANCELS ORIGINAL SHEET 1ACHECK SHEET

Sheets 1 through 24 inclusive of this tariff are effective as of the date as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>SHEET</u>	<u>REVISION</u>
1	2nd Revised*
1A	1st Revised*
2	1st Revised*
3	1st Revised*
4	1st Revised*
5	1st Revised*
6	1st Revised*
7	1st Revised*
8	1st Revised*
9	1st Revised*
10	1st Revised*
11	1st Revised*
12	1st Revised*
13	1st Revised*
14	1st Revised*
15	1st Revised*
16	1st Revised*
17	1st Revised*
18	1st Revised*
19	1st Revised*
19A	Original*
19B	Original*
19C	Original*
20	1st Revised*
21	1st Revised*
22	Original*
23	Original*
24	1st Revised*

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CANCELLED

NOV 10 1997  
By 2nd R.S. #1A  
Public Service Commission  
MISSOURI

WRITTEN NOTICE OF RATE DECREASE  
AND ITS EFFECTIVE DATE FILED ON

9-13-96

(DATE)

PURSUANT TO SECTION 392.500 (1)

RSMO 1994

EFFECTIVE DATE OF RATE DECREASE <sup>R</sup>

9-20-96

(DATE)

Issue Date: Sept. 13, 1996

Effective Date: Sept. 20, 1996

by: Charles V. Mihaylo, President  
Inter-Tel Netsolutions, Inc.  
120 North 44th Street, Suite 300  
Phoenix, Arizona 85034-1833

INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 1A

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CHECK SHEET

OCT 04 1995

Sheets 1 through 24 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

SHEETREVISION

1	1st Revised*
1A	Original*
2	1st Revised*
3	1st Revised*
4	1st Revised*
5	1st Revised*
6	1st Revised*
7	1st Revised*
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15	1st Revised*
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17	1st Revised*
18	1st Revised*
19	1st Revised*
19A	Original*
19B	Original*
19C	Original*
20	1st Revised*
21	1st Revised*
22	Original*
23	Original*
24	Original*

CANCELLED

SEP 20 1996  
BY 1st P.S. #1A  
Public Service Commission  
MISSOURI

Issue Date: Oct. 3, 1995Effective Date: NOV 22 1995

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

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Public Service Commission

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WAIVER OF RULES AND REGULATIONS

OCT 04 1995

Pursuant to Case No. TA-91-289 effective June 7, 1991, the following Rules and Regulations have been waived for purposes of offering telecommunications services as set forth herein:

Statutory Provisions

Section 392.240(1)	Commission ratemaking
Section 393.270	Property valuation
Section 392.280	Depreciation accounts

Commission Rules

4 CSR 240-30.010(2)(C)	Copies of rate schedules
4 CSR 240-30.060(3)	Required rate case information
4 CSR 240-30.060(5)	Rate case requirements
4 CSR 240-32.030(1)(C)	Access line and grade of service complaints
4 CSR 240-32.050(3)	Information at business offices
4 CSR 240-32.050(4)	Telephone directories
4 CSR 240-32.050(5)	Call interception
4 CSR 240-32.050(6)	Telephone number changes
4 CSR 240-32.070(4)	Coin telephone

Issue Date: Oct. 3, 1995Effective Date: NOV 22 1995

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

NOV 22 1995

NOV 22 1995

INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 2

WAIVER OF RULES AND REGULATIONS

RECEIVED

JUN 13 1991

Pursuant to Case No. TA-91-289 effective June 7, 1991, the following Rules and Regulations have been waived for purposes of offering telecommunications services as set forth herein:

Statutory Provisions

Section 392.240(1)	Commission ratemaking
Section 392.270	Property valuation
Section 392.280	Depreciation accounts

Commission Rules

4 CSR 240-30.010(2)(C)	Copies of rate schedules
4 CSR 240-30.060(3)	Required rate case information
4 CSR 240-30.060(5)	Rate case requirements
4 CSR 240-32.030(1)(C)	Access line and grade of service complaints
4 CSR 240-32.050(3)	Information at business offices
4 CSR 240-32.050(4)	Telephone directories
4 CSR 240-32.050(5)	Call interception
4 CSR 240-32.050(6)	Telephone number changes
4 CSR 240.32.070(4)	Coin telephone

CANCELLED

NOV 22 1995  
BY 1st R. S. #2  
Public Service Commission  
MISSOURI

Issued: June 13, 1991Effective: ~~August 19, 1991~~

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

AUG 23 1991

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AUG 23 1991

91-289

MO. PUBLIC SERVICE COMM.

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N

Issue Date: Oct. 3, 1995

Effective Date: ~~Nov 13 1995~~  
NOV 22 1995

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

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Section 3 - Description of Service . . . . .	15
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NOV 22 1995  
BY 1st R.S. #3  
Public Service Commission  
MISSOURI

FILED

Issued: June 13, 1991

Effective: AUG 23 1991

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

91-289  
MO. PUBLIC SERVICE COMM.

SYMBOLS

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The following are the only symbols used for the purposes indicated below: 23, 04 1995

- C - To Signify Changed Regulation
  - D - Delete or Discontinue
  - I - Change Resulting In An Increase to A Customer's Bill
  - M - Moved From Another Tariff Location
  - N - New
  - R - Change Resulting In A Reduction to A Customer's Bill
  - T - Change In Text or Regulation But No Change In Rate or Charge
- MO. PUBLIC SERVICE COMMISSION

Issue Date: Oct. 3, 1995Effective Date: ~~Nov 22 1995~~ **FILED**  
NOV 22 1995

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

NOV 22 1995

MISSOURI  
Public Service Commission

INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 4

SYMBOLS

RECEIVED

JUN 13 1991

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

MO. PUBLIC SERVICE COMI

- C - To Signify Changed Regulation
- D - Delete or Discontinue
- I - Change Resulting In An  
Increase to A Customer's Bill
- M - Moved From Another Tariff Location
- N - New
- R - Change Resulting In A Reduction to A Customer's Bill
- T - Change In Text or Regulation  
But No Change In Rate or Charge

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NOV 22 1995  
BY *1st P.S. #4*  
Public Service Commission  
MISSOURI

Issued: June 13, 1991

Effective: ~~August 19, 1991~~

AUG 23 1991

FILED

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

AUG 23 1991  
91-289

MO. PUBLIC SERVICE COMM.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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Company - Inter-Tel NetSolutions, Inc. ("the Company") 4 1995

T

Customer or subscriber - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

Day - From 8:00 AM up to and including 4:59 PM local time Monday through Friday.

