

SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.3 Calculation of UUF, Revenue Commitment Shortfall, Current Term Plan Agreement (continued) T
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(B) Unmet MMC

- .1 If a Customer subscribing to any of the Company's Business Optional Calling Plans fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred. T
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SECTION 2 - RULES AND REGULATIONS

Missouri Public
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2.26 Revenue and Term Plan Commitments (continued)

REC'D APR 15 2003

2.26.3 Under-Utilization Charges (continued)

(B) Unmet MMC

- .1 If a Customer subscribing to any of the Company's High Volume Calling plans fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred. If a Customer subscribing to any of the following services fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC for the billing cycle in which the shortfall occurred:

- .a Business Domestic Saver
- .b Business Domestic Saver 15
- .c Business Domestic Saver 15 Connections 1 Service
- .d Business Domestic Saver 15 Connections 2 Service
- .e Business Domestic Saver 15 Connections 3 Service
- .f Business Domestic Saver 15 Deluxe
- .g Business Domestic Saver Deluxe
- .h Business Long Distance 50
- .i Business Long Distance 50 Connections 1 Service
- .j Business Long Distance 50 Connections 2 Service
- .k Business Long Distance 50 Connections 3 Service
- .l Business Long Distance 100
- .m Business Long Distance 100 Connections 1 Service
- .n Business Long Distance 100 Connections 2 Service
- .p Business Long Distance 100 Connections 3 Service
- .q Business Long Distance 200
- .r Business Long Distance 100 Plus 1 Year

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Under-Utilization Charges (continued)

(B) Unmet MMC

- .1 If a Customer subscribing to any of the Company's High Volume Calling plans fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred. If a Customer subscribing to any of the following services fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC for the billing cycle in which the shortfall occurred:

.a	Business Domestic Saver	T
.b	Business Domestic Saver 15	T
.c	Business Domestic Saver 15 Connections 1 Service	N
.d	Business Domestic Saver 15 Connections 2 Service	
.e	Business Domestic Saver 15 Connections 3 Service	N
.f	Business Domestic Saver 15 Deluxe	T
.g	Business Domestic Saver Deluxe	
.h	Business Long Distance 50	T
.i	Business Long Distance 50 Connections 1 Service	N
.j	Business Long Distance 50 Connections 2 Service	
.k	Business Long Distance 50 Connections 3 Service	N
.l	Business Long Distance 100	T
.m	Business Long Distance 100 Connections 1 Service	N
.n	Business Long Distance 100 Connections 2 Service	
.p	Business Long Distance 100 Connections 3 Service	N
.q	Business Long Distance 200	T

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SECTION 2 - RULES AND REGULATIONS

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Under-Utilization Charges (continued)

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(B) Unmet MMC

- .1 If a Customer subscribing to any of the Company's High Volume Calling plans fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred. If a Customer subscribing to Business Domestic Saver, Business Domestic Saver Deluxe, Business Domestic Saver 15, Business Domestic Saver 15 Deluxe, Business Long Distance 50, Business Long Distance 100 or Business Long Distance 200 fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC for the billing cycle in which the shortfall occurred.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Shortfall Penalties

Service Commission

(B) Unmet MMC

- .1 If a Customer subscribing to any of the Company's High Volume Calling plans fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred. If a Customer subscribing to Business Domestic Saver 15, Business Domestic Saver 15 Deluxe, Business Long Distance 50, Business Long Distance 100 or Business Long Distance 200 fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC for the billing cycle in which the shortfall occurred. C T

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Tracy Van Wormer, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Shortfall Penalties

Service Commission

(B) Unmet MMC

- .1 If a Customer subscribing to High Volume Calling fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred. If a Customer subscribing to Business Domestic Saver 15, Business Domestic Saver 15 Deluxe, Business Long Distance 50, Business Long Distance 100 or Business Long Distance 200 fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC for the billing cycle in which the shortfall occurred.

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Under-Utilization Charges (continued)

(B) Unmet MMC (continued)

.1 (continued)

- .r Business Long Distance 100 Plus 1 Year
- .s Business Domestic Saver 15 Connections 2 Plus
- .t Business Long Distance 50 Connections 1 Plus
- .u Business Long Distance 50 Connections 2 Plus
- .v Business Long Distance 100 Connections 1 Plus
- .w Business Long Distance 100 Connections 2 Plus

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Tawnya Rechtin, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS **Missouri Public Service Commission**

2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Under-Utilization Charges (continued)

(B) Unmet MMC (continued)

.1 (continued)

- .x Business Long Distance Value 50
- .y Business Long Distance Value 100
- .z Business Domestic Value Saver 15

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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2.26 Revenue and Term Plan Commitments (continued)

2.26.3	Calculation of UUF, Revenue Commitment Shortfall, Current Term Plan Agreement (continued)	T T
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(B) Unmet MMC

.2 Customers subscribing to any of the Company's High Volume Calling Plans and committing to an MMC will be given up to a three (3) month period for usage ramp up before any UUF is assessed. If a Customer subscribing to any of the Company's High Volume Calling Plans subscribes to an MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month *when determining the length of the ramp up period.*

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Under-Utilization Charges (continued)

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(B) Unmet MMC

- .2 Customers subscribing to any of the Company's High Volume Calling plans and committing to an MMC will be given up to a three (3) month period for usage ramp up before any under-utilization charge is assessed. If a Customer subscribing to any of the Company's High Volume Calling plans subscribes to an MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the ramp up period.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Shortfall Penalties

Service Commission

(B) Unmet MMC

- .2 Customers subscribing to any of the Company's High Volume Calling plans and making a MMC will be given up to a three (3) month no penalty period for usage ramp up before any shortfall penalty is assessed. If a Customer subscribing to any of the Company's High Volume Calling plans subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.
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Tracy Van Wormer, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Revenue and Term Plan Commitments (continued)

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2.26.3 Shortfall Penalties

Service Commission

(B) Unmet MMC

- .2 Customers subscribing to High Volume Calling and making a MMC will be given up to a three (3) month no penalty period for usage ramp up before any shortfall penalty is assessed. If a Customer subscribing to High Volume Calling subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Calculation of UUF, Revenue Commitment Shortfall, Customer Cancels Current Term Plan Agreement and Signs New Term Plan Agreement

- (A) If the Customer wished to change MAC, MMC or plans with a MRC and term plan agreements or the length of a term plan agreement, the Customer must cancel its current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff. If the Customer wished to change the Business Optional Calling Plan associated with its term plan agreement, the Customer must cancel its current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff. C C
- (B) When a Customer cancels an existing term plan agreement and signs a new term plan agreement for the same or different Business Optional Calling Plan, a UUF may apply. The UUF is equal to the lesser of the following and applies if the dollar value is greater than zero:
- .1 the difference between the dollar value of the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan and the dollar value of the Customer's Total Revenue Commitment for its new term plan agreement, or
 - .2 50% of the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer.

