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

2.11.1.3 No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.

2.11.1.4 Terms of Deposits:

- a. Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
- b. Upon discontinuance or termination of service, the deposit will be credited to the charges state on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill. (D)
- c. Upon satisfaction of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits will be refunded or credited against charges on subsequent bills. Payments of charges will be considered satisfactory if received prior to the date of which the charge become delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by deposit. (D)
- d. The Company will maintain records of all pertinent information with regard to each deposit held.
- e. The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit.

2.12 Credit Checks

2.12.1 The Company requires credit information for all customers.

2.13 Taxes

2.13.1 State, local and other taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are not included in the quoted rates.

2.14 “Missouri Universal Service Fund”

2.14.1 The Company will place on each retail end-user customer’s bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the commission.

2.14.2 The surcharge will appear as a separate line item detailed “Missouri Universal Service Fund.”

2.14.3 The surcharge percentage will be applied to the total of each customer’s charges for interstate regulated telecommunications services that meet the definitions of net jurisdictional revenues at 4 CR 240-31.010(12).