Evening - From 5:00 PM up to and including 10:59 PM local time Sunday through Friday.

Night/Weekend - Sunday through Friday from 11:00 PM up to and including 7:59 AM the following day and from 11:00 PM Friday through 4:59 PM Sunday.

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Peak Rate Period - 8:00 a.m. to 5:00 p.m. local time.

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Off-Peak Rate Period - 5:01 a.m. to 7:59 a.m. local time.

N

Issue Date: Oct. 3, 1995Effective Date: ~~November 2, 1995~~

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

NOV 22 1995

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INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 5

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

RECEIVED

JUN 13 1991

Company - Inter-Tel NetSolutions, Inc. ("INS")

Customer or subscriber - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

Day - From 8:00 AM up to and including 4:59 PM local time Monday through Friday.

Evening - From 5:00 PM up to and including 10:59 PM local time Sunday through Friday.

Night/Weekend - Sunday through Friday from 11:00 PM up to and including 7:59 AM the following day and from 11:00 PM Friday through 4:59 PM Sunday.

Holidays - Inter-Tel NetSolutions, Inc.'s, Night/Weekend rate applies to the following holidays:

New Year's Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

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NOV 22 1995  
BY 1st P.S. #5  
Public Service Commission  
MISSOURI

Issued: June 13, 1991Effective: AUG 23 1991

by: Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

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91-289  
MO. PUBLIC SERVICE COMM.

SECTION 2 - RULES AND REGULATIONS

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**2.1 Undertaking of Inter-Tel NetSolutions, Inc.**

Inter-Tel NetSolutions, Inc. provides long distance telecommunications services originating and terminating throughout the State of Missouri in accordance with the terms of this Tariff.

Service is provided on a monthly basis and is available 24 hours per day, 7 days a week. Service will continue to be provided until terminated in accordance with the terms of this tariff.

The Company is authorized to serve as its customers' agent for purposes of ordering changes to and maintenance of the telecommunications services provided by any interexchange and/or local exchange carrier that may be necessary to implement and maintain the Company's services provided to a customer. The Company is authorized by its customers to deal directly with any such carriers and with any other vendor in all matters pertaining to its provision of service to a customer. A customer's appointment of the Company as its agent shall not apply to any software modifications that may be necessary with respect to traffic routing or least-cost routing features or functions, which modifications must be made by the customer through appropriate interaction with the responsible vendor of such features or functions. The Company's appointment as a customer's agent remains in effect unless modified or revoked in writing.

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**2.2 Limitations**

2.2.1 Service is offered subject to the availability of facilities and the provisions of this Tariff.

2.2.2 Pursuant to Commission-approved procedures, the Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the customer is using service in violation of the law or the provisions of this Tariff.

T

T

Issue Date: Oct. 3, 1995Effective Date: ~~Nov. 3, 1995~~

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

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SECTION 2 - RULES AND REGULATIONS

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JUN 13 1991

2.1 Undertaking of Inter-Tel NetSolutions, Inc.

MO. PUBLIC SERVICE COMM

Inter-Tel NetSolutions, Inc. provides long distance telecommunications services originating and terminating throughout the State of Missouri in accordance with the terms of this Tariff.

Service is provided on a monthly basis and is available 24 hours per day, 7 days a week. Service will continue to be provided until terminated in accordance with the terms of this tariff.

INS is authorized to serve as its customers' agent for purposes of ordering changes to and maintenance of the telecommunications services provided by any interexchange and/or local exchange carrier that may be necessary to implement and maintain INS' services provided to a customer. INS is authorized by its customers to deal directly with any such carriers and with any other vendor in all matters pertaining to its provision of service to a customer. A customer's appointment of INS as its agent shall not apply to any software modifications that may be necessary with respect to traffic routing or least-cost routing features or functions, which modifications must be made by the customer through appropriate interaction with the responsible vendor of such features or functions. INS' appointment as a customer's agent remains in effect unless modified or revoked in writing.

2.2 Limitations

2.2.1 Service is offered subject to the availability of facilities and the provisions of this Tariff.

2.2.2 Pursuant to Commission-approved procedures, INS reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the customer is using service in violation of the law or the provisions of this Tariff.

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BY *1st R.S. #6*

Public Service Commission

AUG 23 1991

FILED

Issued: June 13, 1991Effective: August 19, 1991

AUG 23 1991

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

91-289  
MO. PUBLIC SERVICE COMM.

RECEIVED

**2.3 Disclaimer of Warranties and Limitation of Liability**

- 2.3.1 As to the Company's service, the Company makes no promises, agreements, understandings, representations or warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose. T
- 2.3.2 The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects in transmission occur. For the purpose of computing such amount, a month is considered to be thirty (30) days. T
- 2.3.3 The Company is not liable to the customer for direct, indirect, or consequential damages, including but not limited to, loss of use of the Company's services or lost revenues or profits. T  
T
- 2.3.4 The Company is not liable to the customer for any act or omission of any other company or companies furnishing a portion of the customer's service. T
- 2.3.5 The Company is not liable for and the customer indemnifies and holds the Company harmless against any and all losses, claims, demands, suits or other actions, or any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other party or person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of T  
T

Issue Date: Oct. 3, 1995Effective Date: ~~NOV 22 1995~~

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

NOV 22 1995  
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INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 7

RECEIVED

2.3 Disclaimer of Warranties and Limitation of Liability

JUN 13 1991

2.3.1 As to INS' service, INS makes no promises, agreements, understandings, representations or warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose.

2.3.2 The liability of INS for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects in transmission occur. For the purpose of computing such amount, a month is considered to be thirty (30) days.

2.3.3 INS is not liable to the customer for direct, indirect, or consequential damages, including but not limited to, loss of use of INS' service, lost revenues or profits.

2.3.4 INS is not liable to the customer for any act or omission of any other company or companies furnishing a portion of the customer's service.

2.3.5 INS is not liable for and the customer indemnifies and holds INS harmless against any and all losses, claims, demands, suits or other actions, or any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other party or person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by INS where such installation, operation, failure to operate, maintenance, removal, presence, condition, location or use is not the direct result of the negligence

Issued: June 13, 1991Effective: August 19, 1991

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

AUG 23 1991

FILED

AUG 23 1991  
91-289

MO. PUBLIC SERVICE COMM.

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equipment or wiring provided by the Company where such installation, operation, failure to operate, maintenance, removal, presence, condition, location or use is not the direct result of the negligence of the Company. No agents or employees of other carriers shall be deemed to be agents or employees of the Company.