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Janet Vader, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Calculation of UUF, Revenue Commitment Shortfall, Customer Cancels Current Term Plan Agreement and Signs New Term Plan Agreement

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(A) If the Customer wished to change MAC and/or the MMC or the length of a term plan agreement, the Customer must cancel its current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff. If the Customer wished to change the Business Optional Calling Plan associated with its term plan agreement, the Customer must cancel its current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff.

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(B) When a Customer cancels an existing term plan agreement and signs a new term plan agreement for the same or different Business Optional Calling Plan, a UUF may apply. The UUF is equal to the lesser of the following and applies if the dollar value is greater than zero:

- .1 the difference between the dollar value of the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan and the dollar value of the Customer's Total Revenue Commitment for its new term plan agreement, or
- .2 50% of the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public
Service Commission

2.26 Revenue and Term Plan Commitments (continued)

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2.26.4 Change in MAC/Term Plan Commitment

(A) Change In MAC and No Change in Length of Term Plan

.1 Higher MAC

If the Customer changes to a higher MAC and does not change the length of the term plan agreement, no charge or fee applies and no new term plan agreement is required. To calculate the adjusted annual MAC, prorate the old MAC and prorate the new MAC.

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.2 Lower MAC

If the Customer changes to a lower MAC and does not change the length of the term plan agreement, an under-utilization charge will be assessed. The under-utilization charge is equal to the difference between the qualified usage toward the current MAC and the unmet MAC in the current year. A new term plan agreement must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Change in MAC/Term Plan Commitment

(A) Change In MAC and No Change in Length of Term Plan

.1 Higher MAC

If the Customer changes to a higher MAC and does not change the length of the term plan agreement, no penalty applies and no new term plan agreement is required. To calculate the adjusted annual MAC, prorate the old MAC and prorate the new MAC.

.2 Lower MAC

If the Customer changes to a lower MAC and does not change the length of the term plan agreement, a penalty will be assessed. The penalty is equal to the difference between the qualified usage toward the current MAC and the unmet MAC in the current year. A new term plan agreement must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.4 Change in MAC/Term Plan Commitment (continued)

(B) Change In MAC and Change in Length of Term Plan

.1 Higher MAC and Longer Term Plan Commitment

If the Customer changes to a higher MAC and a longer term plan commitment, no charge or fee applies. A new term plan must be signed by the Customer with new begin/end dates.

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.2 Lower MAC and Shorter Term Plan Commitment

If the Customer changes to a lower MAC and a shorter term plan commitment, an under-utilization charge will be assessed. The under-utilization charge will be the difference between (number of years in old term plan times old MAC) minus (total usage accumulated to date in the current MAC year). A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Change in MAC/Term Plan Commitment (continued)

(B) Change In MAC and Change in Length of Term Plan

.1 Higher MAC and Longer Term Plan Commitment

If the Customer changes to a higher MAC and a longer term plan commitment, no penalty applies. A new term plan must be signed by the Customer with new begin/end dates.

.2 Lower MAC and Shorter Term Plan Commitment

If the Customer changes to a lower MAC and a shorter term plan commitment, a penalty will be assessed. The penalty will be the difference between (number of years in old term plan times old MAC) minus (total usage accumulated to date in the current MAC year). A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Change in MAC/Term Plan Commitment (continued)

(B) Change In MAC and Change in Length of Term Plan (continued)

.3 Lower MAC and Longer Term Plan Commitment

If the Customer changes to a lower MAC and a longer term plan, a penalty may apply. The old MAC/term plan revenue commitment will be compared to the new MAC/term plan revenue. If the new MAC/term plan total revenue commitment for the length of the term plan agreement is greater than the old MAC/term plan total revenue commitment for the length of the term plan agreement, no penalty applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a penalty applies. The penalty is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.4 Change in MAC/Term Plan Commitment (continued)

(B) Change In MAC and Change in Length of Term Plan (continued)

.4 Higher MAC and Shorter Term Plan Commitment

If the Customer changes to a higher MAC and a shorter term plan, an under-utilization charge may apply. The old MAC/term plan revenue commitment for the length of the term plan agreement will be compared to the new MAC/term plan revenue commitment for the length of the term plan agreement. If the new MAC/term plan revenue commitment is greater than the old MAC/term plan revenue commitment, no charge or fee applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, an under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Change in MAC/Term Plan Commitment (continued)

(B) Change In MAC and Change in Length of Term Plan (continued)

.4 Higher MAC and Shorter Term Plan Commitment

If the Customer changes to a higher MAC and a shorter term plan, a penalty may apply. The old MAC/term plan revenue commitment for the length of the term plan agreement will be compared to the new MAC/term plan revenue commitment for the length of the term plan agreement. If the new MAC/term plan revenue commitment is greater than the old MAC/term plan revenue commitment, no penalty applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a penalty applies. The penalty is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.4 Change in MAC/Term Plan Commitment (continued)

(C) Change in Length of Term Plan and No Change in MAC

.1 Longer Term Plan Commitment

If the Customer changes to a longer term plan commitment with no change to the MAC, no charge or fee applies. A new term plan must be signed by the Customer with new begin/end dates.

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.2 Shorter Term Plan Commitment

If the Customer changes to a shorter term plan commitment and does not change the MAC, an under-utilization charge will be assessed. The under-utilization charge will be the difference in the old MAC level minus the current year's MAC usage accumulation to date, plus any full years of MAC remaining on the old MAC term commitment. A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.4 Change in MAC/Term Plan Commitment (continued)

(C) Change in Length of Term Plan and No Change in MAC

.1 Longer Term Plan Commitment

If the Customer changes to a longer term plan commitment with no change to the MAC, no penalty applies. A new term plan must be signed by the Customer with new begin/end dates.

.2 Shorter Term Plan Commitment

If the Customer changes to a shorter term plan commitment and does not change the MAC, a penalty will be assessed. The penalty will be the difference in the old MAC level minus the current year's MAC usage accumulation to date, plus any full years of MAC remaining on the old MAC term commitment. A new term plan must be signed by the Customer with new begin/end dates.

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Norm Descoteaux, Regulatory Manager
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.5 Reserved for future use

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SECTION 2 - RULES AND REGULATIONS

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.5 MMC Changes

(A) Change to Lower MMC

A Customer who changes to a lower revenue commitment may opt to implement the change in the middle of its bill cycle or may opt to make the change effective on the first day of the next bill cycle. If a Customer opts to implement the change in the middle of its billing cycle, an under-utilization charge applies for the unmet MMC for that billing cycle if applicable.

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(B) Change MMC to MAC

A Customer may change from a MMC to a MAC at any time during the billing cycle. The MMC will end and no charge or fee applies. A term plan must be signed by the Customer with new begin/end dates. The MAC will start on the date requested by the Customer.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.5 MMC Changes

(A) Change to Lower MMC

A Customer who changes to a lower revenue commitment may opt to implement the change in the middle of its bill cycle or may opt to make the change effective on the first day of the next bill cycle. If a Customer opts to implement the change in the middle of its billing cycle, a shortfall penalty applies for the unmet MMC for that billing cycle if applicable.