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2.3.6 The Company also is not liable for and the customer indemnifies and holds the Company harmless against:

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(A) Claims for libel, slander, or infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over the Company's network.

T

(B) Claims for patent infringement arising from combining or connecting the Company facilities with apparatus and systems of the customer.

T

(C) All other claims arising out of any act or omission of the customer in connection with any service provided by the Company.

T

#### 2.4 Customer Application for Service

Businesses or residential customers wishing to obtain service from the Company execute a customer service agreement which includes the customer's authorization for the Company to instruct other carriers and vendors to provide certain services on the customer's behalf.

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#### 2.5 Establishment and Reestablishment of Credit

Applicants may be required at any time to make an advance payment or deposit up to an amount equaling one month's actual or estimated charges for the services to be provided. Such payment will be required only in circumstances and amounts allowed by Commission regulations.

The Company reserves the right to examine a credit record of all applicants and customers.

T

Issue Date: Oct. 3, 1995Effective Date: ~~Nov. 3, 1995~~

by: Charles V. Mihaylo, President  
Inter-Tel NetSolutions, Inc.  
202 East McDowell Road, Suite 274  
Phoenix, Arizona 85004

NOV 22 1995

NOV 22 1995

INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 8

RECEIVED

of INS. No agents or employees of other carriers shall be deemed to be agents or employees of INS. 13 1991

2.3.4 INS also is not liable for and the customer service commission indemnifies and holds INS harmless against:

- (A) Claims for libel, slander, or infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over INS' network.
- (B) Claims for patent infringement arising from combining or connecting INS facilities with apparatus and systems of the customer.
- (C) All other claims arising out of any act or omission of the customer in connection with any service provided by INS.

#### 2.4 Customer Application for Service

Businesses or residential customers wishing to obtain service from INS execute a customer service agreement which includes the customer's authorization for INS to instruct other carriers and vendors to provide certain services on the customer's behalf.

#### 2.5 Establishment and Reestablishment of Credit

Applicants may be required at any time to make an advance payment or deposit up to an amount equaling one month's actual or estimated charges for the services to be provided. Such payment will be required only in circumstances and amounts allowed by Commission regulations.

INS reserves the right to examine a credit record of all applicants and customers.

#### 2.6 Continuity of Service

In the event of INS' foreknowledge of an interruption of service for a period exceeding 24 hours, INS will use its best efforts to notify the customer in advance by telephone or in writing.

CANCELLED

NOV 22 1995

BY R.S. #8

MO. PUBLIC SERVICE COMMISSION

MISSOURI

AUG 23 1991

FILED

Issued: June 13, 1991Effective: August 19, 1991

by:

Russell Ponder, General Manager  
Inter-Tel NetSolutions, Inc.  
1901 Royal Lane, #110  
Dallas, Texas 75229-3165

MO. PUBLIC SERVICE COMM.

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**2.6 Continuity of Service**

In the event of the Company's foreknowledge of an interruption of service for a period exceeding 24 hours, the Company will use its best efforts to notify the customer in advance by telephone or in writing.

OCT 6 4 1995

MO. PUBLIC SERVICE COMMISSION

**2.7 Notices**

2.7.1 Except as provided in 2.6 above, any notice or demand required of customer or the Company will be effective when it is mailed, properly addressed, with postage prepaid to the other party at the address shown on the reverse side.

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2.7.2 Unless otherwise provided by these rules, any notice, including changes of address, from any customer or his authorized representative must be given by written notice, by mail, to the Company's business office.

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**2.8 Rendering and Payment of Bills**

2.8.1 Service is provided on a monthly (30 day) basis. Initial service for a partial month will be prorated.

2.8.2 The bill statement date is dependent on the billing cycle assigned to the customer.

2.8.3 Customers will receive bills by one of two methods:

(A) Customers may be billed directly by the Company.

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(B) Customers may be billed on the Company's behalf by a third party billing service.

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2.8.4 Each customer's monthly bill will provide detailed information on charges for long distance services obtained through the Company, including the specific date and time of each call, its duration, place of termination, and charge.

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**2.7 Notices**

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2.7.1 Except as provided in 2.6 above, any notice or demand required of customer or INS will be effective when it is mailed, properly addressed, with postage prepaid to the other party at the address shown on the reverse side. JUN 13 1991 MO. PUBLIC SERVICE COMM.

2.7.2 Unless otherwise provided by these rules, any notice, including changes of address, from any customer or his authorized representative must be given by written notice, by mail, to INS' business office.

**2.8 Rendering and Payment of Bills**

2.8.1 Service is provided on a monthly (30 day) basis. Initial service for a partial month will be prorated. CANCELLED NOV 22 1995 BY 1st R.S. #9

2.8.2 The bill statement date is dependent on the billing cycle assigned to the customer. Public Service Commission MISSOURI

2.8.3 Customers will receive bills by one of two methods:

(A) Customers may be billed directly by INS.

(B) Customers may be billed on INS' behalf by a third party billing service.

2.8.4 Each customer's monthly bill will provide detailed information on charges for long distance services obtained through INS, including the specific date and time of each call, its duration, place of termination, and charge.

2.8.5 Bills are payable upon receipt and in accordance with the terms of this tariff. Bills may be paid by mail or at INS' business office. All charges for services are payable only in United States currency, and may be made by check, money order, or cashiers check.

2.8.6 Payment of the customer's bill is due within 30 days of the bill statement date specified on the bill. If payment is not received at INS' premises

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- 2.8.5 Bills are payable upon receipt and in accordance with the terms of this tariff. Bills may be paid by mail or at the Company's business office. All charges for services are payable only in United States currency, and may be made by check, money order, or cashiers check. **RECEIVED**  
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- 2.8.6 Payment of the customer's bill is due within 30 days of the bill statement date specified on the bill. If payment is not received at the Company's premises by the due date on the customer's invoice, the Company, at its discretion, may debit any credit card number provided by the customer for the full amount of the invoice plus any late charges that may apply. T
- 2.8.7 The customer shall be responsible for payment of all costs of collection of past due amounts, including reasonable attorney's fees incurred by the Company. T
- 2.8.8 A fee to cover the cost of handling delinquent accounts, at the rate of 1.5% per month, will be charged for past due accounts unless otherwise prescribed by law, in which event the handling fee will be charged at the highest rate allowed by the law.
- 2.8.9 A charge of \$15.00 will be assessed customers for any insufficiently funded check returned to the Company. T
- 2.8.10 In the event that any change in the rates or tariffs of the carriers whose services the Company resells to its customers, the Company shall file appropriate tariff changes with the Commission and shall provide its customers 30 days written notice of any effect of such change in the billing rate of or service provided to the customer. Unless a customer notifies the Company in writing of its request for alteration or termination of services, any new billing rate or service change shall be deemed effective the date specified in the Company's notice. T

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INTER-TEL NETSOLUTIONS, INC.