(B) Change MMC to MAC

A Customer may change from a MMC to a MAC at any time during the billing cycle. The MMC will end and no penalty applies. A term plan must be signed by the Customer with new begin/end dates. The MAC will start on the date requested by the Customer.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.6 Calculation of UUF, Revenue Commitment Shortfall, Customer Cancels Current Term Plan Agreement and Cancels Service With Company T T

(A) Customer Cancels - MAC Has Been Met

If the Customer cancels a term Business Optional Calling Plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies. T

(B) Customer Cancels - MAC Has Not Been Met

If the Customer cancels a term Business Optional Calling Plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for the current year and 50% of the unmet MAC for each of the additional years remaining on the term plan agreement. T

(C) Customer Cancels - MMC for current month Has Been Met (Customer Subscribing to all Small Business Optional Calling Plans) T

The early termination fee shall be 50% of the MMC times the number of months remaining in the complete term.

(D) Customer Cancels - MMC for current month Has NOT Been Met (Customer Subscribing to all Small Business Optional Calling Plans) T

The early termination fee shall be 50% of the unmet MMC for the current month plus 50% of the MMC times the number of months remaining in the complete term.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Revenue and Term Plan Commitments (continued)

REC'D JAN 07 2003

2.26.6 Cancellation of Term Plan

(A) Customer Cancels - MAC Has Been Met

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If the Customer cancels a term plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

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(B) Customer Cancels - MAC Has Not Been Met

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If the Customer cancels a term plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for the current year and 50% of the unmet MAC for each of the additional years remaining on the term plan agreement.

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(C) Customer Cancels - MMC for current month Has Been Met (Customer Subscribing to all Other Plans except High Volume Calling Plans and VPN)

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The early termination fee shall be 50% of the MMC times the number of months remaining in the complete term.

(D) Customer Cancels - MMC for current month Has NOT Been Met (Customer Subscribing to all Other Plans except High Volume Calling Plans and VPN)

The early termination fee shall be 50% of the unmet MMC for the current month plus 50% of the MMC times the number of months remaining in the complete term.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.6 Cancellation of Term Plan

(A) MAC Has Been Met

If the Customer cancels a term plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan cancellation penalty applies.

(B) MAC Has Not Been Met

If the Customer cancels a term plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the cancellation penalty is equal to the unmet MAC for the current year and the unmet MAC for each of the additional years remaining on the term plan agreement.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued) N

2.26.6 Calculation of UUF, Revenue Commitment Shortfall, Customer Cancels Current
Term Plan Agreement and Cancels Service With Company (continued) |

(E) Customer Cancels – Business Optional Calling Plans with MRC |

Customers that subscribe to Business Optional Calling Plans with MRCs
and term plan agreements, who cancel the plan prior to the expiration date
of the term plan agreement, will be required to pay an early termination fee. |

The early termination fee shall be 50% of the MRC times the number of
months remaining in the term plan agreement. |

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Janet Vader, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.7 Start Date and End Date

(A) MAC

Achievement of the MAC is calculated on the Customer's yearly Service Acceptance Date anniversary or end date of the term agreement commitment.

(B) MMC

MMC is calculated on the Customer's monthly anniversary date.

(C) Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term plan begin and end dates will not change. The accumulated monies towards the MAC UUF, if any, will be based on the begin and end date of the term without regard to the billing cycle.

(D) Business Optional Calling Plans with MRCs

When the Customer changes between Business Optional Calling Plans with MRC, the current term plan will be ended and the start date of new term plan begins on the day the order is processed.

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Janet Vader, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.7 Start Date and End Date

(A) MAC

Achievement of the MAC is calculated on the Customer's yearly Service Acceptance Date anniversary or end date of the term agreement commitment. T T

(B) MMC

MMC is calculated on the Customer's monthly anniversary date.

(C) Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term plan begin and end dates will not change. The accumulated monies towards the MAC UUF, if any, will be based on the begin and end date of the term without regard to the billing cycle.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.7 Start Date and End Date

(A) MAC

MAC is calculated on the Customer's yearly anniversary date or end date of the term agreement commitment.

(B) MMC

MMC is calculated on the Customer's monthly anniversary date.

(C) Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term plan begin and end dates will not change. The accumulated monies towards the MAC UUF, if any, will be based on the begin and end date of the term without regard to the billing cycle.

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SECTION 2 - RULES AND REGULATIONS

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2.26 Revenue and Term Plan Commitments (continued)

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2.26.7 Start Date and End Date

(A) MAC

MAC is calculated on the Customer's yearly anniversary date or end date of the term agreement commitment.

(B) MMC

MMC is calculated on the Customer's monthly anniversary date.

(C) Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term plan begin and end dates will not change. The accumulated monies towards the MAC under-utilization charges, if any, will be based on the begin and end date of the term without regard to the billing cycle.

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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.7 Start Date and End Date

(A) MAC

MAC is calculated on the Customer's yearly anniversary date or end date of the term agreement commitment.

(B) MMC

MMC is calculated on the Customer's monthly anniversary date.

(C) Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term plan begin and end dates will not change. The accumulated monies towards the MAC penalties, if any, will be based on the begin and end date of the term without regard to the billing cycle.

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Norm Descoteaux, Regulatory Manager
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SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.8 Term Plan Renewal

- (A) Business Customer Subscribes to SBC Long Distance Virtual Private Network (VPN) or Any of The Company's High Volume Calling Plans

Ninety (90) days prior to the expiration of a Customer's term plan agreement, the Company will notify the Customer on the Customer's bill advising the Customer the date the term plan expires. If the Customer does not notify the company in writing of its intent to cancel the existing term plan agreement, the Customer will be charged the same usage rates contained in their expired term plan agreement on a month to month basis. Customer's MMC will be the equivalent to their former MAC divided by twelve.

- (B) Business Customer Subscribes to All Other Business Optional Calling Plans

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If the Business Customer does not notify the Company in writing of its intent to cancel the existing term plan commitment, the term plan will automatically renew on the first day of the next billing cycle for the same length of term plan and MMC if applicable. Within thirty (30) days of the automatic renewal date of a term plan, if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan commitment, the Company will waive all early termination fees.

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

Missouri Public
Service Commission

2.26 Revenue and Term Plan Commitments (continued)

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2.26.8 Term Plan Renewal

- (A) Business Customer Subscribes to SBC Long Distance Virtual Private Network (VPN) or Any of The Company's High Volume Calling Plans

Ninety (90) days prior to the expiration of a Customer's term plan agreement, the Company will notify the Customer on the Customer's bill advising the Customer the date the term plan expires. If the Customer does not notify the company in writing of its intent to cancel the existing term plan agreement, the Customer will be charged the same usage rates contained in their expired term plan agreement on a month to month basis. Customer's MMC will be the equivalent to their former MAC divided by twelve.

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- (B) Business Customer Subscribes to Any Service Other Than A High Volume Calling Plan or SBC Long Distance Virtual Private Network (VPN)

If the Business Customer does not notify the Company in writing of its intent to cancel the existing term plan commitment, the term plan will automatically renew on the first day of the next billing cycle for the same length of term plan and MMC if applicable. Within thirty (30) days of the automatic renewal date of a term plan, if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan commitment, the Company will waive all early termination fees.

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Norm Descoteaux, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS **Missouri Public**

2.26 Revenue and Term Plan Commitments (continued)

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2.26.8 Term Plan Renewal

Service Commission

- (A) Business Customer Subscribes to SBC Long Distance Virtual Private Network (VPN) or Any of The Company's High Volume Calling Plans C
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Ninety (90) days prior to the expiration of a Customer's term plan agreement, the Company will notify the Customer advising the Customer the date the term plan expires. If the Customer does not notify the company in writing of its intent to cancel the existing term plan agreement, the term plan agreement will automatically renew on the expiration date of the term plan agreement for the same MAC and length of term plan. Within thirty (30) days of the automatic renewal date of a term plan agreement if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan agreement, the Company will waive all term plan cancellation penalties.

- (B) Business Customer Subscribes to Any Service Other Than A High Volume Calling Plan or SBC Long Distance Virtual Private Network (VPN) T

If the Business Customer does not notify the Company in writing of its intent to cancel the existing verbal term plan commitment, the term plan will automatically renew on the expiration date of the term plan for the same MAC, length of term plan, and MMC if applicable. Within thirty (30) days of the automatic renewal date of a term plan, if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan commitment, the Company will waive all term plan cancellation penalties.

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Tracy Van Wormer, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

Missouri Public

2.26 Revenue and Term Plan Commitments (continued)

REC'D MAR 26 2002

2.26.8 Term Plan Renewal

Service Commission

- (A) Business Customer Subscribes to High Volume Calling Plan or SBC Long Distance Virtual Private Network (VPN) N
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Ninety (90) days prior to the expiration of a Customer's term plan agreement, the Company will notify the Customer advising the Customer the date the term plan expires. If the Customer does not notify the company in writing of its intent to cancel the existing term plan agreement, the term plan agreement will automatically renew on the expiration date of the term plan agreement for the same MAC and length of term plan. Within thirty (30) days of the automatic renewal date of a term plan agreement if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan agreement, the Company will waive all term plan cancellation penalties. T

- (B) Business Customer Subscribes to Any Service Other Than High Volume Calling Plan or SBC Long Distance Virtual Private Network (VPN) N
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If the Business Customer does not notify the Company in writing of its intent to cancel the existing verbal term plan commitment, the term plan will automatically renew on the expiration date of the term plan for the same MAC, length of term plan, and MMC if applicable. Within thirty (30) days of the automatic renewal date of a term plan, if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan commitment, the Company will waive all term plan cancellation penalties. |
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Norm Descoteaux, Regulatory Manager
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Original Sheet 116
Service Commission

SECTION 2 - RULES AND REGULATIONS

2.26 Revenue and Term Plan Commitments (continued)

2.26.8 Term Plan Renewal

Ninety (90) days prior to the expiration of a Customer's term plan agreement, the Company will notify the Customer advising the Customer the date the term plan expires. If the Business Customer does not notify the company in writing of its intent to cancel the existing term plan agreement, the term plan agreement will automatically renew on the expiration date of the term plan agreement for the same MAC and length of term plan. Within thirty (30) days of the automatic renewal date of a term plan agreement if the Customer provides written notice to the Company that the Customer wishes to cancel the new term plan agreement, the Company will waive all term plan cancellation penalties.

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SECTION 2 - RULES AND REGULATIONS

Missouri Public
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2.27 Aggregation Grouping

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- 2.27.1 Aggregation grouping is the collecting of a Customer's multiple BTN(s) into a group such that all usage within this group can be combined to determine the Customer's usage rate or volume discount.
- 2.27.2 The Customer determines which BTN(s) will be aggregated. With Aggregation grouping, the Customer must select one BTN as the master BTN. The BTN(s) that go together in the Aggregation grouping will be assigned an Aggregation ID.
- 2.27.3 Changes to a Customer's Aggregation grouping (such as adding or deleting BTN(s)) will not affect the Customer's MMC, MAC or term plan commitment.
- (A) If a Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only TFS line(s) that utilizes Switched Access to reach the long distance network, the POTS telephone number associated with TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service or the Customer's TFS plan must be transferred to one of the Company's High Volume Toll Free Calling plans as described in Section 3 of this Tariff. Otherwise, the Company may terminate Service pursuant to Section 2.20 of this Tariff.
- (B) If a Direct-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, TFS may continue to be direct-billed.

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Tawnya Rehtin, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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Missouri Public
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2.27 Aggregation Grouping

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2.27.1 Aggregation grouping is the collecting of a Customer's multiple BTN(s) into a group such that all usage within this group can be combined to determine the Customer's usage rate or volume discount.

2.27.2 The Customer determines which BTN(s) will be aggregated. With Aggregation grouping, the Customer must select one BTN as the master BTN. The BTN(s) that go together in the Aggregation grouping will be assigned an Aggregation ID.

2.27.3 Changes to a Customer's Aggregation grouping (such as adding or deleting BTN(s)) will not affect the Customer's MMC, MAC or term plan commitment.

(A) If a Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only TFS line(s) that utilizes Switched Access to reach the long distance network, the POTS telephone number associated with TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service or the Customer's TFS plan must be transferred to one of the Company's High Volume Toll Free Calling plans as described in Section 3.7.1 or Section 3.7.2 of this Tariff. Otherwise, the Company may terminate Service pursuant to Section 2.20 of this Tariff.

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(B) If a Direct-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, TFS may continue to be direct-billed.

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2.27 Aggregation Grouping

Service Commission

2.27.1 Aggregation grouping is the collecting of a Customer's multiple BTN(s) into a group such that all usage within this group can be combined to determine the Customer's usage rate or volume discount.

2.27.2 The Customer determines which BTN(s) will be aggregated. With Aggregation grouping, the Customer must select one BTN as the master BTN. The BTN(s) that go together in the Aggregation grouping will be assigned an Aggregation ID.

2.27.3 Changes to a Customer's Aggregation grouping (such as adding or deleting BTN(s)) will not affect the Customer's MMC, MAC or term plan commitment.

(A) If a Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only TFS line(s) that utilizes Switched Access to reach the long distance network, the POTS telephone number associated with TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service or the Customer's TFS plan must be transferred to one of the Company's the Company's High Volume Toll Free Calling plans as described in Section 3.7.1 or Section 3.7.2 of this Tariff. Otherwise, the Company may terminate Service pursuant to Section 3.6.4 (J).2 of this Tariff.