ORIGINAL SHEET 10

by the due date on the customer's invoice, INS, at its discretion, may debit any credit card number provided by the customer for the full amount of the invoice plus any late charges that may apply.

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2.8.7 The customer shall be responsible for payment of all costs of collection of past due amounts, including reasonable attorney's fees incurred by INS.

2.8.8 A fee to cover the cost of handling delinquent accounts, at the rate of 1.5% per month, will be charged to commercial accounts for past due accounts unless otherwise prescribed by law, in which event the handling fee will be charged at the highest rate allowed by the law.

2.8.9 A charge of \$15.00 will be assessed customers for any insufficiently funded check returned to INS.

2.8.10 In the event that any change in the rates or tariffs of the carriers whose services INS resells to its customers, INS shall file appropriate tariff changes with the Commission and shall provide its customers 30 days written notice of any effect of such change in the billing rate of or service provided to the customer. Unless a customer notifies INS in writing of its request for alteration or termination of services, any new billing rate or service change shall be deemed effective the date specified in INS' notice.

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## 2.9 Disputed Bills

2.9.1 If notice of a dispute as to charges received, in writing or telephone message, within thirty (30) days after an invoice is rendered, that is, before the disputed charge becomes delinquent, such invoice shall have been deemed correct and binding upon the customer.

BY 1st P.S. #10  
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In the case of a billing dispute between a customer and INS for service furnished to the customer, which cannot be settled with mutual satisfaction, the customer can take the following course of

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2.9 Disputed Bills

- 2.9.1 If notice of a dispute as to charges is not received, in writing or telephone message, by the Company within thirty (30) days after an invoice is rendered, that is, before the disputed charge becomes delinquent, such invoice shall have been deemed correct and binding upon the customer. T  
T

In the case of a billing dispute between a customer and the Company for service furnished to the customer, which cannot be settled with mutual satisfaction, the customer can take the following course of action within 30 days of the disputed bill's issue date.

- (A) First, the customer may request, and the Company will comply with the request, an in-depth review of the disputed bill. The undisputed portion of the customer's bill, and subsequent bills, must be paid within 5 days of becoming delinquent or the service will be subject to disconnect. T  
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- (B) Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of the Company, the customer may appeal to the Missouri Public Service Commission for their investigation and decision. T

The address of the Commission is:

Missouri Public Service Commission  
Harry S. Truman State Office Bldg.  
301 W. High Street, Floor 5A  
Jefferson City, MO 65101

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action within 30 days of the disputed bill's issue date. JUN 13 1991

(A) First, the customer may request, and INS will comply with the request, an in-depth review of the disputed bill. The undisputed portion of the customer's bill, and subsequent bills, must be paid within 5 days of becoming delinquent or the service will be subject to disconnect.

(B) Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of INS, the customer may appeal to the Missouri Public Service Commission for their investigation and decision.

The address of the Commission is:

Missouri Public Service Commission  
Harry S. Truman State Office Bldg.  
Floor 5A  
301 W. High Street  
Jefferson City, MO 65101

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BY 1st R.S. #11

Public Service Commission  
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## 2.10 Discontinuance, Restoration and Transfer of Service

### 2.10.1 Cancellation by Customer

Service will be provided for the term of service elected by the customer in the service agreement it enters into with INS. Unless INS receives in writing a notice of termination of services by the customer on or before thirty (30) days from the end of the agreed service period, the services provided hereunder shall continue on a monthly basis until either party shall give the other party at least thirty (30) days written notice. The customer is responsible for payment of all charges for service furnished customer prior to the actual termination of customer's service. In addition, in the event a customer terminates its service agreement with INS prior to the end of the service period specified therein, the customer shall pay, in addition to all

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2.10 Discontinuance, Restoration and Transfer of Service

## 2.10.1 Cancellation by Customer

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Service will be provided for the term of service elected by the customer in the service agreement that enters into with the Company. Unless the Company receives in writing a notice of termination of services by the customer on or before thirty (30) days from the end of the agreed service period, the services provided hereunder shall continue on a monthly basis until either party shall give the other party at least thirty (30) days written notice. The customer is responsible for payment of all charges for service furnished customer prior to the actual termination of customer's service. In addition, in the event a customer terminates its service agreement with the Company prior to the end of the service period specified therein, the customer shall pay, in addition to all other charges due for service provided, a sum equal to the average of one month's service and long distance billing plus a sum equal to the value of any promotional credit awarded the customer during the term of the agreement.

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## 2.10.2 Cancellation by the Company

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The Company may discontinue service or cancel an application for service without incurring any liability under the following circumstances:

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- (A) When there is an unpaid bill for any sum due to the carrier for service that is more than 60 days beyond the actual usage for such service;
- (B) The violation by the customer of any law, rule or regulation of any governmental authority having jurisdiction over the service;
- (C) The prohibition against the Company from furnishing services by order of a court or other governmental authority having jurisdiction; or

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other charges due for service provided, a sum equal to the average of one month's service and long distance billing plus a sum equal to the value of any promotional credit awarded the customer during the term of the agreement.

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## 2.10.2 Cancellation by INS

INS may discontinue service or cancel an application for service without incurring any liability under the following circumstances:

- (A) When there is an unpaid bill for any sum due to the carrier for service that is more than 60 days beyond the actual usage for such service;
- (B) The violation by the customer of any law, rule or regulation of any governmental authority having jurisdiction over the service;
- (C) The prohibition against INS from furnishing services by order of a court or other governmental authority having jurisdiction; or
- (D) The providing of false or misleading credit information by the customer.

INS will provide the customer written notice of such discontinuance five days prior to discontinuance, such written notice to contain all information required by applicable Commission regulations.

## 2.10.3 Restoration Procedure

To restore service, a customer must submit an application for service as provided in Section 2.5 and pay all outstanding amounts due INS. At INS' discretion, payment of a deposit as provided in Section 2.6 may be required.

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(D) The providing of false or misleading credit information by the customer.

The Company will provide the customer written notice of such discontinuance five days prior to discontinuance, such written notice to contain all information required by applicable Commission regulations.

#### 2.10.3 Restoration Procedure

To restore service, a customer must submit an application for service as provided in Section 2.5 and pay all outstanding amounts due the Company. At the Company's discretion, payment of a deposit as provided in Section 2.6 may be required.

#### 2.10.4 Transfer of Service

A customer's service from the Company may not be assigned or transferred by a customer without the Company's express written approval.

#### 2.11 Deposits

A customer may be required at any time to make an advance payment up to an amount equaling one month's actual or estimated charges for the services to be provided, subject to applicable Commission regulations.

#### 2.12 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

#### 2.13 General Regulations

2.13.1 Carrier will not bill for incomplete calls where answer supervision is available. Carrier will not bill for incomplete calls upon (i) subscriber notification or (ii) Carrier's knowledge.

2.13.2 The caller and billed party, if different from the caller, will be advised that Carrier is the

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## 2.10.4 Transfer of Service

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A customer's service from INS may not be assigned or transferred by a customer without INS' express written approval.

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2.11 Deposits

A customer may be required at any time to make an advance payment up to an amount equaling one month's actual or estimated charges for the services to be provided, subject to applicable Commission regulations.

2.12 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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2.13 General Regulations

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2.13.1 Carrier will not bill for incomplete calls where answer supervision is available. Carrier will not bill for incomplete calls and will remove any charge(s) for incomplete calls upon (i) subscriber notification or (ii) Carrier's knowledge.

BY Let R.S. #13  
Public Service Commission

2.13.2 The caller and billed party, if different from the caller, will be advised that Carrier is the operator service provider at the time of the initial contact.

2.13.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.

2.13.4 Only tariffed rates approved by this Commission for carrier shall appear on any local exchange company (LEC) billing.

2.13.5 Carrier shall be listed on the LEC billing if the LEC has multicarrier billing ability.

2.13.6 Carrier will employ reasonable calling and verification procedures which are acceptable to the companies issuing the calling cards.

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operator service provider at the time of the initial contact.

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- 2.13.3 Rate quotes will given upon request, at no charge, including all rate components and any additional charges.
- 2.13.4 Only tariffed rates approved by this Commission for carrier shall appear on any local exchange company (LEC) billing.
- 2.13.5 Carrier shall be listed on the LEC billing if the LEC has multicarrier billing ability.
- 2.13.6 Carrier will employ reasonable calling and verification procedures which are acceptable to the companies issuing the calling cards.
- 2.13.7 Carrier will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 2.13.8 Upon request, Carrier will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

#### 2.14 Operator Services for Traffic Aggregators

The Company does not provide operator services to traffic aggregators.

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2.13.7 Carrier will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge. **JUN 13 1991**  
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2.13.8 Upon request, Carrier will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

2.14 Operator Services for Traffic Aggregators

INS does not provide operator services to traffic aggregators.

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BY Let R.S. #14  
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SECTION 3 - DESCRIPTION OF SERVICE

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3.1 Timing of Calls

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## 3.1.1 Billing Increments

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Calls for all the Company services are billed in six-second increments. As provided in Section 3.3, calls for certain services have a 30-second minimum billing. Travel card calls are billed in 1 minute increments.

## 3.1.2 Rate Period Overlap

For messages which overlap one or more rate periods, the rate in effect at the time of call origination in the originating area applies to the entire duration of that call.

3.2 Service Offerings3.2.1 Description of Services

## (A) 1 Plus WATS\*

Basic "1+" direct-dialed interLATA telecommunications service available in all equal access areas for use by subscribers 24 hours a day. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect. Calls are billed in six-second increments. Each call has a 18-second minimum billing. One to five-digit accounting codes are

\* This is a grandfathered service that is available only to customers who ordered service prior to October 3, 1995. However, this arrangement will be available only until November 1, 1996, when all grandfathered customers will be transitioned to other tariffed services.

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SECTION 3 - DESCRIPTION OF SERVICE

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3.1 Timing of Calls

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## 3.1.1 Billing Increments

Calls for all INS services are billed in 6-second increments. As provided in Section 3.3, calls for certain services have a 30-second minimum billing. Travel card calls are billed in 1 minute increments.

## 3.1.2 Rate Period Overlap

For messages which overlap one or more rate periods, the rate in effect at the time of call origination in the originating area applies to the entire duration of that call.

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3.2 Service Offerings3.2.1 Description of Services

## (A) 1 Plus WATS

Basic "1+" direct-dialed intrastate telecommunications service available in all equal access areas for use by subscribers 24 hours a day. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect. Calls are billed in 6-second increments. Each call has a 30-second minimum billing. One to five-digit accounting codes are available to enable customers to easily track calls by project, client, department or other accounting group. A travel card is available to customers at no extra charge.

Interstate calls made by 1+ WATS customers are rated on a per minute and mileage basis.

## (B) 1 Plus WATS-FLAT

Basic "1+" direct-dialed intrastate telecommunications service available in all equal access

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available to enable customers to easily track calls by project, client, department or other accounting group. A travel card is available to customers at no extra charge.

Interstate calls made by 1+ WATS customers are rated on a per minute basis. MISSOURI PUBLIC SERVICE COMM.

(B) 1 Plus WATS-FLAT\*

Basic "1+" direct-dialed interLATA telecommunications service available in all equal access areas for use by subscribers 24 hours a day. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect. Calls are billed in six-second increments. Each call has a 30-second minimum billing. One to five-digit accounting codes are available to enable customers to easily track calls by project, client, department or other accounting group. A travel card is available to customers at no extra charge.

On an intrastate basis, this service is the same as "1 Plus WATS." However, with this service, interstate calls are rated on a per minute and volume basis and rates are not distance sensitive.

(C) Dedicated WATS Service\*

Calls are originated at the customer's premises via T-1 lines or Dedicated Access Lines. Charges for intrastate calls are based on a fixed rate per minute. Interstate calls are banded so that the rate paid by the customer is determined by the

- \* This is a grandfathered service that is available only to customers who ordered service prior to October 3, 1995. However, this arrangement will be available only until November 1, 1996, when all grandfathered customers will be transitioned to other tariffed services.

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areas for use by subscribers 24 hours a day. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect. Calls are billed in 6-second increments. Each call has a 30-second minimum billing. One to five-digit accounting codes are available to enable customers to easily track calls by project, client, department or other accounting group. A travel card is available to customers at no extra charge.

On an intrastate basis, this service is the same as "1 Plus WATS." However, with this service, interstate calls are rated on a per minute and volume basis and rates are not distance sensitive.