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(B) If a Direct-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, TFS may continue to be direct-billed.

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Tracy Van Wormer, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

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2.27 Aggregation Grouping

Service Commission

2.27.1 Aggregation grouping is the collecting of a Customer's multiple BTN(s) into a group such that all usage within this group can be combined to determine the Customer's usage rate or volume discount.

2.27.2 The Customer determines which BTN(s) will be aggregated. With Aggregation grouping, the Customer must select one BTN as the master BTN. The BTN(s) that go together in the Aggregation grouping will be assigned an Aggregation ID.

2.27.3 Changes to a Customer's Aggregation grouping (such as adding or deleting BTN(s)) will not affect the Customer's MMC, MAC or term plan commitment.

(A) If a Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only TFS line(s) that utilizes Switched Access to reach the long distance network, the POTS telephone number associated with TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service or the Customer's TFS plan must be transferred to the Company's High Volume Toll Free Calling plan. Otherwise, the Company may terminate Service pursuant to Section 3.6.4 (J).2 of this Tariff. T
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(B) If a Direct-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, TFS may continue to be direct-billed.

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Norm Descoteaux, Regulatory Manager
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 2 - RULES AND REGULATIONS

2.27 Aggregation Grouping

- 2.27.1 Aggregation grouping is the collecting of a Customer's multiple BTN's into a group such that all usage within this group can be combined to determine the Customer's usage rate or volume discount.
- 2.27.2 The Customer determines which BTN(s) will be aggregated. With Aggregation grouping, the Customer must select one BTN as the master BTN. The BTN's that go together in the Aggregation grouping will be assigned an Aggregation ID.
- 2.27.3 Changes to a Customer's Aggregation grouping (such as adding or deleting BTN's) will not affect the Customer's MMC, MAC or term plan commitment.
- (A) If a LEC-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, there is a requirement that at least one POTS telephone number be presubscribed to the Company if LEC billing is to be utilized.
- (B) If a Direct-billed Customer has combined Services, i.e. outbound and TFS aggregated together, and chooses to disconnect all of the outbound Services leaving only one (1) TFS, TFS may continue to be direct-billed.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

Operator Toll Assistance Services include a variety of billing options. Callers may use Operator Toll Assistance Services to place intrastate calls from their presubscribed telephone line or when away from their established primary Service location. Calls can originate from either tone-generating or rotary-dial instruments. Unless otherwise indicated in this Tariff, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. Operator Toll Assistance Services are consistent with 4 CSR-240.33.130 and 392.515 RSMo.

3.1.2 Availability

Service is available to a Customer that subscribes to any of the Company's calling card or outbound Service offerings and Casual Callers that dial one of the Company's Toll Free Access Numbers.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.3 Access Method

- (A) For Customers that subscribe to any of the Company's outbound Services that requires Dedicated Access to reach the long distance network, access to Operator Toll Assistance Service will be blocked from the Customer's DVA lines. Callers dialing one plus (1+) one of the Company's Toll Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use any of the billing options described in Section 3.1.5 (A), 3.1.5 (B) or 3.1.5 (C) of this Tariff or may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.

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3.1 Operator Toll Assistance Services (continued)

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3.1.3 Access Method (continued)

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(B) Unless otherwise indicated in this Tariff, callers placing calls over Switched Access lines may also place Operator Toll Assistance Services from Off-Net locations by dialing:

.1 00 from a presubscribed telephone line and request the long distance operator to complete the call or T
T

.2 0+ the called number from a presubscribed telephone line

(C) Unless otherwise indicated in this Tariff, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

.1 00 from a presubscribed telephone line and follow the prompts T

.2 0+ the called number from a presubscribed telephone line.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.3 Access Method (continued)

(B) Unless otherwise indicated in this Tariff, callers placing calls over Switched Access lines may also place Operator Toll Assistance Services from Off-Net locations by dialing:

- .1 00 from a presubscribed telephone line and follow the prompts
- .2 0+ the called number from a presubscribed telephone line

(C) Unless otherwise indicated in this Tariff, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

- .1 00 from a presubscribed telephone line and request the long distance operator to complete the call or
- .2 0+ the called number from a presubscribed telephone line.

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Service Commission

SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.4 Completion Type

- (A) Station-to-Station: Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.
- (B) Person-to-Person: Any operator-handled call whereby the person originating the call specifies to the operator a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

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3.1.5 Billing Options

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(A) Calling Cards

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, access to Toll Free Access Numbers will be blocked from the Customer's DVA lines.

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.1 LEC Card

- .a The Company will accept any valid LEC calling card that uses the LIDB verification system. The LEC ensures the availability of features and enables the card features. Charges associated with the LEC Card will be billed by the LEC with the Customer's bill for local exchange service.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options

(A) Calling Cards

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, access to Toll Free Access Numbers will be blocked from the Customer's DVA lines. Calling card calls may be completed via Group 1 Toll Free Access Numbers or Group 2 Toll Free Access Numbers.

.1 LEC Card

- .a The Company will accept any valid LEC calling card that uses the LIDB verification system. The LEC ensures the availability of features and enables the card features. Charges associated with the LEC Card will be billed by the LEC with the Customer's bill for local exchange service.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

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3.1.5 Billing Options (continued)

Service Commission

(A) Calling Cards (continued)

.1 LEC Card (continued)

.b Reserved for future use.

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- .c If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Tariff apply as appropriate. If a Customer completes a call via any other access method and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Tariff apply as appropriate.

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Lisa Porterfield, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

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3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.1 LEC Card (continued)

.b If a Customer completes a call via a Group 1 Toll Free Number and bills a call to a calling card issued by a LEC that uses the Line Information Data Base verification system, the rates and charges contained in Section 4.1.1 (A) of this Tariff apply as appropriate.

.c If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Tariff apply as appropriate. If a Customer completes a call via any other access method and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Tariff apply as appropriate.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.1 LEC Card (continued)

- .b If a Customer completes a call via a Group 1 Toll Free Number and bills a call to a calling card issued by a LEC that uses the Line Information Data Base verification system, the rates and charges contained in Section 4.1.1 (A) of this Tariff apply as appropriate.
- .c If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, the rates and charges contained in Section 4.1.1 (B).1 and Section 4.1.2 (A), (B), and (C) of this Tariff apply as appropriate.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

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.2 Calling Card

.a Description

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. The Toll Free Access Numbers associated with the Calling Card are the Group 2 Toll Free Numbers.

.b Availability

The issuance of the Calling Card is dependent on the Customer having a presubscribed BTN/BAN or dedicated trunk group BAN. The card is not available on a stand alone basis. Customer may elect one of four optional plans. Customers subscribing to any Option 1, Option 2, or Option 4 calling card will be LEC billed. Customers subscribing to any Option 3 will be direct-billed.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

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.2 Calling Card

D

.a Description

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. The Toll Free Access Numbers associated with the Calling Card are the Group 2 Toll Free Numbers.

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.b Availability

The issuance of the Calling Card is dependent on the Customer having a presubscribed BTN/BAN or dedicated trunk group BAN. The card is not available on a stand alone basis. Customer may elect one of three optional plans. Customers subscribing to Option 1 or Option 2 will be LEC billed. Customers subscribing to Option 3 will be direct-billed.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card

.a Description

This is a billing option which enables the Customer to charge a call to an authorized calling card number. Calling card rates and charges apply to all calls that both originate and terminate in the State regardless of the location of the billed Customer. Access to the long distance network for the purpose of billing a call to the Customer's calling card can be from tone-generating or rotary-dial instruments. The Toll Free Access Numbers associated with the Proprietary Calling Card are the Group 2 Toll Free Numbers.

.b Availability

The issuance of the Proprietary Calling Card is dependent on the Customer having a presubscribed BTN/BAN or dedicated trunk group BAN. The card is not available on a stand alone basis. Customer may elect one of three optional plans. Customers subscribing to Option 1 or Option 2 will be LEC billed. Customers subscribing to Option 3 will be direct-billed.

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SECTION 3 - DESCRIPTION OF SERVICES **Missouri Public**

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

.b Availability (continued)

.i Option 1 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.ii Option 2 and Option 2 categories are available to Business Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.iii Option 3 and Option 3 categories are available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

D

.b Availability (continued)

.i Option 1 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.ii Option 2 is available to Business Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

.iii Option 3 is available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card (continued)

.b Availability (continued)

- .i Option 1 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.
- .ii Option 2 is available to Business Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to reach the long distance network. The Customer must select the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.
- .iii Option 3 is available to Business Customers that subscribe to one of the High Volume Calling plans for the provision of inbound or outbound Service.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

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(A) Calling Cards (continued)

.2 Calling Card (continued)

Service Commission

.b Availability (continued)

- .iv Option 4 is named Value Card Plus. This option is available to Residential Customers as an alternative to Calling Card - Option 1. Customers subscribing to Calling Card - Option 4 pay a MRC, and the usage rates and per call charges are less than the rates for Calling Card - Option 1. See Section 4.1.3 of this Tariff for the MRC. Option 4 is available to Residential Customers that subscribe to one of the Company's outbound Service offerings that require Switched Access to the Company as its presubscribed long distance service provider for the provision of interstate outbound calling. The Customer must have a minimum of one line presubscribed to the Company.

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SECTION 3 - DESCRIPTION OF SERVICES

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Service Commission

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

D

.c Features

.i The Calling Card is available in English. Depending on the Customer's location, the card may be available in languages other than English. The Company determines which languages are available at any point in time.

D

.ii Customers may select from various calling card features such as PIN level restrictions for blocking International calls when available, speed dialing which allows a caller to dial subsequent calls without re-entering the card number and PIN, conference calling which allows the caller to add up to six (6) additional callers on the call. Unless otherwise indicated by the Customer, the PIN is printed on the card. The card number is always ten (10) digits plus a four (4) digit PIN. Upon the initial request for the card, the Customer will receive a card with a PIN printed on the card. The PIN will be randomly generated. However, the Customer has the option of changing the PIN to one selected by the Customer. The Customer will be able to define restriction features at the PIN level.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card (continued)

.c Features

- .i The Proprietary Calling Card is available in English. Depending on the Customer's location, the card may be available in languages other than English. The Company determines which languages are available at any point in time.
- .ii Customers may select from various calling card features such as PIN level restrictions for blocking international calls when available, speed dialing which allows a caller to dial subsequent calls without re-entering the card number and PIN, conference calling which allows the caller to add up to six (6) additional callers on the call. Unless otherwise indicated by the Customer, the PIN is printed on the card. The card number is always ten (10) digits plus a four (4) digit PIN. Upon the initial request for the card, the Customer will receive a card with a PIN printed on the card. The PIN will be randomly generated. However, the Customer has the option of changing the PIN to one selected by the Customer. The Customer will be able to define restriction features at the PIN level.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

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3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

Service Commission

.2 Calling Card (continued)

.c Features (continued)

.iii Option 1 and Option 4

C

Unless otherwise indicated by the Customer, the
Customer's name will be printed on the Card.

Option 2 and Option 2 categories

C

Unless otherwise indicated by the Customer, the
Customer's name will be printed on the Card.

Option 3 and Option 3 categories

C

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the
company's name will be printed on the card.

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3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

.c Features (continued)

.iii Option 1

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Unless otherwise indicated by the Customer, the
Customer's name will be printed on the Card.

Option 2

Unless otherwise indicated by the Customer, the
Customer's name will be printed on the Card.

Option 3

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the
company's name will be printed on the card.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card (continued)

.c Features (continued)

.iii Option 1

Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

Option 2

Unless otherwise indicated by the Customer, the Customer's name will be printed on the Card.

Option 3

The Customer has a choice of one of the following:

- no name printed on the card
- company name printed on the card
- employee name printed on the card

If the Customer does not specify an option, the company's name will be printed on the card.

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Norm Descoteaux, Regulatory Manager
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

Missouri Public

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

REC'D DEC 01 2003

.2 Calling Card (continued)

.d Initial and Additional Periods

Service Commission

.i Option 1 and Option 4

All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.ii Option 2 and Option 2 categories

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 and Option 2 categories in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

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.iii Option 3 and Option 3 categories

For calling card calls originating via Switched Access or Dedicated Access, the billing increments for calls billed to the Calling Card - Option 3 and Option 3 categories are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling.

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

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(A) Calling Cards (continued)

.2 Calling Card (continued)

Service Commission

.d Initial and Additional Periods

.i Option 1 and Option 4

C

All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.ii Option 2 and Option 2 categories

C

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

.iii Option 3 and Option 3 categories

C

For calling card calls originating via Switched Access or Dedicated Access, the billing increments for calls billed to the Calling Card - Option 3 are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling.

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public
Service Commission

REC'D MAR 31 2003

- 3.1 Operator Toll Assistance Services (continued)
- 3.1.5 Billing Options (continued)
 - (A) Calling Cards (continued)
 - .2 Calling Card (continued)
 - .d Initial and Additional Periods

.i Option 1

All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.ii Option 2

Unless otherwise indicated in a description of a business Service offering that includes Calling Card - Option 2 in combination with outbound and/or TFS, all calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of sixty (60) seconds.

.iii Option 3

For calling card calls originating via Switched Access or Dedicated Access, the billing increments for calls billed to the Calling Card - Option 3 are the same as the billing increments that apply to 1+ outbound calls originating via Switched Access and billed under the High Volume Calling.