(C) Dedicated WATS Service

Calls are originated at the customer's premises via T-1 lines or Dedicated Access Lines. Charges for intrastate calls are based on a fixed rate per minute. Interstate calls are banded so that the rate paid by the customer is determined by the distance called and the time of day the call is placed. T-1 access partitioning feature is available to enable the subscriber to subscribe to two services on the same 800 service. No minimum call period applies. Usage charges are based on 6-second billing increments. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect. One to five-digit account codes are available on either a validated or invalidated basis.

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length of the call and the time of day the call is placed. T-1 access partitioning features are available to enable the subscriber to subscribe to two services on the same 800 service. No minimum call period applies. Usage charges are based on six-second billing increments. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect. One to five-digit account codes are available on either a validated or invalidated basis.

## (D) Switched 800 Service\*

This in-bound toll service permits calls to be completed at the subscriber's location without charge to the calling party. Access to this service is gained by dialing a 10-digit telephone number (800-NXX-XXXX) which will terminate at the subscriber's location. 800 access is available from anywhere in the United States. The subscriber may elect to permit calls to originate from any location within the state or may geographically restrict access based on the caller's area code.

Calls are billed in six-second increments. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect.

Switched 800 calls are originated and terminated via normal shared use facilities. The intrastate charge for switched 800 service is a fixed rate per minute. A volume discount applies to interstate calls.

- \* This is a grandfathered service that is available only to customers who ordered service prior to October 3, 1995. However, this arrangement will be available only until November 1, 1996, when all grandfathered customers will be transitioned to other tariffed services.

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## (D) Switched 800 Service

This in-bound toll service permits calls to be completed at the subscriber's location without charge to the calling party. Access to this service is gained by dialing a 10-digit telephone number (800-NXX-XXXX) which will terminate at the subscriber's location. 800 access is available from anywhere in the United States. The subscriber may elect to permit calls to originate from any location within the state or may geographically restrict access based on the caller's area code.

Calls are billed in 6-second increments. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect.

Switched 800 calls are originated and terminated via normal shared use facilities. The intrastate charge for switched 800 service is a fixed rate per minute. A volume discount applies to interstate calls.

## (E) Dedicated 800 Service

This in-bound toll service permits calls to be completed at the subscriber's location without charge to the calling party. Access to this service is gained by dialing a 10-digit telephone number (800-NXX-XXXX) which will terminate at the subscriber's location. 800 access is available from anywhere in the United States. The subscriber may elect to permit calls to originate from any location within the state or may geographically restrict access based on the caller's area code.

Calls are billed in 6-second increments. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect.

Dedicated 800 calls are originated via normal shared use facilities and are terminated via dedicated access lines between the subscriber's premises and the underlying carrier's POP in the

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## (E) Dedicated 800 Service\*

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This in-bound toll service permits calls to be completed at the subscriber's location without charge to the calling party. Access to this service is gained by dialing a 10-digit telephone number (800-NXX-XXXX) which will terminate at the subscriber's location. 800 access is available from anywhere in the United States. The subscriber may elect to permit calls to originate from any location within the state or may geographically restrict access based on the caller's area code.

Calls are billed in six-second increments. For billing purposes, timing of a call begins when the called party answers the phone and ends when the parties disconnect.

Dedicated 800 calls are originated via normal shared use facilities and are terminated via dedicated access lines between the subscriber's premises and the underlying carrier's POP in the terminating city. The intrastate charge for Dedicated 800 service is a fixed rate per minute. A volume discount applies interstate calls.

Calls under this service originate over dedicated T-1 facilities or Dedicated Access Line. By ordering T-1 Access Partitioning, customers can place outbound calls on the same T-1 used for in-bound calls. Dedicated 800 service can be combined with Dedicated WATS service.

- \* This is a grandfathered service that is available only to customers who ordered service prior to October 3, 1995. However, this arrangement will be available only until November 1, 1996, when all grandfathered customers will be transitioned to other tariffed services.

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terminating city. The intrastate charge for  
Dedicated 800 service is a fixed rate per minute.  
A volume discount applies interstate calls. **MO. PUBLIC SERVICE COM.**

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Calls under this service originate over dedicated T-1 facilities or Dedicated Access Line. By ordering T-1 Access Partitioning, customers can place outbound calls on the same T-1 used for inbound calls. Dedicated 800 service can be combined with Dedicated WATS service.

(F) Special WATS Features

1. The following special features are available with Switched and Dedicated 800 Service:

a. Enhanced 800 Routing - Routing is available to improve call handling efficiency and productivity by allowing the customer to route traffic by service group, area code, time of day, day of week and day of the year.

b. Area Code Selection - Area Code Selection allows a customer to geographically restrict access to its 800 number based on the call's area code.

2. The following special features are available with Dedicated 800 Service:

a. Route Advance - Route Advance ensures that all calls are answered during peak calling periods by overflowing to the customer's local business lines.

b. Uniform Call Distribution - Uniform Call Distribution (UCD) enables a customer's operators to work more efficiently by evenly distributing 800 calls over all lines in a service group.

c. Dialed Number Identification - Dialed Number Identification Service permits multiple 800 numbers to terminate on the same service group to increase the

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Effective: August 19, 1991

by:

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## (F) Direct Dial WATS/Day &amp; Night Service

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Basic "1+" direct dialed interLATA telecommunications service available in all equal access areas for use by subscribers 24 hours a day.

Calls are charged on a flat-rated, per minute of use basis, with peak and off-peak periods. Billing for this service is calculated in six-second increments with an 18 second minimum call period.

One to five-digit accounting codes are available to enable customers to easily track calls by project, client, department or other accounting group. A travel card is available to customers at no extra charge.

## (G) Non-Dedicated 800 Service

This in-bound toll service permits calls to be completed at the subscriber's location without charge to the calling party. Calls are charged on a flat-rated basis, with peak and off-peak periods. Access to this service is gained by dialing a 10-digit telephone number (800-NXX-XXXX) which will terminate at the subscriber's location. 800 access is available from anywhere in the United States.

The subscriber may elect to permit calls to originate from any location within the state or may geographically restrict access based on the caller's area code. Calls are originated and terminated via normal shared use facilities. The intrastate charge for switched 800 service is a fixed rate per minute billed in six-second increments with an 18 second minimum.

## (H) Personalized 800 Service

800 service billed on a flat-rate, minute of use basis, with peak and off-peak periods. Charges for calls are based on six-second billing increments and a 18-second billing minimum. System generated six-digit security codes provided with service.

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efficiency and cost effectiveness of each service group. Customer's operators provide more personalized customer service because they immediately know the 800 number the caller has dialed.

### 3.2.2 Travel Card Service

INS' travel card service ensures 100% digital fiber-optic access on all domestic calls. Travel card calls can be placed from rotary and touch tone phones. A scrambled 14-digit code provides security and lessens the chance for code abuse. A misdialed/correction feature permits fast, easy correction of misdialed numbers. Call detail is provided in conjunction with travel card service and permits the customer to monitor usage. INS will replace lost or stolen cards quickly and at no charge to the customer.

### 3.2.3 Directory Assistance

Local exchange directory assistance operators may be accessed by dialing 1+(area code)+555-1212.

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by:

Russell Ponder, General Manager  
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## (I) T-1 WATS Service

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Interexchange service utilizing dedicated T-1 access for high volume customers. Calls are charged on a flat-rated, per minute of use basis, with peak and off-peak periods. 24 separate access lines provide the capability of handling 24 simultaneous calls. Billed in six-second increments, with an 18 second minimum. Account and security codes are available.

## (J) T-1 800 Service

800 flat usage-based rated service utilizing T-1 access for high volume customers. Calls are charged on a flat-rated, per minute of use basis, with peak and off-peak periods. Calls are in six-second increments, with a 18-second minimum.

Special features include Route Advance, Dialed Number Identification Service, Area Code and Exchange Routing, Time and Date Routing, Call Allocation, Command Routing, Area Code Selection, and Automatic Number Identification.

## (K) Special WATS Features

1. The following special features are available with Non-Dedicated 800 and Dedicated 800 Service:
  - a. Enhanced 800 Routing - Routing is available to improve call handling efficiency a productivity by allowing the customer to route traffic by service group, area code, time of day, day of week and day of the year.
  - b. Area Code Selection - Area Code Selection allows a customer to geographically restrict access to its 800 number based on the call's area code.

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2. The following special features are available with Dedicated 800 Service:

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- a. Route Advance - Route Advance ensures that all calls are answered during peak calling periods by overflowing to the customer's local business lines.
- b. Uniform Call Distribution - Uniform Call Distribution (UCD) enables a customer's operators to work more efficiently by evenly distributing 800 calls over all lines in a service group.
- c. Dialed Number Identification - Dialed Number Identification Service permits multiple 800 numbers to terminate on the same service group to increase the efficiency and cost effectiveness of each service group. Customer's operators can provide more personalized customer service because they immediately know the 800 number the caller has dialed.

3.2.2 Travel Card Service\*

The Company's travel card service ensures 100% digital fiber-optic access on all domestic calls. Travel card calls can be placed from rotary and touch tone phones. A scrambled 14-digit code provides security and lessens the chance for code abuse. A misdial/correction feature permits fast, easy correction of misdial numbers. Call detail is provided in conjunction with travel card service and permits the customer to monitor usage. The Company will replace lost or stolen cards quickly and at no charge to the customer.

- \* This is a grandfathered service that is available only to customers who ordered service prior to October 3, 1995. However, this arrangement will be available only until November 1, 1996, when all grandfathered customers will be transitioned to other tariffed services.

Issue Date: Oct. 3, 1995

Effective Date: Nov. 3, 1995

by: Charles V. Mihaylo, President  
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3.2.3 Calling Card Service

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A flat-rated calling card service which customers access by dialing an 800 number specified on their calling card. The Company's calling card service ensures 100% digital fiber-optic access on all domestic calls. A calling card can also be used for international calling. Calling card calls can be placed from rotary and touch tone phones. Multiple calls may be placed using the # button on a touchtone phone. A scrambled 14-digit code provides security and lessens the chance for code abuse. A misdialed/correction feature permits fast, easy correction of misdialed numbers. Call detail is provided in conjunction with calling card service and permits the customer to monitor usage. The Company will replace lost or stolen cards quickly and at no charge to the customer. Calls are billed in 60-second increments.

3.2.4 Directory Assistance

Local exchange directory assistance operators may be accessed by dialing 1+(area code)+555-1212.

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Effective Date: ~~Nov. 3, 1995~~

by: Charles V. Mihaylo, President  
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SECTION 4 - RATES

OCT 04 1995

## 4.1 Service Rates

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## 4.1.1 Grandfathered Specific Rates Services

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N

<u>Service Type</u>	<u>Day</u>	<u>Eve</u>	<u>N/W</u>
1 Plus WATS	.2166	.1927	.1565
1 Plus WATS-Flat	.2166	.1927	.1565
Switched 800	.1875	.1875	.1875
Dedicated WATS	.1280	.1009	.0740
Dedicated 800	.1112	.1112	.1112

## 4.1.2 Range of Rates Services

N

PEAK RATE PERIOD

N

<u>Service</u>	<u>Minimum</u>	<u>Maximum</u>
Direct Dial WATS		
Day/Night	.1990	.2416
Non-Dedicated 800	.1990	.2416
Personalized 800	.2200	.2700
T-1 WATS	.1200	.1653
T-1 800 Service	.1100	.1553

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Issue Date: Oct. 3, 1995Effective Date: NOV 22 1995

by: Charles V. Mihaylo, President  
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SECTION 4 - RATES

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## 4.1 Direct Access ("1+") Long Distance Service

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<u>Service Type</u>	<u>Day</u>	<u>Eve</u>	<u>N/W</u>
1 Plus WATS	.2166	.1927	.1565
1 Plus WATS-Flat	.2166	.1927	.1565
Switched 800	.1875	.1875	.1875
Dedicated WATS	.1280	.1009	.0740
Dedicated 800	.1112	.1112	.1112

## 4.2 Operator-Assisted Calls

INS does not directly provide operator services. However, INS customers desiring operator assistance for local calls may dial "0" and will be assisted by the local exchange telephone company. INS customers desiring operator assistance in making or billing long distance calls dial "00" and will be afforded access to an operator of a carrier that is authorized to provide operator services in the State of Missouri. Long distance operator assisted calls routed to INS' underlying carrier are charged at the following rates and are not marked-up by INS:

Station-to-Station:	\$1.05
Person-to-Person:	\$2.40
Collect-to-Station:	\$1.55
Collect-to-Person:	\$3.00
Problem Assistance:	\$0.00

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by:

Russell Ponder, General Manager  
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## OFF-PEAK RATE PERIOD

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<u>Service</u>	<u>Minimum</u>	<u>Maximum</u>
Direct Dial WATS		
Day/Night	.1990	MISSOURI PUBLIC SERVICE COMM.
Non-Dedicated 800	.1990	.2416
Personalized 800	.2200	.2700
T-1 WATS	.1200	.1653
T-1 800 Service	.1100	.1553

Verified Account Users: Add .0100 per minute used in conjunction with dedicated services.