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Tawnya Rehtin, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public
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3.1 Operator Toll Assistance Services (continued)

REC'D JAN 07 2003

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

D

.d Initial and Additional Periods

.i Option 1

All calls are billed in increments of one (1) minute
subject to a minimum connect time (initial period) of
one (1) minute.

.ii Option 2

Unless otherwise indicated in a description of a
business Service offering that includes Calling Card -
Option 2 in combination with outbound and/or TFS,
all calls are billed in increments of six (6) seconds
subject to a minimum connect time (initial period) of
sixty (60) seconds.

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.iii Option 3

See Section 3.7.1 (E).2 or Section 3.7.2 (E).2 of this
Tariff for billing increments for calls billed to the
Calling Card - Option 2.

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card (continued)

.d Initial and Additional Periods

.i Option 1

All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.ii Option 2

All calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds.

.iii Option 3

For Customers subscribing to Option 3 and signing a term plan agreement and making a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. For Customers subscribing to the Proprietary Calling Card - Option 3 and signing a term plan agreement and making a MMC, calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of eighteen (18) seconds.

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public
Service Commission

3.1 Operator Toll Assistance Services (continued)

REC'D JAN 07 2003

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

D

.e Access Methods

Callers may bill calls to their Calling Card by dialing:

D

.i 1+ any Group 2 Toll Free Access Number; or

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.ii 00 from a presubscribed telephone line and request
the long distance operator complete the call; or

.iii 0+ the called number from a presubscribed telephone
line.

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Norm Descoteaux, Associate Director Regulatory
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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card (continued)

.e Access Methods

Callers may bill calls to their Proprietary Calling Card by dialing:

- .i any Group 2 Toll Free Number; or
- .ii 00 from a presubscribed telephone line and request the long distance operator complete the call; or
- .iii 0+ the called number from a presubscribed telephone line.

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public
Service Commission

3.1 Operator Toll Assistance Services (continued)

REC'D JAN 07 2003

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Calling Card (continued)

D

.f Rates and Charges

Only usage charges apply for fully automated Calling Card -
Option 3 calls. Usage charges and per call charges apply
for all other call types billed to the Calling Card.

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.g LIDB

If a Customer completes a call via a Group 2 Toll Free
Number and bills a call to a calling card issued by a LEC
that uses the LIDB verification system, see Section 4.1.1
(B).1 and Section 4.1.2 (A), (B), and (C) of this Tariff
apply as appropriate. If a Customer completes a call via
any other access method and bills a call to a calling card
issued by a LEC that uses the LIDB verification system, the
rates and charges contained in Section 4.1.1 (B).1 and
Section 4.1.2 (A), (B), and (C) of this Tariff apply as
appropriate.

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Norm Descoteaux, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(A) Calling Cards (continued)

.2 Proprietary Calling Card (continued)

.f Rates and Charges

Only usage charges apply for fully automated Proprietary Calling Card - Option 3 calls. Usage charges and per call charges apply for all other call types billed to the Proprietary Calling Card. For per call and usage charges see Section 4.1.1 (B).2 of this Tariff.

.g LIDB

If a Customer completes a call via a Group 2 Toll Free Number and bills a call to a calling card issued by a LEC that uses the LIDB verification system, see Section 4.1.1 (B).1 of this Tariff.

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SECTION 3 - DESCRIPTION OF SERVICES

~~Missouri Public
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3.1 Operator Toll Assistance Services (continued)

REC'D JAN 07 2003

3.1.5 Billing Options (continued)

(B) Collect

This is a billing option where the called party is verbally asked if they will pay for the call. If accepted the call is completed, the called party is billed for the call. Calls may be billed to domestic numbers only.

(C) Third Number

This is a billing option where a long distance call may be charged to a telephone number other than the originating telephone number or the telephone number of the called party. Prior to completing the call, the operator will determine whether or not the charges are authorized to be billed to the third number. Calls may be billed to domestic numbers only.

(D) Sent Paid

This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted from non-coin origination. T

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Norm Descoteaux, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options (continued)

(B) Collect

This is a billing option where the called party is verbally asked if they will pay for the call. If accepted the call is completed, the called party is billed for the call. Calls may be billed to domestic numbers only.

(C) Third Number

This is a billing option where a long distance call may be charged to a telephone number other than the originating telephone number or the telephone number of the called party. Prior to completing the call, the operator will determine whether or not the charges are authorized to be billed to the third number. Calls may be billed to domestic numbers only.

(D) Sent Paid

This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted to non-coin origination.

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SECTION 3 - DESCRIPTION OF SERVICES **Missouri Public**

3.1 Operator Toll Assistance Services (continued)

REC'D DEC 07 2001

3.1.6 Level of Automation

Service Commission

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

(A) Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dials the called number and the billing number. The operator dialed per call charge applies in lieu of the operator assisted per call charge.

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The rates for the operator dialed per call charges in Section 4.1.1 or Section 4.1.2 of this Tariff apply to: Station-to-Station and Person-to-Person calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dialed per call charge will not be applied to:

- (1) a call that cannot be completed by the caller due to equipment failure or trouble on the long distance network or
- (2) a call placed by a party identified as disabled and as a result of that disability cannot complete the call.

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Norm Descoteaux, Regulatory Manager
5850 W. Las Positas Blvd., Pleasanton, California 94588

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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 1
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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

(A) Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dials the called number and the billing number. The operator dialed per call charge applies.

The rates for the operator dialed per call charges in Section 4.1.1 or Section 4.1.2 of this Tariff apply to: Station-to-Station and Person-to-Person calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dialed per call charge will not be applied to:

- (1) a call that cannot be completed by the caller due to equipment failure or trouble on the long distance network or
- (2) a call placed by a party identified as disabled and as a result of that disability cannot complete the call.

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation (continued)

(B) Operator Assisted

An operator assisted call occurs when the person originating the call reaches an operator by utilizing an access method that involves dialing the called telephone number, but the operator collects the billing information to complete the call.

(C) Fully Automated

A fully automated call occurs when the person originating the call dials zero plus (0+) from a presubscribed line or one plus (1+) a Toll Free Access Number, plus the called telephone number, and then inputs the billing information as instructed by the automated call completion system. This call is completed without any assistance from an operator.

The fully automated rate also applies if a call:

- placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion or
- cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

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Norm Descoteaux, Regulatory Manager
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

3.1 Operator Toll Assistance Services (continued)

REC'D DEC 03 2003

3.1.7 Application of Charges

Service Commission

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the following criteria: (i) access method, (ii) completion type (Station-to-Station or Person-to-Person), (iii) billing option selected (calling card, collect, third number, or sent paid) and (iv) level of automation used (operator dialed, operator assisted, or fully automated).

For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service. The residential rate per minute also applies for a call placed collect or billed to a third number if the call billed to a telephone number not presubscribed to the Company.

(B)

If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (B) of this Tariff apply.