## 4.2 Operator-Assisted Calls

The Company does not directly provide operator services. However, the Company customers desiring operator assistance for local calls may dial "0" and will be assisted by the local exchange telephone company. The Company customers desiring operator assistance in making or billing long distance calls dial "00" and will be afforded access to an operator of a carrier that is authorized to provide operator services in the State of Missouri. Long distance operator assisted calls routed to the Company's underlying carrier are charged at the underlying carriers' rates and are not marked-up by the Company.

## 4.3 Travel Card Service

Band	Milage	Day	Eve	N/W
1	1-10	\$.1749	\$.1117	\$.0925
2	11-22	.1949	.1317	.1049
3	23-55	.2049	.1449	.1149
4	56-70	.2125	.1449	.1149
5	71-124	.2125	.1449	.1149
6	125-292	.2125	.1449	.1449
7	293-430	.2249	.1449	.1449
8	431-925	.2349	.1449	.1225
9	926-1910	.2449	.1449	.1249
10	1911-3000	.2449	.1449	.1249
11	3001-4250	.3049	.1949	.1549
12	4251 +	.3249	.2117	.1649

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## 4.3. Travel Card Service

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BAND	MILEAGE	DAY	EVE	N/W	MO. PUBLIC SERVICE CO.
1	1-10	\$.1749	\$.1117	\$.0925	
2	11-22	.1949	.1317	.1049	
3	23-55	.2049	.1449	.1149	
4	56-70	.2125	.1449	.1149	
5	71-124	.2125	.1449	.1149	
6	125-292	.2125	.1449	.1449	
7	293-430	.2249	.1449	.1449	
8	431-925	.2349	.1449	.1225	
9	926-1910	.2449	.1449	.1249	
10	1911-3000	.2449	.1449	.1249	
11	3001-4250	.3049	.1949	.1549	
12	4251 +	.3249	.2117	.1649	

## 4.4 Directory Assistance

Charges for all calls made to directory assistance, regardless of the time of day or date completed:

0 + (xxx) 555-1212: \$0.65

No additional measured use or per call charges apply to calls made to directory assistance.

## 4.5 Uncompleted calls

No charge will be incurred for calls where there is a busy signal, or no answer from the called party.

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BY 1st P.S. #21  
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- 4.4 Calling Card Service  
Peak .20  
Off-peak .20

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There is .35 surcharge per call.

MO. PUBLIC SERVICE COMM.

- 4.5 Directory Assistance

Charges for all calls made to directory assistance, regardless of the time of day or date completed:

1 + (xxx) 555-1212: \$0.65

No additional measured use or per call charges apply to calls made to directory assistance.

- 4.6 Uncompleted calls

No charge will be incurred for calls where there is a busy signal, or no answer from the called party.

- 4.7 Monthly Charges

Non-Dedicated 800 Service	\$15.00
Non-Verified Account Codes	No charge
Security Codes (verified account codes):	
1-50 codes	\$ 5.00
51-200	\$10.00
201+	\$25.00

Issue Date: Oct. 3, 1995Effective Date: ~~Nov 2 2 1995~~

by: Charles V. Mihaylo, President  
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## 4.8 Non-Recurring Charges

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For 800 services, there is a one-time charge of \$135.00 for selection of one or more originating area codes. The charge remains the same regardless of the number of area codes chosen. There is also a \$135.00 one-time charge to change an existing area code selection plan. The charge remains the same regardless of the number of area codes changed.

For Security Codes, there is a one-time charge of \$15.00 for installation and per change/day charge of 15.00.

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by: Charles V. Mihaylo, President  
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INTER-TEL NETSOLUTIONS, INC.

2nd REVISED SHEET 24  
CANCELS 1st REVISED SHEET 24RATE SHEET

In Section 4.1.2 of this tariff, Inter-Tel NetSolutions provided a range of rates within which its services would be priced. The following are the rates to be charged for those services.

Direct Dial		
Day/Night	.1730	R
Non-Dedicated 800	.1730	R
Personalized 800	.2500	
T-1 WATS	.1140	R
T-1 800 Service	.1140	R

WRITTEN NOTICE OF RATE DECREASE  
AND ITS EFFECTIVE DATE FILED ON10-31-97

(DATE)

PURSUANT TO SECTION 392.500 (1)

RSMO SUPP. 1995

EFFECTIVE DATE OF RATE DECREASE

11-10-97

(DATE)

Issue Date: Oct. 31, 1997Effective Date: Nov. 10, 1997

by: John Gardner, General Counsel  
Inter-Tel NetSolutions, Inc.  
120 N. 44th Street, Suite 300  
Phoenix, Arizona 85034

INTER-TEL NETSOLUTIONS, INC

1st REVISED SHEET 24  
CANCELS ORIGINAL SHEET 24RATE SHEET

In Section 4.1.2 of this tariff, Inter-Tel NetSolutions provided a range of rates within which its services would be priced. The following are the rates to be charged for those services.

Direct Dial	.1800
Day/Night	
Non-Dedicated 800	.1910
Personalized 800	.2500
T-1 WATS	.1235
T-1 800 Service	.1200

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NOV 10 1997  
By 2nd R.S. # 24  
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WRITTEN NOTICE OF RATE DECREASE  
AND ITS EFFECTIVE DATE FILED ON

9-13-96

(DATE)

PURSUANT TO SECTION 392.500 (1)

RSMO 1994

EFFECTIVE DATE OF RATE DECREASE:

9-20-96

(DATE)

Issue Date: Sept. 13, 1996Effective Date: Sept. 20, 1996

by: Charles V. Mihaylo, President  
Inter-Tel Netsolutions, Inc.  
120 North 44th Street, Suite 300  
Phoenix, Arizona 85034-1833

INTER-TEL NETSOLUTIONS, INC.

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RATE SHEET

OCT 04 1995

In Section 4.1.2 of this tariff, Inter-Tel NetSolutions provided a range of rates within which its services would be priced. The following are the rates to be charged for those services.

Direct Dial	
Day/Night	.2020
Non-Dedicated 800	.2020
Personalized 800	.2500
T-1 WATS	.1235
T-1 800 Service	.1200

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SEP 20 1996  
BY 1st R.S. #24  
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by: Charles V. Mihaylo, President  
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