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Lisa Porterfield, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

Missouri Public

SECTION 3 - DESCRIPTION OF SERVICES

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3.1 Operator Toll Assistance Services (continued)

Service Commission

3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the following criteria: (i) access method, (ii) completion type (Station-to-Station or Person-to-Person), (iii) billing option selected (calling card, collect, third number, or sent paid) and (iv) level of automation used (operator dialed, operator assisted, or fully automated).

For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service. The residential rate per minute also applies for a call placed collect or billed to a third number if the call billed to a telephone number not presubscribed to the Company.

- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Service call by dialing one plus (1+) any of the Group 1 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (A) of this Tariff apply. If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (B) of this Tariff apply.

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the following criteria: (i) access method, (ii) completion type (Station-to-Station or Person-to-Person), (iii) billing option selected (calling card, collect, third number, or sent paid) and (iv) level of automation used (operator dialed, operator assisted, or fully automated).

For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential origination or business origination. The business rate per minute applies when the call originates via a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call originates via a telephone number presubscribed to the Company for a Residential Service. The residential rate per minute also applies for a call placed collect or billed to a third number if the call originates at a telephone number which has not been presubscribed to the Company.

- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Service call by dialing one plus (1+) any of the Group 1 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (A) of this Tariff apply. If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Numbers, the rates and charges contained in Section 4.1.1 (B) of this Tariff apply.

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SECTION 3 - DESCRIPTION OF SERVICES

Missouri Public

3.1 Operator Toll Assistance Services (continued)

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3.1.7 Application of Charges (continued)

Service Commission

(C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B) or 3.1.3 (C) of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply to intrastate InterLATA calls and applies to intrastate IntraLATA service.

(D) If a Casual Caller completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in Section 3.1.3 (B).1 or 3.1.3 (B).2 of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply to InterLATA and IntraLATA calling.

(E)

If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Tariff applies to both intrastate InterLATA and intrastate IntraLATA calls.

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Lisa Porterfield, Associate Director Regulatory
5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

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3.1.7 Application of Charges (continued)

Service Commission

- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B) or 3.1.3 (C) of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply to intrastate InterLATA calls and applies to intrastate IntraLATA service.
- (D) If a Casual Caller completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in Section 3.1.3 (B).1 or 3.1.3 (B).2 of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply to InterLATA and IntraLATA calling. T
- (E) If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via the Group 1 Toll Free Access Number, this Tariff applies to intrastate InterLATA calling. If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Tariff applies to both intrastate InterLATA and intrastate IntraLATA calls. T D

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SECTION 3 - DESCRIPTION OF SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges (continued)

- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B) or 3.1.3 (C) of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply to intrastate InterLATA calls and applies to intrastate IntraLATA service.
- (D) If a Casual Caller completes an Operator Toll Assistance Service call via any Operator Toll Assistance Services access method described in Section 3.1.3 (B).1, 3.1.3 (B).2 or 3.1.3 (B).3 of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply to InterLATA and IntraLATA calling.
- (E) If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 1 Toll Free Access Numbers, this Tariff applies to intrastate InterLATA calling and applies to intrastate IntraLATA calls. If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via any of the Group 2 Toll Free Access Numbers, this Tariff applies to both intrastate InterLATA and intrastate IntraLATA calls.

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Southwestern Bell Communications Services, Inc. PSC Mo. - No. 1
d/b/a SBC Long Distance

~~Service Commission~~

SECTION 3 - DESCRIPTION OF SERVICES

3.2 Directory Assistance Services

3.2.1 General

Directory Assistance Service allows the Customer, End User or Casual Caller to request the telephone number or area code of a party located within the State but outside of the Customer's local calling area. The Directory Assistance operator provides assistance in locating business, residence, and government listings.

3.2.2 Availability

Assistance in obtaining an intrastate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Tariff. The following types of calls are not permitted to directory assistance:

- Person-to-Person
- Collect

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SECTION 3 - DESCRIPTION OF SERVICES

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3.2 Directory Assistance Services (continued)

3.2.3 Access Methods

(A) General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

- .1 Customers who presubscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:

- | | | |
|----|--|---|
| .a | 1 + area code + 555-1212 | T |
| .b | 0 + area code + 555-1212 | T |
| .c | 00 and request the long distance operator to connect the caller to Directory Assistance | T |
| .d | one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212. | T |

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SECTION 3 - DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods

(A) General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

- .1 Customers who presubscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:

- .1 1 + area code + 555-1212
- .2 0 + area code + 555-1212
- .3 00 and request the long distance operator to connect the caller to Directory Assistance
- .4 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods (continued)

(A) General (continued)

- .2 For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, the Customer or End User may reach Directory Assistance Service from the Customer's DVA lines by dialing 1+NPA+555-1212. Directory Assistance Service is blocked via all other access methods.
- .3 Customers, End Users, and Casual Callers may also reach directory assistance by dialing one of the Company's Toll Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

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SECTION 3 - DESCRIPTION OF SERVICES

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3.2 Directory Assistance Services (continued)

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3.2.3 Access Methods (continued)

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(B) Call Originates From Off-Net Location

Unless otherwise specified in this Tariff, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods:

- | | | |
|----|---|---|
| | | D |
| | | D |
| | | D |
| | | D |
| .1 | 1+ area code + 555-1212 | T |
| .2 | 0+ area code + 555-1212 | T |
| .3 | 00 and request the long distance operator to connect the caller to Directory Assistance | T |
| .4 | one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212 | T |

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5850 W. Las Positas Blvd., Pleasanton, California 94588

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SECTION 3 - DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods (continued)

(B) Call Originates From Off-Net Location

Unless otherwise specified in this Tariff, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods:

- .1 101XXXX + 0 + area code + 555-1212
- .2 101XXXX + 1 + area code + 555-1212
- .3 101XXXX + 00 and requesting the long distance operator to connect the caller to Directory Assistance
- .4 1+ area code + 555-1212
- .5 0+ area code + 555-1212
- .6 00 and request the long distance operator to connect the caller to Directory Assistance
- .7 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212

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SECTION 3 - DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods (continued)

(C) Call Originates From On-Net Location

Customers, End Users or Casual Callers may also reach Directory Assistance via:

- .1 1+ area code + 555-1212
- .2 0+ area code + 555-1212
- .3 00 and request the long distance operator to connect the caller to Directory Assistance
- .4 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

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SECTION 3 - DESCRIPTION OF SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features

(A) Multiple Listings

Customers may receive up to two listings per request to Directory Assistance. Regardless of the access method used by the caller to reach Directory Assistance, the two listings requested by the caller may be for telephone numbers located within different area codes.

(B) Automated DACC

Automated DACC provides the caller an option of having an interactive automated system complete a call to the called telephone number listing received from Directory Assistance without the caller hanging up and originating a new call.

- .1 The Company will offer Automated DACC only where technical capability exists to terminate the call.
- .2 For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, access to Automated DACC is blocked from the Customer's DVA lines.

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